

If you would like this information in a different language,  
in large print or on CD, please contact us on 01235 515900.

**Polish** Przemoc wobec osób starszych

Jeśli chcesz uzyskać te informacje w innym języku, dużą czcionką lub na płycie CD, skontaktuj się z nami pod numerem 01235 515900.

**Portuguese** Violência contra idosos

Se desejar receber esta informação em outro idioma, num tamanho de letra maior ou em CD, queira contactar-nos através do número 01235 515900.

**Bengali** বয়স্কদের নিপীড়ন

যদি আপনি এই তথ্য একটি ভিন্ন ভাষায়, বড় অক্ষরের ছাপায় অথবা সি.ডি'তে চান, তাহলে অনুগ্রহ করে 01235 515900 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

**Chinese** 虐待長者

若您需要以其他語言撰寫、以大字體顯示或以 CD 方式儲存的此資訊，請致電 01235 515900 聯絡我們。

**Albanian** Abuzimi me të moshuarit

Nese deshironi kete informacion ne gjuhe te ndryshme, te shtypur apo ne CD, ju lutemi te na kontakton ne numrin 01235 515900.

**Slovakian** Zneužívanie starších spoluobčanov

Ak požadujete túto informáciu v inom jazyku, vytlačenú s veľkými písmenami alebo na disku CD, kontaktujte nás na čísle 01235 515900.

**Soha Housing**, Royal Scot House,  
99 Station Rd, Didcot OX11 7NN

**Tel:** 01235 515900

**Fax:** 01235 515970

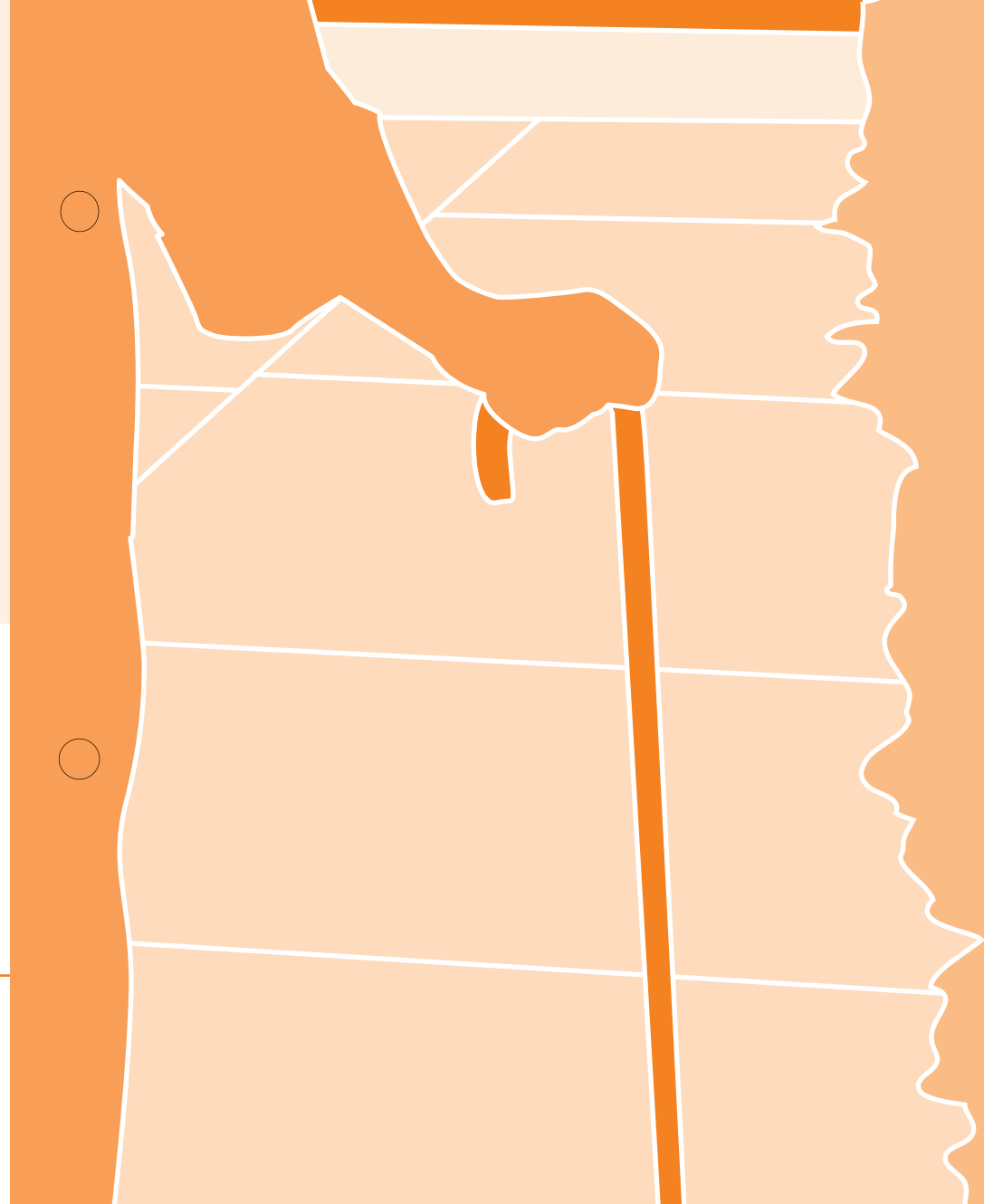
**Email:** [housing@soha.co.uk](mailto:housing@soha.co.uk)

**Website:** [www.soha.co.uk](http://www.soha.co.uk)



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## Elder abuse



## If you feel threatened: advice for older residents

### What is elder abuse?

Abuse is when someone does or says something to you which makes you upset or scared. Or it may be that someone tries to take away your rights.

Abuse can happen by accident, where someone doesn't realise they are scaring you. But some people abuse others on purpose. It can happen in your home, in a day centre, at work, in hospital, in a care home, at a club or in the street.

It doesn't matter if you are old, disabled, ill or vulnerable for another reason - if you feel you are being abused or if you think someone else is at risk, you should tell someone you can trust as soon as you can. This may be your Scheme Manager if you live in sheltered accommodation, a member of your family, a friend, the Police, carers or a doctor. They will listen carefully and tell someone official.

### Abuse may be

- **Physical** (for example, someone is deliberately giving you too much or too little medication or stopping you having the help you need, such as a walking frame or hearing aid)
- **Sexual** (for example, they touch you or demand sexual things from you that you feel uncomfortable with)
- **Financial** (for example, if someone is making you give them money or stopping you accessing your bank account)
- **Psychological or emotional** – if you are feeling under-valued, depressed or anxious, this could be a sign of this type of abuse

- **Neglect** – this could be where you feel you are not being fed or washed properly and that you are hungry or are aware you don't have good personal hygiene ... or you may feel you are being discriminated against because of your age.

Whatever your concern, please tell someone and you **will** be helped.

If you have concerns about any of these, please call our Customer Services team on 01235 515 900 and they will help you.

### Other useful contacts include:

- **Your Scheme Manager**
- **Action on Elder Abuse:** Astral House, 1268 London Road, Norbury, London SW16 4ER  
Tel: **020 8765 7000**  
Fax: **020 8679 4074**  
Email: [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)
- **Age Concern England:** Astral House, 1268 London Road, London SW16 4ER  
Free helpline: **0800 00 99 66**
- Information sheets for many issues facing older people from [www.ageconcernengland.co.uk](http://www.ageconcernengland.co.uk)
- **Oxfordshire County Council Safeguarding Adults Access Team:** PO Box 780, Oxford, OX1 9GX  
Tel: **0845 050 7666**  
Fax: **01865 783111**  
Out of hours emergency number: **0800 833408** (freephone)