

# Key messages

- Domestic abuse affects older people too – don't let it be invisible
- Behaviour which controls you or makes you afraid is abuse, even if it is your husband, wife, child or carer
- Just because older people can bruise or fall more easily, doesn't mean the cause was accidental – ask the question
- Marriage does not give someone the right to hurt their husband or wife
- You are never too old to leave someone who causes you pain or harm - take the first step and talk to someone you trust
- It is never too late to get help – take the first step and talk to someone you trust
- “See me, hear me, help me speak”
- ‘For better or worse’ – don't let it be worse

## Relating to carers / abuse of older adults Signs to look out for – for others

There are the obvious things, like seeing someone shout or hit the person they are caring for; but other signs may be more subtle.

### Think:

- Unexplained or unusual bruising or injuries – be curious: “oh, that's a nasty looking bruise, what happened there?”
- Carers appearing very stressed / tired – ask how they are doing – it's not always about practical help, sometimes just talking to someone else who is interested in how they are can make that difference
- One person always talking over the other, or answering for them – make the effort to hear the voice of the cared for person if you can
- Unusual or restrictive care practices – not letting someone have a drink because they will need help to get to the toilet; locking doors to stop a person leaving a room; using straps to keep someone in a chair, not for safety, but to stop them getting up



# Signs to look out for – for you

Caring for someone else can be very rewarding, but also can be very challenging and tiring. To look after others, you have to look after yourself first.

Sometimes the person can hurt you too, even if they don't mean to. Someone with difficulties with how their minds work, like dementia, may have less control over their actions, and be verbally abusive, or physically hurt you. It is unlikely they will get into 'trouble' for doing this, but we do want to help protect you from harm, and there may be advice or assistance that would help to keep you safer too.

If you are exhausted, or lose patience, or are unwell, the person you are supporting could come to harm, even if it is not intentional.

## Think:

- Am I getting cross even though I know the other person can't help what they are doing?
- Am I so tired I haven't got the energy to get up even though they are calling for me?
- Do I feel like I want to shout at the person as I find what they are doing or saying is so frustrating?
- Am I doing things that control the person because I don't know what else to do?
- Do I ever do things that might feel like punishment to the other person because I am angry, or I don't feel I have any other choice? (not speaking to them, withholding care, leaving them in a room alone, locking them in the house)
- Have I wanted to hit the person back because they hit me first?
- Do I lose my temper or cry a lot because I feel trapped and lonely in my caring role?

**Help us to help you – there is lots of support available to prevent these feelings and actions and keep you and the person you care for safer.**

- If you feel you are getting frustrated or cross, think about ways to calm down – take a few minutes away, take some deep breaths, call or contact someone you trust to help out or just to tell them how you are feeling; do something nice for yourself, however small
- Reach out for support – this might be to social services, carer support groups, friends, family, neighbours – no carer should be expected to carry on without help – you might be surprised at what a difference the right help can make, whether that's big or small
- There should be no shame or sense of failure if the care the person needs is more than you can give, either right now or longer term – each of us is different, and none of us can work 24hrs a day; we all have different relationships with the people we care for too – don't be too hard on yourself

There is lots of support available to prevent these feelings and actions and keep you and the person you care for safer.

**For free, independent and confidential support:**

**Carers Matter Norfolk** Telephone: 0800 083 1148

**Support for carers Norfolk County Council** Telephone: 0344 800 8020

## Online contacts:

Visit this link [www.norfolk.gov.uk/gethelpnow](http://www.norfolk.gov.uk/gethelpnow)

# Contacts:

## Local organisations

### Get help now

If you, or anyone else, is at immediate risk of harm, phone the police on 999. The silent solution: If you can't speak or make a sound when calling 999, listen to the operator's questions, then tap the handset. If prompted, press 55. Your call will be transferred to police who will know it's an emergency.

### Norwich Connect

**Website:** [www.spurgeons.org/norwichconnect](http://www.spurgeons.org/norwichconnect)

**Email:** [norwichconnect@spurgeons.org](mailto:norwichconnect@spurgeons.org)

**Telephone:** 01603 628122

Open 9am-5pm Monday-Thursday,  
9am-4.30pm Friday

- One-to-one support for people suffering from domestic abuse
- Children and Young People support workers
- Behavioural Change Practitioners working with those who display harmful behaviour
- Adolescent to parent abuse service
- Therapeutic support, peer mentoring, recovery groups and courses such as the Freedom Programme
- Online resources and support

### Leeway refuge services

**Website:** [www.leewayssupport.org](http://www.leewayssupport.org)

**Email:** [referrals@leewaynwa.org.uk](mailto:referrals@leewaynwa.org.uk)

**Telephone:** 0300 561 0077

- 24 hour telephone support
- Residential services including short term emergency accommodation for people with no recourse to public funds
- Women's outreach service in Norwich, Broadland, Breckland, King's Lynn/West Norfolk and drop-in advice sessions in these areas
- Male advice line staffed by specialist male workers  
10am-12pm every Wednesday

- One-to-one support and group work for children and young people
- Adolescent to parent abuse service
- Multi-lingual support across Norfolk and free immigration advice

### Orwell refuge services (Haven Project)

**Telephone:** 0845 467 4876

**Email:** [havenproject@orwell-housing.co.uk](mailto:havenproject@orwell-housing.co.uk)

**Area covered:** South Norfolk

- Telephone support line 10am-4pm Monday-Friday
- Emergency accommodation for females only
- Community support for men and women
- Orwell has a specialist domestic abuse worker in the South Norfolk Early Help Hub. Requests for support into this service can be made on 01508 533933 or via the South Norfolk Help Hub website

### Victim Support

**Website:** [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

**Telephone:** 0808 1689 111

(National Helpline, 24 hours)

0300 303 3706 (Norfolk and Suffolk Victim Care, 8am-5pm Monday-Friday)

**Email:** [vcu.eastofengland@victimsupport.org.uk](mailto:vcu.eastofengland@victimsupport.org.uk)

Telephone and face to face support for male and female victims.

## **Pandora**

**Website:** [www.pandoraproject.org.uk](http://www.pandoraproject.org.uk)

**Email:** [referrals@pandoraproject.org.uk](mailto:referrals@pandoraproject.org.uk)

**Area covered:** King's Lynn and West Norfolk

- Advice Line: 07526 257857 (10am-3pm Friday only)
- Telephone and face to face support
- Drop-in sessions
- Support for female victims and survivors and child on parent violent programmes.

## **Daisy Programme**

**Facebook site:** [daisyprogramme.org.uk](http://daisyprogramme.org.uk)

**Email:** [help@daisyprogramme.org.uk](mailto:help@daisyprogramme.org.uk)

**Area covered:** Breckland

- Support for male and female victims
- Face to face support and counselling
- Survivor courses such as the Freedom Programme and My Confidence
- Drop-in support groups and choir

## **National organisations:**

### **National Domestic Violence Helpline**

**Website:** [www.womensaid.org.uk](http://www.womensaid.org.uk)

**Telephone:** 0808 2000 247

- 24 hour domestic violence helpline for women. If you are unable to call you can also receive support from the Helpline workers by emailing [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk). They will respond to your email within 5 working days
- Referral to emergency safe accommodation and information about refuges

- Information about legal rights, housing and welfare rights. Referral to the relevant services

- Advice and information for victims, professionals, friends or family

## **Galop**

**Website:** [www.galop.org.uk](http://www.galop.org.uk)

**Telephone:** 0800 999 5428

**Email:** [info@galop.org.uk](mailto:info@galop.org.uk)

- Support with lesbian, gay, bisexual and transgender domestic abuse
- Telephone support line open 10am-5pm Monday, Tuesday and Friday, 10am-8pm Wednesday and Thursday
- Transgender specific support line 1pm-5pm Tuesday
- Online chat support available 5pm-8pm Wednesday and Thursday

## **Respect Men's Advice Line**

**Website:** [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

**Telephone:** 0808 801 0327

**Email:** [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)

- Advice and support for men experiencing domestic violence and abuse
- Telephone support line 9am-8pm Monday and Wednesday, 9am-5pm Tuesday, Thursday and Friday.
- If you are unable to call you can also receive support from the Helpline Advisors by emailing [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk) and they will aim to reply within two working days
- Online chat support available 10am-4pm Tuesday and Wednesday

## **Mankind Initiative**

**Website:** [www.mankind.org.uk](http://www.mankind.org.uk)

**Telephone:** 01823 334244

- Telephone support line for male victims of domestic abuse 10am-4pm Monday-Friday
- Information about reporting incidents, planning an escape and police procedures
- Signposting to support for emergency housing and specialist legal help

## **National Stalking Helpline (delivered by Susy Lamplugh Trust)**

**Website:** [www.suzylamplugh.org/refer-someone-to-us](http://www.suzylamplugh.org/refer-someone-to-us)

**Telephone:** 0808 802 0300

- Telephone support line available 9.30am-4pm Monday, Tuesday, Thursday, Friday and 1pm-4pm Wednesday
- Advisors can provide information about the law in relation to stalking and harassment in the UK, reporting stalking or harassment, effective gathering of evidence, ensuring your personal safety and that of your friends and family, and practical steps to reduce the risk

## **Paladin: National Stalking Advocacy Service**

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

**Telephone:** 020 3866 4107

**Email:** [info@paladinservice.co.uk](mailto:info@paladinservice.co.uk)

- Provide trauma informed support, advice and advocacy to high risk victims
- Raise awareness of dangers and risks of stalking

- Provide university accredited ISAC training and CPD accredited training to professionals
- Analyse the application of the stalking law
- Campaign on behalf of victims of stalking
- Develop a “Knowledge Hub”– a single port of call for any victim seeking the best support and safety advice, for a professional seeking information about how to respond to stalking and principles of an effective advocacy service

## **Helplines**

**Police - Non-emergency**  
101

**National Helpline 24hrs**  
0808 2000 247

**Respect helpline for perpetrators**  
0808 802 4040

**Victim Support**  
0808 1689 111

**Men's Advice Line**  
0808 801 0327

**Leeway**  
0300 561 0077

**Elder Abuse**  
0808 808 8141

**Childline**  
0800 1111

**Galop**  
0800 999 5428

