

Community Care and Health Protection of Vulnerable Adults (POVA) & Referrals

All public and voluntary organisations within the South Wales area are committed to the care, support and protection of vulnerable adults. We embrace the ethos of the **In Safe Hands** – Welsh Assembly Government guidance.

The guidance actually states: *'It is the duty of every citizen, not just employed staff, to report any concerns they may have in relation to the abuse/inappropriate care OR suspected abuse or inappropriate care of a vulnerable adult'*.

What are the categories of abuse?

Physical, Emotional, Psychological, Financial, Sexual, Neglect or Omissions.

Abuse may be an isolated event or series of incidents. It may take place in the person's own home, in day or residential centres or in clinics and hospitals.

Which Adults are Vulnerable?

Vulnerable adults are individuals who are, or may be in need of community care services by reason of mental, or other disability, age or illness and includes those who may be unable to take care of themselves or protect themselves against harm or exploitation.

What service can we offer?

We can offer support to the victims, their families and carers as well as the alleged perpetrator by means of advice and guidance as well as practical service provision.

Besides planning services to ensure vulnerable adults are protected against abuse, the procedure ensures any alleged abuse/neglect or inappropriate care is fully investigated and positive outcomes are achieved.

Referrals can be made via:

The Contact & Information Centre
Tel: 01446 731100
Opening Hours: 8.30 am – 5.00 pm Monday – Thursday
8.30 am – 4.30 pm Friday

You can contact the Emergency Duty Team evenings, weekends and Bank Holidays

Tel: 029 20448360

As well as guidance leaflets being available for staff and for members of the public, specific training and support is available to staff and managers.

Further information:

Lynnette Jones (POVA Project Development Manager)
Tel: 01446 704740
Email: lejones@valeofglamorgan.gov.uk

This leaflet is also available in other languages and in large print and other formats upon request.

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