

## Your response to us about Abuse of Older People

We would like to thank all our customers who took part in the recent “face to face survey” in this sometimes very difficult area.

Abuse of older people is more widespread than most people think, as it is often inflicted upon the most vulnerable and lonely people in our society.

Action on Elder Abuse defines abuse as:

“a single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person”

You told us

- 61% of you hadn't seen the recent article in “Silver Lining” which dealt with Abuse of Older People.
- However the 39% of people who had seen the article, more than half of you found it to be informative or very informative
- We asked you what was meant by the term ‘Abuse’ or ‘Elder Abuse’.  
80% of you identified one or more forms of abuse
- We asked you if anything would stop you reporting abuse of a friend or neighbour.  
Nearly 70% of you said nothing would stop you reporting abuse, however fear that you might get it wrong, embarrassment or confrontation, you identified as barriers
- 95% of you replied that you have complete confidence in reporting any suspicions in ‘complete confidence’ to your warden.
- We asked you about displaying posters 74% thought it would be beneficial
- We asked you about the type of leaflet and the image 70% of you said that you would not be offended by the image we had used.

How as AVHL responded to your views?

- Running further articles in “Silver Lining “
- Consulting with our sheltered focus group, so we can make the articles more relevant to you and more informative
- Providing separate information on our website
- You will be receiving or may have already received your own leaflet on abuse in older people
- Provided details within the leaflets of free phone advice services run by Action on Elder Abuse, an independent charity where you can report your suspicions, concerns and talk to someone in complete confidence.
- Established an independent advice, counselling and victim support service
- Displayed around 50 posters in your community centres
- Increased the training and awareness of our wardens in this area