



Activity 11b: Scenarios

Please select the two scenarios that most closely match your role and complete the questions to demonstrate your understanding of what abuse, harm and neglect is and the steps that you should take.

You volunteer as a befriender within an organisation that supports individuals with a range of learning disabilities in a community day centre. Paul is accessing care and support, and has just recently moved in with his brother. Up until now he has always lived with his parents, but he wants to become more independent. Paul has always attended the centre regularly and has very rarely missed a day but after moving in with his brother his attendance has become poor. When you ask him about this he tells you that he has been busy with the move. Over the next few weeks when he does come in, you notice that his appearance is becoming more unkempt and that his clothes are often dirty, he has also missed a routine check-up at the hospital. Today Paul calls to tell you that he won't be coming back. He seems very upset but tells you that it was his choice.

Is there reasonable cause to suspect that Paul may be an adult at risk of abuse or neglect?
Why do you think this?

What type of abuse or neglect could be taking place?

What are the signs, symptoms?

What action should you take?

Who should you report it to?

In what ways could you record / report this?



You volunteer in a short breaks setting for children with disabilities. Emily has been coming to the setting for three years and has always seemed settled and happy. Recently her parents have separated and Emily has become a little withdrawn, staff thought that this was as a result of the break-up of her parents.

Today you have noticed when working with Emily that she has bruises on her arms and she is very withdrawn and doesn't seem to be her normal bubbly self. When you ask her what happened to cause the bruises she becomes very tearful and doesn't want to tell you where she got them.

Is there reasonable cause to suspect Emily may be a child at risk of abuse, harm or neglect?
Why might you think this?

What type of abuse, harm or neglect could be taking place?

What are the signs, symptoms?

What action should you take?

Who should you report it to?

In what ways could you record / report this?



Ceridwen is 72 years old, she has dementia and has been coming to the day centre where you volunteer, for a year now. For the last two months she has been looked after at home by her divorced daughter who has moved back into the family home. Ceridwen is starting to look anxious and you have noticed she wears the same clothes for two or three days at a time and her hygiene is poor. She is quiet and isn't engaging in conversation as much as she normally does. Ceridwen keeps asking if it is time to go home, but is reluctant to get into the minibus.

Is there reasonable cause to suspect Ceridwen is an adult at risk of abuse or neglect?
Why might you think this?

What type of abuse or neglect could be taking place?

What are the signs, symptoms?

What action should you take?

Who should you report it to?

In what ways could you record / report this?



Gail is 14 years old and attends the youth club where you work as a volunteer. She is quiet at the best of times, but this evening you notice that she is more withdrawn than usual and has kept her coat on even though the building is warm. Gail eventually takes her coat off and you notice there are superficial cuts on the outside of both her forearms, and some scars elsewhere on her forearm that are of the same pattern as the recent cuts.

Is there reasonable cause to suspect Gail may be a child at risk of abuse, neglect or harm?
Why might you think this?

What type of abuse, harm or neglect could be taking place?

What are the signs, symptoms?

What action should you take?

Who should you report it to?

In what ways could you record / report this?



You work as a volunteer in a charity shop, one of your colleagues, Tim lives in a hostel for people with mental health issues. Tim asks if he can borrow some money from you as he is hungry and needs something to eat. Tim explains that since the arrival of a new manager at the hostel he has not been able to manage his own money and the allowance he is given does not last the week.

Is there reasonable cause to suspect Tim is an adult at risk of abuse or neglect?
Why might you think this?

What type of abuse or neglect could be taking place?

What are the signs, symptoms?

What action should you take?

Who should you report it to?

In what ways could you record / report this?



Ellie is 21 years old and has mild learning disabilities and lives in supported housing where you work or volunteer. She would like a boyfriend so has started on-line dating and she has had a lot of interested responses. She has chosen to meet Edward at a local park at 8pm.

Is there reasonable cause to suspect that Ellie is an adult at risk of abuse or neglect?
Why might you think this?

What type of abuse or neglect could be taking place?

What are the signs, symptoms?

What action should you take?

Who should you report it to?

In what ways could you record / report this?



Sam and Siân have both had mental health issues and currently live together in the community. They are having trouble with local teenagers shouting at them and using their home for parties. Sam has been to the general practitioner complaining of insomnia and now he is telling you as you live across the road.

Is there reasonable cause to suspect Sam or Siân might be adults at risk of abuse or neglect?
Why might you think this?

What type of abuse or neglect could be taking place?

What are the signs, symptoms?

What action should you take?

Who should you report it to?

In what ways could you record / report this?



Rhiannon is 16 years old and has been living with foster carers or her older sister for the last four years since her mother went to prison. She hardly ever goes to school; and seems to spend her time with a group of boys and older men. They don't seem to be working and spend their time at each other's houses. Rhiannon often seems worked up and has been drinking when she sees you at 'music4u', the drop in club for young bands and singers. She can be aggressive and use inappropriate language.

Is there reasonable cause to suspect that Rhiannon might be a child at risk of abuse, neglect or harm?
Why might you think this?

What type of abuse, harm or neglect could be taking place?

What are the signs, symptoms?

What action should you take?

Who should you report it to?

In what ways could you record / report this?



You are a volunteer support worker for a women's refuge. You have been working with Anthea who is in her early 20s and has an 18-month-old daughter. Following a period in the refuge she now has her own flat. Anthea needed support from the women's refuge because her partner had been violent towards her in the presence of her daughter. The local authority children and family services have been involved in the case. Anthea tells you that her partner has now changed and she is prepared to have him back with a view to him sharing the flat. She pleads with you not to tell the children and family service as they would not understand.

Is there reasonable cause to suspect that Anthea or her baby might be at risk of abuse or neglect?
Why might you think this?

What type of abuse, harm or neglect could be taking place?

What are the signs, symptoms?

What action should you take?

Who should you report it to?

In what ways could you record / report this?



You work in a care home for older people and have just returned from three weeks holiday. Dewi, a 79-year-old man with dementia who you remember as sprightly and expressive, has started new medication and has had a number of falls. You notice he is much more confused and appears to be stiff and rigid in his movements. You are told that in the last week he has been refusing to take tablets so now has injections.

Is there reasonable cause to suspect that Dewi might be an adult at risk of abuse or neglect?
Why might you think this?

What type of abuse, harm or neglect could be taking place?

What are the signs, symptoms?

What action should you take?

Who should you report it to?

In what ways could you record / report this?



You have been visiting an elderly friend for some years, they live alone and you are aware they have a son with whom they have a difficult relationship. You have been told by this friend on a number of occasions that they would dread having to move to a 'home' and they clearly value their independence. As you approach the house today you notice a 'For Sale' sign in the garden, the door is answered by your friend's son who informs you that his father is now in a residential home in another town. His manner is brusque and he clearly does not want to elaborate.

Is there cause for concern? Why might you be concerned?

What type of abuse, harm or neglect could be taking place?

What are the signs, symptoms?

What action should you take?

Who should you report it to?

In what ways could you record / report this?



You notice that a work colleague is looking drawn and anxious. On asking how she is you are told that her partner who has always been a bit jealous has now threatened to burn all her clothes unless she stops behaving in ways that he does not like.

Is there cause for concern? Why might you be concerned?

What type of abuse, harm or neglect could be taking place?

What are the signs, symptoms?

What action should you take?

Who should you report it to?

In what ways could you record / report this?