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|  | **This fact sheet is about: Vulnerable Adults** |
|  | There are some people who need to be kept extra safe from abuse and neglect. |
|  | They are called Vulnerable Adults. |
|  | Keeping Vulnerable Adults safe is called  Safeguarding. The Council must do this. |
|  | **What do you do before you contact the Ombudsman?** |
|  | Complain to the Council. |
|  | **What can the Ombudsman do?**  We can look at a complaint if: |
|  | * a Vulnerable Adult has not been treated fairly by Social Services. |
|  | * Social Services did not follow the rules when it was told a Vulnerable Adult was in danger. |
|  | * Social Services did not deal with a complaint properly. |

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|  | **What can’t the Ombudsman do?**  We cannot look at: |
|  | * complaints about abuse |
|  | * Social Services staff issues |
|  | * complaints about the Police |

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|  | **Things to think about** |
|  | The Ombudsman can tell the Council what we think it should do if we think it did something wrong. |
|  | We can also look at things  Heath Services did. |
|  | If you want to complain about the Police not keeping someone safe you must tell the Police Commissioner. |
|  | Health Boards can look at what happened if there is abuse in the NHS. |
|  | Police look at where laws are broken. |
|  | The Disclosure and Barring Service (DBS) checks that someone is safe to work with vulnerable people. |
|  | The Ombudsman will only share information to keep people safe. |
|  | **More information** |
|  | **Welsh Government** have information at: [www.cymru.gov.uk/topics/health/socialcare/safeguarding/?lang=en](http://www.cymru.gov.uk/topics/health/socialcare/safeguarding/?lang=en) |
|  | **Age Cymru** give advice on: 08000 223 444 or at [www.ageuk.org.uk/cymru/](http://www.ageuk.org.uk/cymru/) |
|  | **Mind Cymru** helps people with mental health problems on: 0300 123 3393 or at: [www.mind.org.uk/aboutus/our-work-in-wales/](http://www.mind.org.uk/aboutus/our-work-in-wales/) |
|  | **MENCAP Cymru** gives support to do with learning disabilities on: 0808 808 1111 or at: [www.mencap.org.uk/wales](http://www.mencap.org.uk/wales) |

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|  | If you are still not sure if the  Ombudsman can help, contact us. |
|  | **How to contact the Ombudsman** |
|  | 0300 790 0203 |
|  | ask@ombudsman.wales  www.ombudsman.wales |
|  | @OmbudsmanWales |
|  | The Public Services Ombudsman for Wales  1 Ffordd yr Hen Gae  Pencoed  CF35 5LJ |
|  | This easy read leaflet was prepared by Barod CIC using Photosymbols. |