

Hourglass

Older People and Domestic Abuse

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Helpline - 0808 808 8141



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The Hourglass mission is simple:

end the harm, abuse and neglect of older people in the UK.

As the UK's only charity focused on stopping the abuse and neglect of older people, we staff a free 24/7 helpline. It's an absolute lifeline for older people suffering from all forms of abuse and other concerned individuals.



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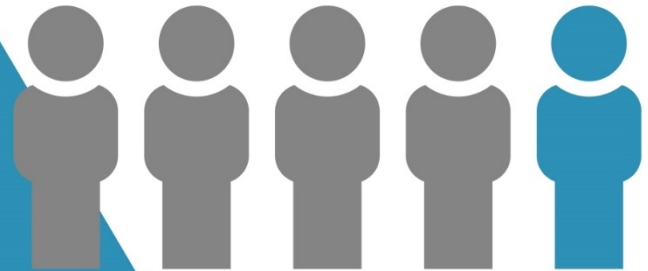


Abuse: Prevalence and Dynamics

Prevalence of abuse

1 IN 5

At least 1 in 5 (20%) of adults aged 65 and over will experience some form of abuse in a given year with many victims experiencing more than one type of abuse.



Source:

Results from Growing old in the UK 2020 survey (Hourglass, 2020) of 1,245 respondents UK-wide.
www.wearehourglassni.org/nipoll

As many as **2.7 million people** in the UK are affected by the abuse of older people.



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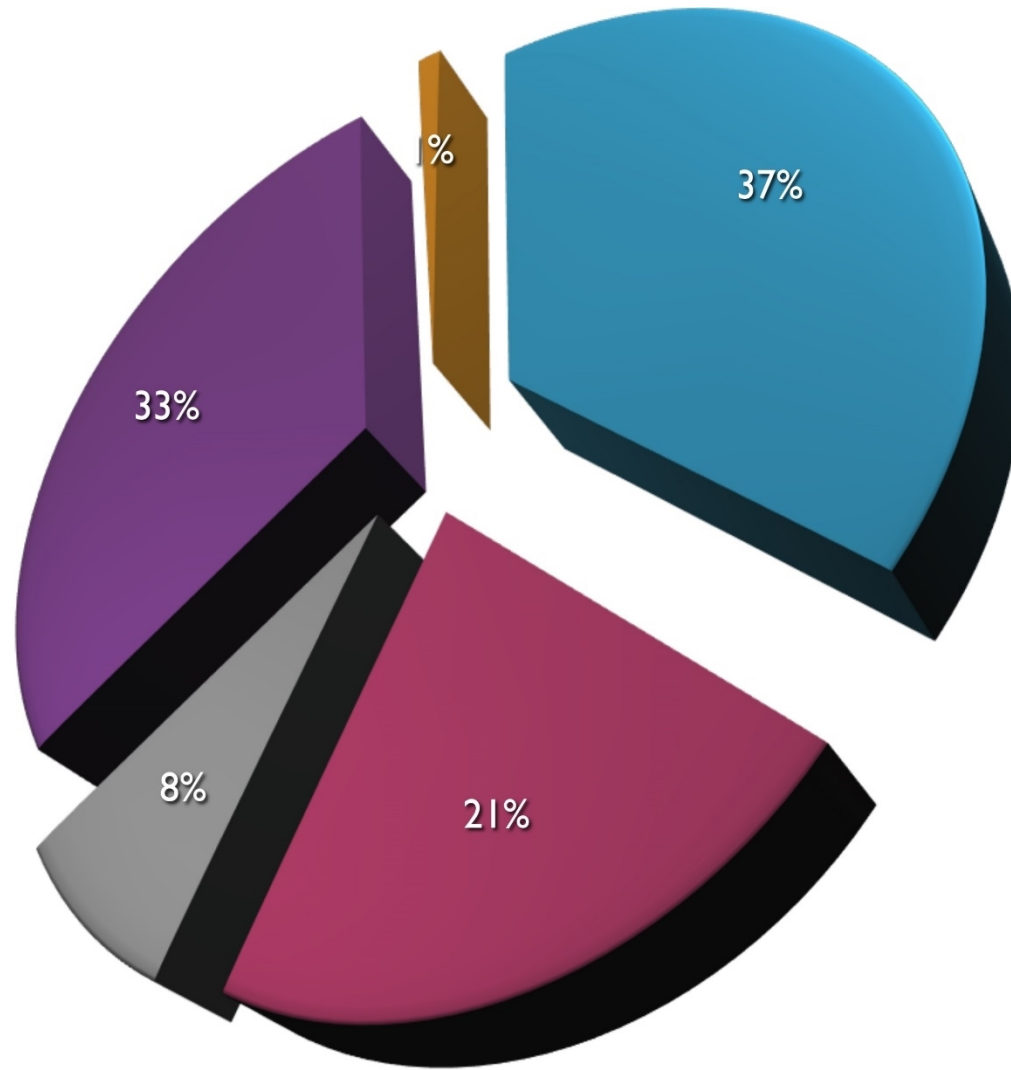
Safer ageing · Stopping abuse

The Abuse of Older People

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.

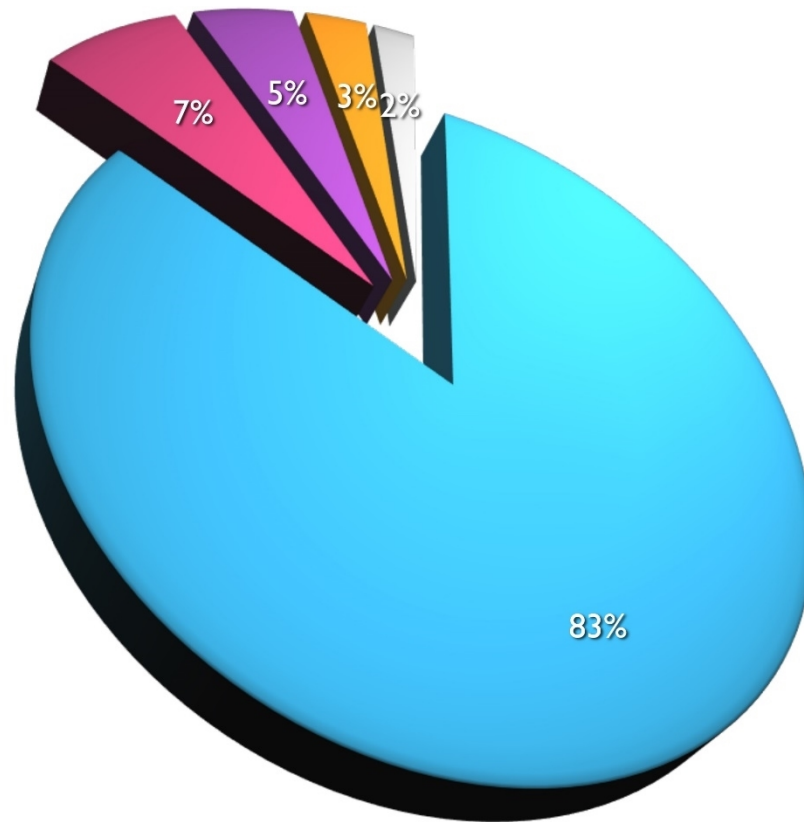


Types of abuse 2021/22



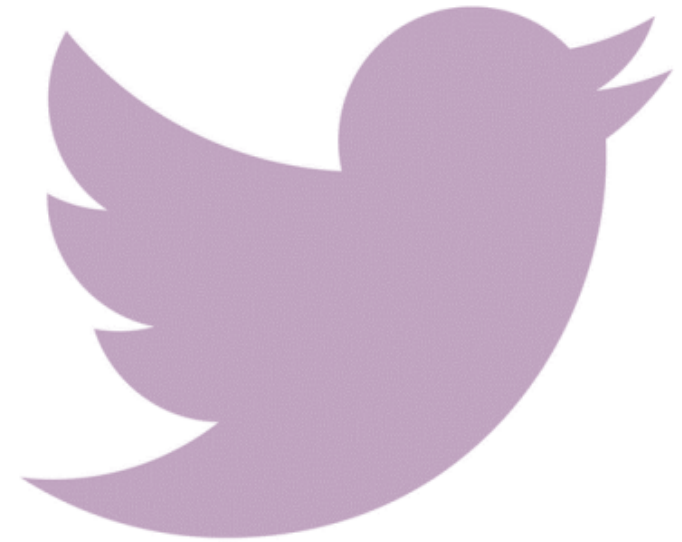
● Financial ● Neglect ● Physical ● Psychological ● Sexual

Location of abuse 2021/22



● Own Home ● Care Home ● Hospital ● Sheltered Housing ● Nursing Home

- On twitter, abuse of animals was mentioned **6 times** as much as abuse of older people
- Out of over **500,000 tweets** mentioning domestic violence and abuse only **0.3%** also referenced older people



Examples of Abuse

- ▶ Isolating you from friends or family
 - Monitoring your communications
 - Controlling where you go and who you can see
- ▶ Controlling your finances
- ▶ Attending personal appointments

- ▶ Making threats
- ▶ Putting you down
- ▶ Dehumanising you
- ▶ Depriving you of basic needs
 - Moving walking aids of out reach
 - Withholding medication or overmedicating



Hourglass Services



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Hourglass Services

National – Helpline + Online

Helpline

- 24/7 telephone helpline service
- Instant messenger and text service
- Email

Website

- Policy and research
- Regional updates
- Information and advice

Knowledge bank

- Regional specific information
- Signposting
- Law and legislation
- Webinars

Local – Community Response

Casework

- 1-1 support with a dedicated worker
- Advocacy and tailored advice
- Localised expertise

IDVA

- Independent domestic violence advocacy/advice
- Safety planning
- Risk assessment
- Client led support

Safer Ageing Service

- Awareness Raising
- Training
- Pop Up Clinic

Making a referral



24/7 Helpline



External Professional Referral Form

**1 in 5 older people
are abused in the
UK every year.**



**SAFER
AGEING**

**Hourglass is the only charity in
the UK dedicated to calling time
on the harm and abuse of older
people and we are here to help.**

HOW TO GET IN TOUCH



Call our 24/7 helpline
0808 808 8141



Text message our helpline
07860 052906



Email us

helpline@wearehourglass.org



Talk to us live on our **INSTANT MESSENGER** at
www.wearehourglass.org



Get information from our **CHATBOT** at
www.wearehourglass.org



Get information from our **KNOWLEDGE BANK**
knowledgebank.wearehourglass.org

Our helpline is entirely confidential and free to call from a landline or mobile. The number will not appear on your phone bill. Our lines are open 24/7 – including evenings and weekends and bank holidays. You can also interact with us via our Chat Bot and Instant Message or get useful information from our Knowledge Bank. Find out how to get in touch 24/7 www.wearehourglass.org/hourglass-services.

Email, text and instant message options are currently only available during business hours.

Text messages from outside the UK will be charged at their standard international rate which will differ depending on location and service charges of your phone provider. The number will appear on your bill and in your phone records but will not be identified as Hourglass.

Please email us at enquiries@wearehourglass.org for more details and sign up to our newsletter to get regular updates.

Hourglass is the working name of Hourglass (Safer Ageing), a charity registered in England and Wales (reg. no: 1140543), and also in Scotland (reg. no: SC046278). Hourglass (Safer Ageing) is registered as a company in England and Wales under number 07290092.



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Safer ageing · Stopping abuse

Balancing Autonomy and Liberty

Think about Professional Curiosity

- Be aware of professional bias
- Do not assume – trauma responses differ

Understand the Complexity

- Think about terminology
- Learn about current and past familial relationship dynamics

Communication

- Liaise with other third sector organisations and specialist services.



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