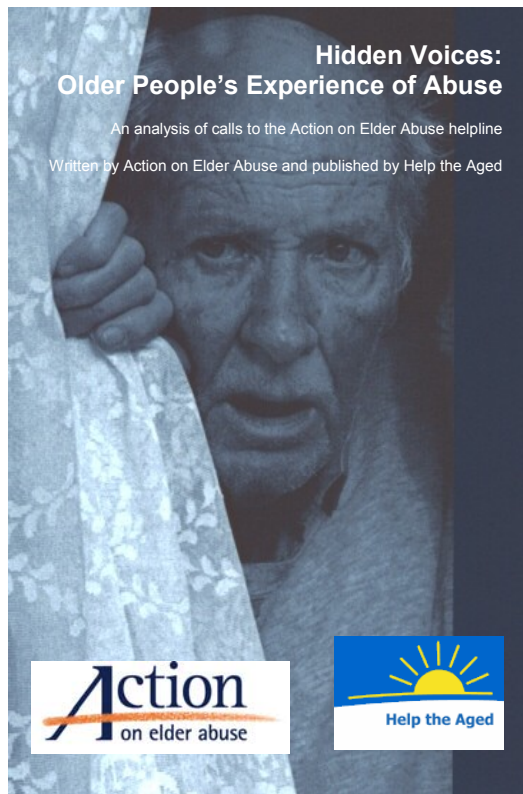


# Hidden Voices: Older People's Experience of Abuse

An analysis of calls to the Action on Elder Abuse helpline



Essential reading for anyone involved in the care and support of older people – from policy makers to practitioners, inspectors to investigators – and to those who promote and protect older people's human rights.



Written by Action on Elder Abuse and published by Help the Aged

## Order form

Neglect and mistreatment of older people are not rare events but occur in places that we term care settings and are carried out by those who we term carers or those who have a duty of care. Using findings from analyses of more than 10,000 calls to the Elder Abuse Response helpline over six-and-a-half years, this report provides valuable evidence of the existence, extent and nature of the abuse of older people. Rather than dramatising the individual accounts or sensationalising the issue, the report recognises that there are many types, settings and causes of abuse. It shows that we need simultaneously to prevent abuse, and to protect and promote the rights of older people. Often this will also involve promoting the rights and welfare of those who provide support in either paid or family roles. **Hidden Voices: Older People's Experience of Abuse** challenges us to see beyond individual prejudices and to work from a client-centred perspective to empower people to take control over their own future.

**Hidden Voices: Older People's Experience of Abuse** is available, priced £11 including postage and packing, from Action on Elder Abuse, Astral House, 1268 London Road, London, SW16 4ER; Tel: 0044 (0)20 8765 7000; Fax: 0044 (0)20 8679 4074, or you can order it online at: [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

**Payment** *(Please note that advance payment or a purchase order number is required)*

- Please send an invoice, the purchase order number is: \_\_\_\_\_
- I enclose a cheque payable to "Action on Elder Abuse" for £ \_\_\_\_\_
- Please debit my Mastercard/Visa/Switch card with £ \_\_\_\_\_

Card No: □□□□□□□□□□□□□□□□ (□□□) (Switch only)

Expiry date: □□□□ Issue No (Switch only): □□

Signature: \_\_\_\_\_

**Delivery address**

Name: \_\_\_\_\_ Job Title: \_\_\_\_\_

Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Action on Elder Abuse is a registered charity no 1048397. Help the Aged is a registered charity no 272786.