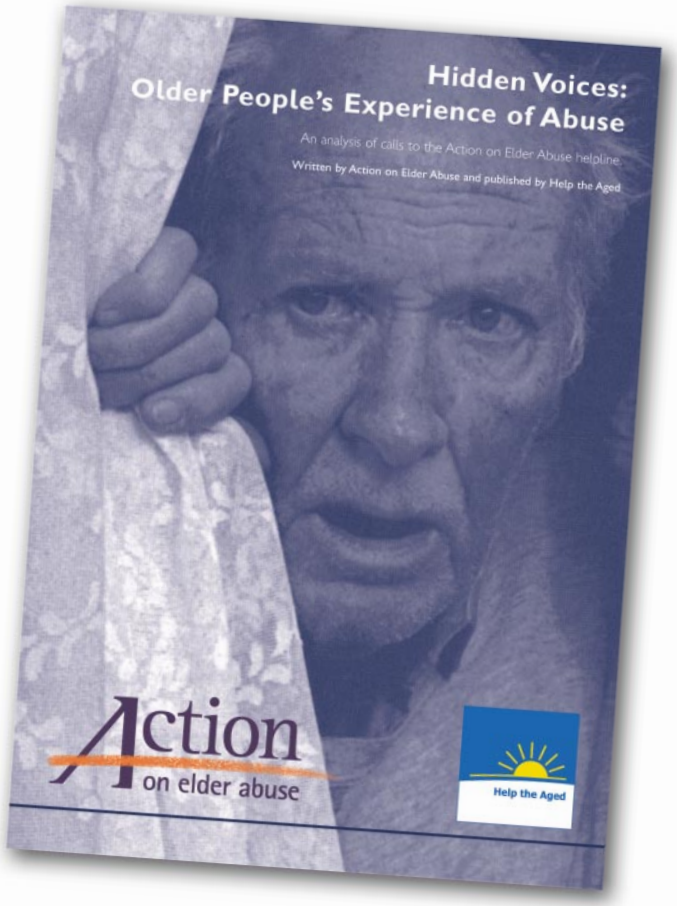
Hidden Voices: Older People's Experience of Abuse

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.

Action on elder abuse

Help the Aged

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, price £11 inc 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 online at www.elderabuse.org.uk

Payment

☐ Please send an invoice (invoices will be sent to the delivery address – and cannot be sent to a different address)

☐ I enclose a cheque payable to "Action on Elder Abuse" for £ _____

☐ Please debit my Mastercard/Visa/Switch card with £ _____

NB: Credit card transactions are processed for AEA by Age Concern England – so on your statement, the transaction will show as a payment to Age Concern England.

Name on card: _____

Card no: ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐ (Switch only)

Expiry date: ☐☐☐☐ Issue no (Switch only): ☐☐

Signature: _____

Delivery address

Name: _____ Job title: _____

Organisation: _____

Address: _____

_____ Postcode: _____

Tel: _____ Email: _____

Action on Elder Abuse is a registered charity no 1048397. Help the Aged is a registered charity no 272786. CS/00 ID3725 09/04