

“

I was so ashamed  
about the things  
he was doing to me.

The people on the helpline  
told me it wasn't my fault.  
They helped me to tell my  
district nurse.

”



**What is elder abuse?** There are a number of ways in which an older person may be mistreated, harmed or distressed. Elder abuse may be:

- Physical
- Financial
- Sexual
- Emotional
- Neglect

**Who abuses?** Anyone may be an abuser, but the following are most likely to be in a position to mistreat an older person:

- A partner, child or relative
- A friend or neighbour
- A health, social care or other worker
- Staff in residential or day care
- A volunteer worker

**Where does elder abuse happen?** Elder abuse can happen anywhere, but the most common places are:

- At home
- In hospital
- In residential and nursing homes
- At day care or social centres

**What is Elder Abuse Response?** The service offers:

- Confidentiality
- An opportunity to talk through concerns
- Information about who to contact
- Guidance on legal implications
- Details on organisations who could help
- General information about the nature of elder abuse

**Who should contact Elder Abuse Response?** Elder Abuse Response will provide information and support to anyone who contacts the service with concerns about the wellbeing of an older person. This includes:

- Older people who are being abused
- Friends, relatives and neighbours who are worried
- Professional staff – nurses, doctors, social workers, therapists, police, solicitors
- Visitors – eg home helps and voluntary workers
- Residents of care homes and sheltered housing
- Anyone who fears they are likely to harm an older person

**How do I contact Elder Abuse Response?**

- Call the helpline, Monday-Friday, 10am-4.30pm
- Write to the address on the back of this leaflet

**Who operates Elder Abuse Response?** Elder Abuse Response is the information and support service of the charity Action on Elder Abuse. The service is run by staff and volunteers who:

- Receive initial and on-going training
- Respect confidentiality
- Follow national guidelines for good practice in operating telephone helplines
- Offer the service in English, Hindi, Urdu, Punjabi and Welsh

“

My mother  
was pushing me  
to the end of my tether.  
I was so scared I'd hurt her.  
It was a great relief  
to talk to someone.

”

“

It was really difficult  
telling on my colleague  
who was making old people  
in our care miserable,  
but the helpline gave me  
lots of support.  
I'm glad I did it.

”

**Action**  
on elder abuse

Elder Abuse Response is the information  
and support service of Action on Elder Abuse.

For further information, comments, suggestions  
or complaints write to:

Action on Elder Abuse  
Astral House  
1268 London Road  
London SW16 4ER

email: [aea@ace.org.uk](mailto:aea@ace.org.uk)

Website: [www.elderabuse.org](http://www.elderabuse.org)

Registered charity 1048397

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acknowledges funding from the  
Community Fund.

**COMMUNITY  
FUND**  
Lottery money making a difference

You're never too old to **hurt**



If you are worried about an older person being  
abused, neglected, or financially exploited call

**ELDER ABUSE RESPONSE**  
**080 8808 8141**

a freephone helpline available  
Monday – Friday: 10am – 4.30pm

**Action**  
on elder abuse

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