

Hourglass

Spotting the signs of
elder abuse

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IDVA

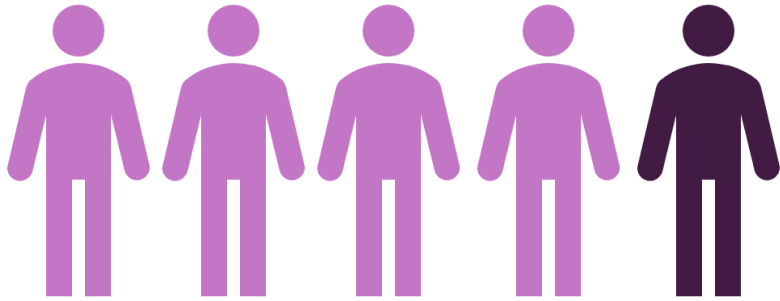
Helpline- 0808 808 8141



Hourglass

The Hourglass mission is simple:
**end the harm, abuse and
exploitation 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.



1 in 5
people in the UK
have experienced
abuse as an older
person or know
someone who has

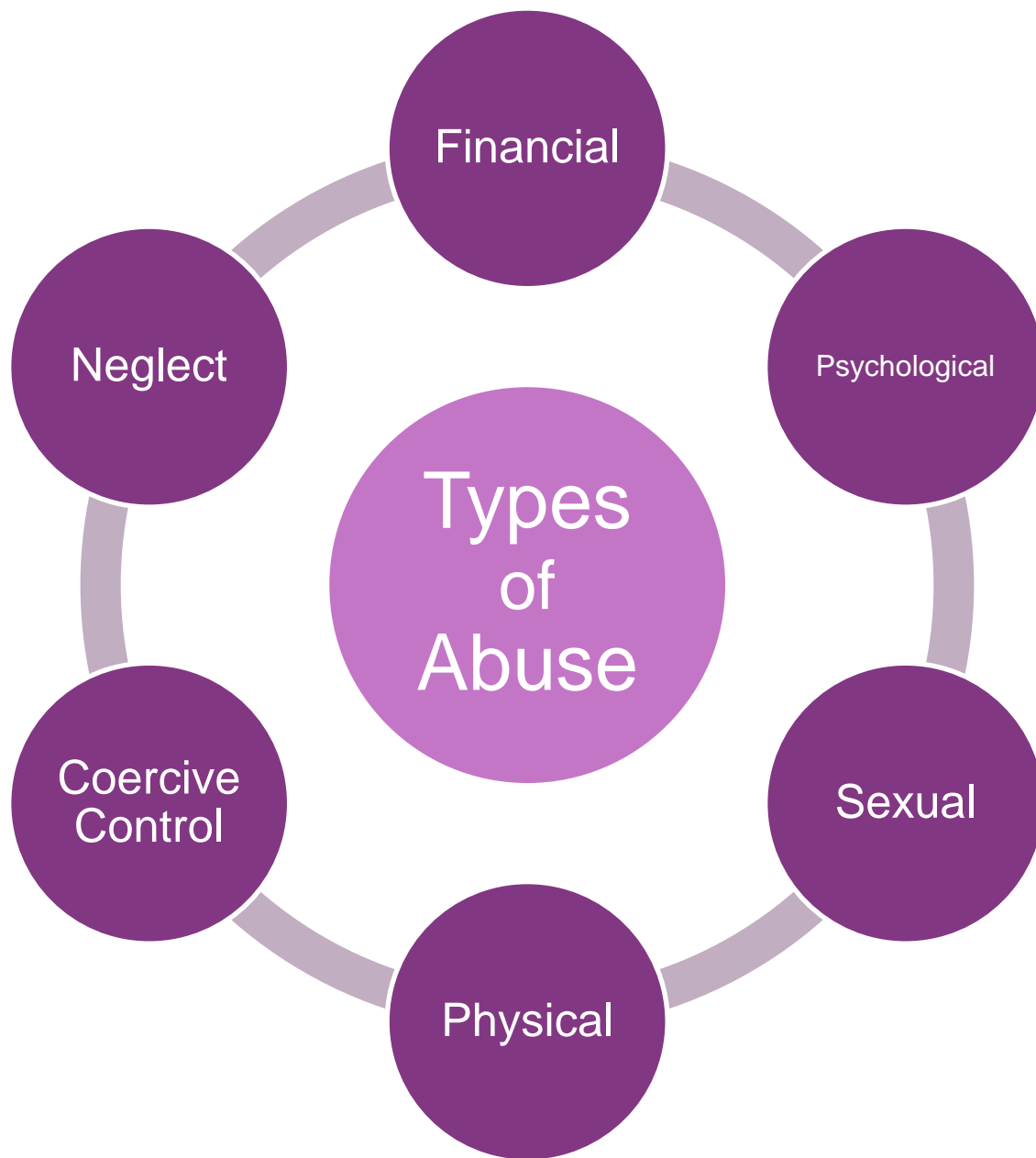


Hourglass

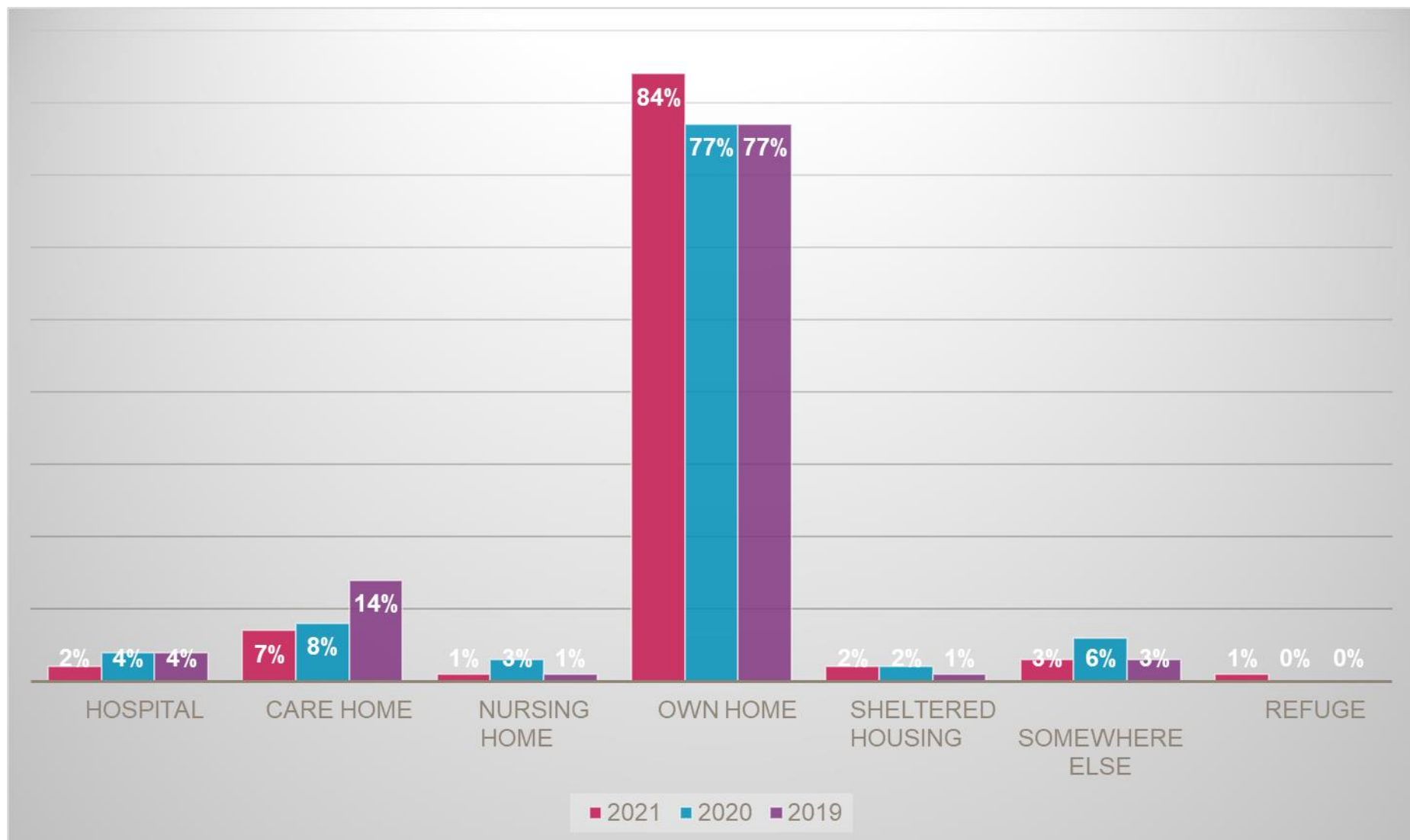
The Abuse of Older People

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.



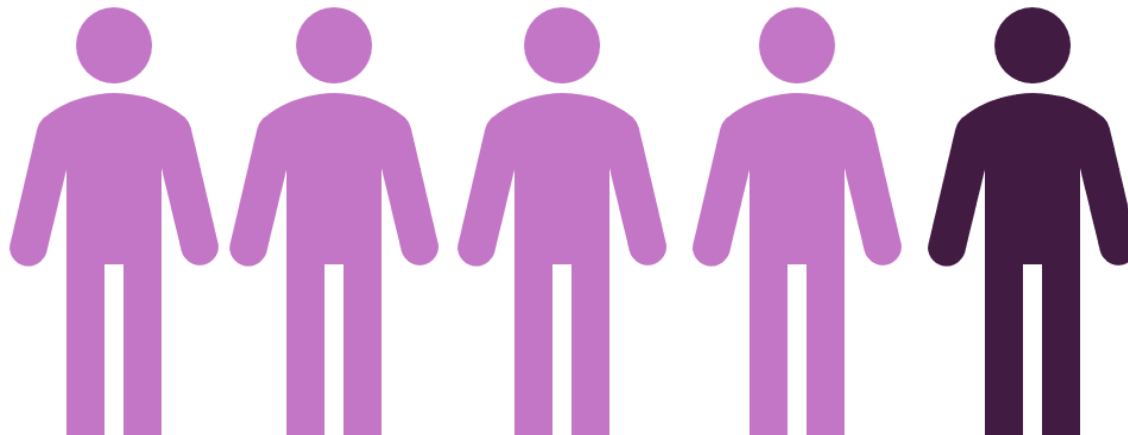


Location of abuse



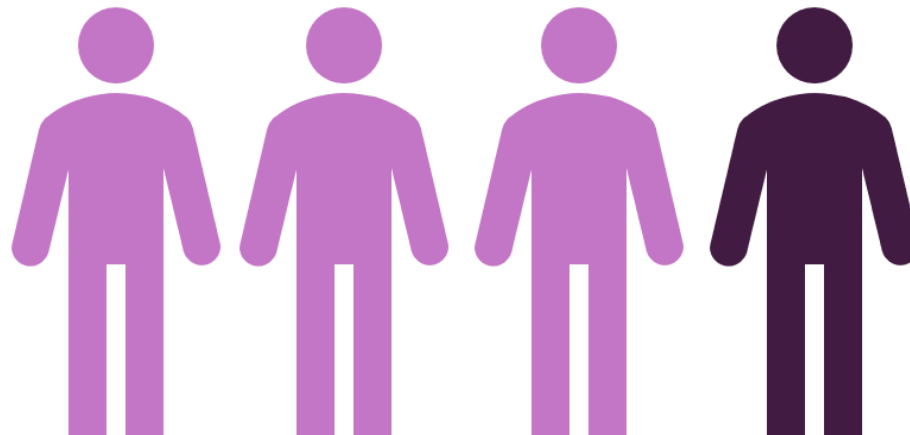
1 in 5

**did not see pushing,
beating, or hitting an older
person as abuse**

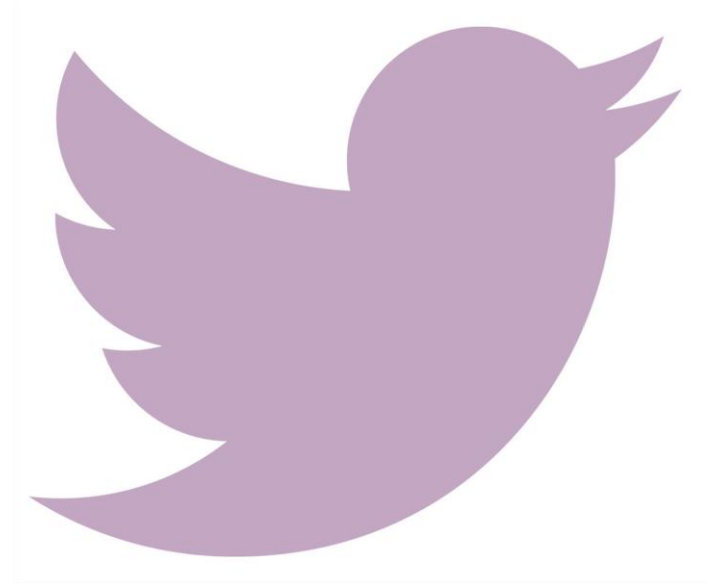


1 in 4

**did not see taking money
from an older relatives' bank
account or taking precious
items from their home as
abuse**



- **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 your finances
- ▶ Controlling where you go and who you can see
- ▶ Making threats
- ▶ Putting you down
- ▶ Dehumanising you
- ▶ Depriving you of basic needs

Spotting the Signs

- ▶ Sudden change in character
- ▶ Excusing or justifying the behaviour of partner/family member
- ▶ Suddenly selling property or making changes to Will/LPA
- ▶ No longer has access to own bank account
- ▶ Avoiding medical professionals or social services
- ▶ Changes in appetite, sleep habits, toileting
- ▶ Partner/family member won't let the person be on their own with you

Hourglass Services



Hourglass Services

National – Helpline + Online

Helpline

- 24/7 helpline service
- Telephone, webchat and SMS

Website

- Information support and advice
- Instant messaging

Knowledge bank

- Focused on abuse and safer ageing
- Nation and region specific
- Chat bot , IM and SMS questioning service

App

- First app dedicated to elder abuse and safer ageing

Local – Community Response

Casework

- Additional support to helpline
- Localised expertise
- Advocacy and personal support plans
- Drop in , face to face support

IDVA

- Independent domestic advice advocacy – focusing on elder domestic abuse

Safer Ageing Service

- Working with individuals and communities to create an environment for safer ageing

Community Hub

- Location for staff and volunteers to work and meet clients
- Base for community activity
- Other services and programmes developed here

**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.



Hourglass
Safer ageing · Stopping abuse

A decorative graphic on the left side of the slide, consisting of a vertical line with a bracket shape at the top and bottom, colored in orange and purple.

Tim Buttle

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