

If you're concerned about someone

If you have a non-emergency concern for someone aged 50 or over you're supporting you can contact Age Cymru Advice for support on 0300 303 44 98.

If the person is aged under 50 you can call Citizen's Advice on 0800 702 20 20

If you're worried about someone's **physical health** contact the NHS:

- Online: <https://111.wales.nhs.uk/> (for help and advice)
- Phone: 111 (if symptoms get worse)
- Phone: 999 (if someone's life is at risk)

If you're worried about someone's **mental health**, you can encourage them to visit the mental health and [wellbeing section](#) on NHS 111 Wales website.

They can also get support from:

C.A.L.L. Helpline (Community Advice & Listening Line)

The C.A.L.L. Helpline is a dedicated mental health helpline for Wales. It provides confidential listening and emotional support and can help them contact support in their local area, including voluntary and charitable organisations.

It's available on **0800 132 737**, or by texting **'help'** to 81066.

Alternatively, they can visit the [C.A.L.L. website](#).

Or

If people are experiencing severe distress:

The Samaritans service provides emotional support for people who are experiencing feelings of distress or despair, including those that may lead to suicide.

Confidential Samaritans helpline: 116 123

Available free of charge on any phone and is available 24 hours a day, 365 days a year.

Welsh Language Line: 0808 164 0123

E-mail: jo@samaritans.org

Website: www.samaritans.org

Concerns about abuse

Abuse and neglect is when an adult who needs care and support is harmed, exploited or neglected through the action or inaction of others. The main forms of abuse are physical, financial, neglect, psychological, sexual and discriminatory. Sometimes an adult who needs care and support can be affected by more than one type of abuse.

If the adult who needs care and support can get support themselves if you give them the right information, advise them to:

Contact the following

Police - if a crime may have been committed, or if the adult who needs care and support or other members of the public may be at risk, dial 999 (emergency) or 101 (non-emergency).

Adult social services - at the local council for the area where the abuse has happened (via main council number).

Care Inspectorate Wales or Healthcare Inspectorate Wales -

for concerns about abuse or neglect in a social care or health setting. 0300 790 0126 / 0300 062 8163.

Age Cymru Advice - for other local and national sources of support 0300 303 44 98.

If the adult who needs care and support cannot get support themselves if you give them the right information, and there is an immediate and significant risk to their safety and health, or that of others; call the emergency services on their behalf on 999.

If the adult who needs care and support cannot get support themselves if you give them the right information, and there is no immediate and significant risk to their safety and health, or that of others; offer to get in touch with support services on their behalf, as stated above.

Domestic abuse

If you're worried that the person you're supporting is experiencing domestic abuse and sexual violence whilst staying at home there is a free helpline. The helpline can advise women, men, children and people worried about a friend or relative.

They can also visit **Live Fear Free** for advice (including online chat). Or they can call the helpline on 0808 80 10 800. This service is available 24/7. Anyone in immediate danger should call 999.

They can also ~~make a silent call to the police~~ - dial 999 - then **55 if they can't talk**

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If the person you're supporting needs further help and is aged 50 or over they can contact Age Cymru Advice on **0300 303 44 98**, available 9:00am to 4:00pm, Monday to Friday, or email **advice@agecymru.org.uk** Please note, this is not an emergency support line.

If the person you're supporting needs further help and is aged under 50, they can call Citizens Advice on **0800 702 20 20**, available 9am to 5pm, Monday to Friday, or visit **www.citizensadvice.org.uk/wales/** Please note, this is not an emergency support line.
