CONTRIBUTE TO THE PROTECTION OF INDIVIDUALS FROM ABUSE

Written and devised by John Eaton
• CONTRIBUTE TO MINIMISING THE LEVEL OF ABUSE IN CARE ENVIRONMENTS
• Clients are given a Complaints Procedure in their contract with the Home, this includes who to contact outside the Home if they are dissatisfied with a particular issue.
• Employees are given advice regarding abuse during Induction and Training. Clients and employees have meetings where abuse can be brought up.
• Wherever or whenever abuse is indicated or acknowledged, the Person in Charge must be informed and an investigation takes place.
• Where the abuse is on a minor but still abuse level, Disciplinary action will be taken by the Home, where it is more severe, Instant Dismissal may take place, if for any reason it is very severe, then the Registration Authority may be informed and further, the police. If it involves a qualified nurse, the UKCC professional body will be informed with the possibility of that nurse being struck off the register.
• Generally the Person in Charge must be informed of abuse accusations. However, if the allegation is against the Person in Charge or what is considered one of their close friends or professionals, then it may be relevant to inform the Registering Authorities Inspectors, or any other appropriate person.
• Where any abuse is indicated, the statements taken should be accurate legible and complete. Any records relating to any allegation should be complete, legible, current, accurate and where possible, authenticated.
• Where unsure of the nature of a suspected abuse, it is of prime importance to ensure that the actions are not part of a care plan or activity to which the client has agreed.
• Helping someone in pain walk may appear harmful, yet it may be part of their rehabilitation Programme, or taking a possession to be mended at the clients request may look like the abuse of theft, therefore it is essential to check the facts.
• Asking questions with those involved or others may clarify the situation. Accusations of abuse without foundation can lead to difficulties in relationships and can lead to the person accused of abusing without foundation, being abused by the accusers.
• Where there is a hint of abuse, actions must be taken to show the abuser that their actions are contrary to good practice. It may be a matter of training, and a training plan is devised to show the correct way of dealing with an issue or situation.
• It may require a self-appraisal where the abuser writes about themselves. This may lead to an appraisal by the managers or their colleagues. An assessment is then done to show the deficits of that individual against what they perceive of themselves.
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There may be situations where an individual has to be prevented from seeing a client. In these circumstances the decision to bar someone must be linked to the Care Plan with reference to the Homes policies, professional advice, legal restrictions and/or the client's preference. If any difficulties arise, the police may be called to remove the offending person.
• Any employee who is able to offer advice for improvement of Abuse Policies can make them either directly to the Person in Charge, or through employee meetings. This may lead to a change in the Home's Policies and Procedures.
• MINIMISE THE EFFECTS OF ABUSIVE BEHAVIOUR
• Whilst minimising abuse, the rights and responsibilities of the client are recognised.
Where abuse is threatened or has a potential to explode, the overall situation is the priority and the rights and responsibilities of each individual have to be kept within that context.
• Where abuse is threatened, known or actively happening, the Care Plan should reflect the issue and have an action plan to deal with this. The care plan should be monitored at appropriate intervals.
• When dealing with any situation, risks and disturbances to others should be minimised. Staff should recognise that there may be some external influence that has caused the problem, and to establish true fact, should investigate any previous issue or incident.
• Changes of attitude, personality, condition of the abuser or abused should be discussed with the Person in Charge as soon as possible.
Where a situation demands, help must be available to minimise the danger to clients and employees who may be at risk. Clients who are on an ‘at risk’ register with the police, social service or any other register should be advised to comply with any conditions. Confidentiality is paramount in such circumstances.
• Any records written up following an incident should be accurate, legible and complete. Any statements, care plans, letters or any other form of correspondence should be handled with confidentiality and be presented to the appropriate authority in the agreed time frame to prevent delays in evidence collection.
• Counselling may be required after a case of abuse to help individuals come to terms with the incident and help them manage for the future. Feelings need to be addressed and reassurance given to help recovery after the incident.
• The effect on others from an abuse must be minimised, environmentally, physically and psychologically.
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