

Speaking Up: Speaking Out

The Right to Protection

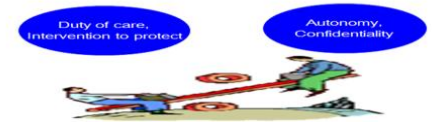
Keeping me Safe through
a Safe Culture

Deborah Hanlon
Head of Adult Safeguarding
Southern Health and Social Care Trust



Social Work Mandate for Adult Safeguarding Practice

The Balance Of Adult Protection Work



1. protect the rights and promote the interests of service users and carers.

1.5 Supporting service users' rights to control their lives and make informed choices about the services they receive.

3. promote the autonomy of service users while safeguarding them as far as possible from danger or harm.

3.2 using established processes and procedures to access, respond to and manage dangerous, abusive, discriminatory or exploitative behaviour and practice.

4. respect the rights of service users while seeking to ensure that their behaviour does not harm themselves or other people.

4.1 Recognising that service users have the right to take positive risks and helping them to identify and manage potential and actual risks to themselves and others

4.3 taking necessary steps to minimise the risks of service users' behaviour causing actual or potential harm to themselves or other people

(NISCC Standards of Conduct and Practice for Social Workers, 2015)



Feeling Safe...

- Safety is part of all our lives
- Everyone has a fundamental right to feel safe
- Systems, processes, policies, guidance, instructions, manuals are all developed to support us to keep safe and be safe in all areas of life.



The Right to feel and be Safe...

“The patient voice should be heard and heeded at all times, even when that voice is just a whisper ” (Berwick 2013)

Sonya’s story...



Systems and processes...

Legislation	Policy and Procedures	Standards and Guidelines	Regulation and Inspection	Registration and Recruitment
Training and Development	Leadership	Quality Improvement	Quality Assurance	Audit
Research	Learning events	MDT assessment and care planning	Supervision	Risk Management
Accountability	Safety Huddles / thermometers	Hot and Cold Debriefs	Whistleblowing / Raising Concerns	Engagement with adults and families



What is institutional abuse in health and social care?

'Institutional abuse occurs when the routines, systems and regimes of an institution result in poor or inadequate standards of care and poor practice which affects the whole setting and denies, restricts or curtails the dignity, privacy, choice, independence or fulfilment of adults at risk' (SCIE 2010)



When Protective steps are necessary

Ulster Gazette 
 & ARMAGH STANDARD Thursday, 9th March, 2023

Largest Circulation Newspaper in Armagh City, Banbridge and Craigavon Borough Est: 1844

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Armagh shops robbed: man in court <small>Page 5</small>	 'Thriving' Gosford tourism role is defended <small>Page 9</small>	Community is urged to join in Saint's Day celebration <small>Page 13</small>	 New filling station approved at Keady Road site <small>Page 7</small>
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Ratepayers suffering a 'fly-tipping nandemic'



Armagh care home worker 'ill-treated' amputee resident

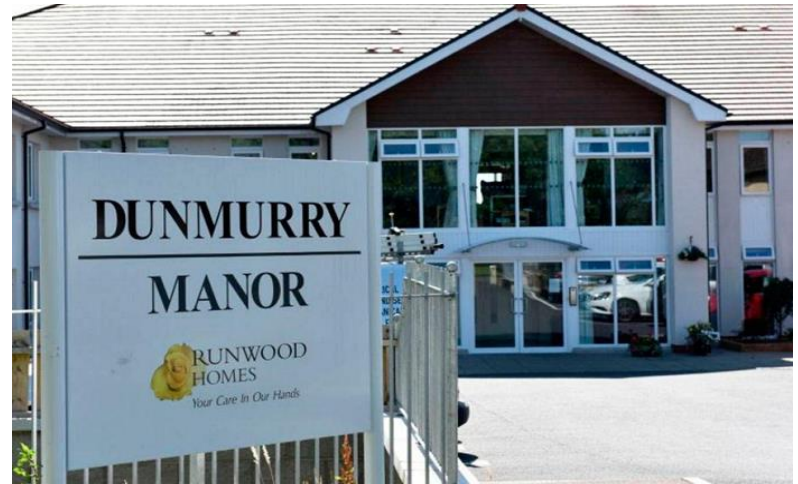
by HAZEL HAMMOND
 hazel.hammond@ulstergazette.co.uk

A CARE assistant at an Armagh nursing home who grabbed an elderly amputee resident with dementia and dragged him backwards is to be sentenced next month after being convicted of ill-treatment.

Aimee McCreech, of Dobbin Hill Road in the city, had denied the charge of "ill-treating or neglecting a patient" at Hamilton Court Care Home, from which she has since been suspended.

During a contest hearing at Armagh Magistrates' Court sitting in Newry last Tuesday, two fellow care assistants broke down in tears as they recounted the incident of July 4, last year.

FULL STORY ON PAGE 4



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Working together



Excellence



Openness & Honesty



Compassion

Themes – from investigations

- ❑ Human rights
- ❑ Communication
- ❑ Leadership & management
- ❑ Staff behaviour, attitude, values
- ❑ User and Family involvement
- ❑ Staff competence / skill mix / low pay
- ❑ Poor Training
- ❑ Learned behaviour from peers
- ❑ Custom and practice
- ❑ 'De-sensitised' or culture of tolerance
- ❑ Medicine management
- ❑ Physical Environmental Factors
- ❑ Staffing levels
- ❑ Supervision
- ❑ Culture of reporting – candour
- ❑ Record keeping
- ❑ Isolation – 'deal with it in house'
- ❑ Whistle blowing
- ❑ Governance & accountability
- ❑ Complaints & Compliments
- ❑ Incident Management
- ❑ Restrictive practice – isolation/ seclusion
- ❑ Care planning
- ❑ Purposeful person centred activity
- ❑ Financial misappropriation & abuse
- ❑ Lack of investment to meet increasing need
- ❑ **Lack of critical questioning & challenge function or 'professional cynicism'**



Learning from involvement in Institutional Abuse Cases

- Communication
- Maintain a Person centred approach
- User and carer engagement
- Managing expectations and Clarity of process
- Planning and preparation
- Resources
- Engagement of relevant parties at the right time
- Positive risk taking
- Recording - support
- Evidence based outcomes (Factual)
- Care and support for all involved



“No decision is made about me without me”



Coffee



chocolate



and a sense of



Creating a Safety Culture

- **Acknowledging the high-risk nature of your organisations activities and being determined to achieve consistently safe processes and procedures.**
- **A blame-free environment where individuals are able to report errors, omissions or near misses without fear of punishment.**
- **Learning from both mistakes and positive experiences.**
- **Encouragement of collaboration across organisations, teams and individuals to seek solutions to safety problems.**
- **Promotes learning and good communication**
- **Rewards, values and develops all staff**
- **Provides a commitment to organise resources to address safety concerns so that you can continuously improve.**
- **Actively encourages innovation.**



Early Indicators Quality Improvement Review in a care home environment

1. Concerns about poor physical environment	2. Concerns about low staffing / high use of agency staff
3. Concerns about behaviour & attitudes of staff	4. Concerns about poor management / leadership
5. Concerns about lack of training	6. Concerns about poor supervision / governance / placement planning
7. Concerns about isolation	(South Eastern Health and Social Care Trust) Jenny.Fitzsimons@setrust.hscni.net

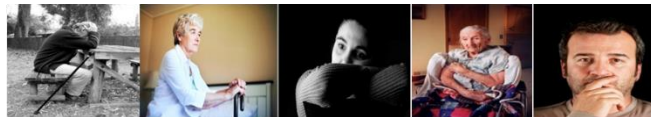


Prevention – promoting a safe culture

Working Together
to Keep Me Safe

Awareness Raising Initiative Adult Safeguarding in group care settings

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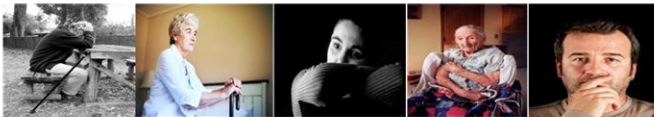



Working Together to Keep Me Safe

Project Aim:

- ❑ to work together to contribute towards the prevention of abuse, exploitation and neglect of adults whose vulnerability may heighten the risk of harm
- ❑ by promoting a culture of compassion, quality and dignity in care through positive relationships.

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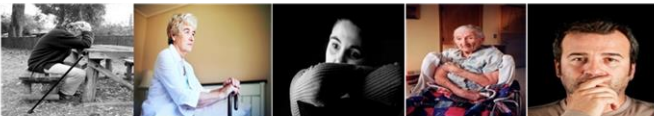



Working Together to Keep Me Safe

Objectives

- ✓ Promote every individual's right to live a life free from abuse, exploitation and neglect
- ✓ Create a space for service users and families to tell professionals what would make them feel safer how to keep them safe and prevent harm (*increase knowledge & understanding*)
- ✓ Promote good adult safeguarding practice

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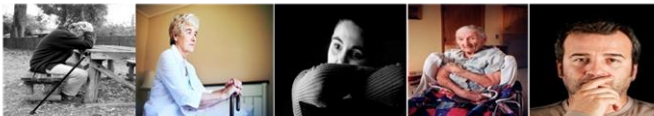
Who is it for?




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- ❑ Group care settings
- ❑ Independent sector; community and voluntary sector

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Working together



Excellence



Openness & Honesty



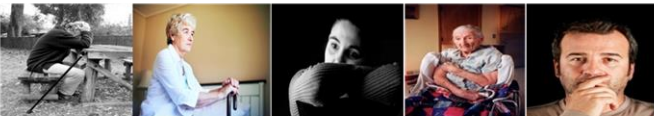
Compassion

Working Together to Keep Me Safe

What do we need to do?

- Coproduction – design and delivery
- Identify space for talking about safeguarding
- Listen to service users and staff
- Action

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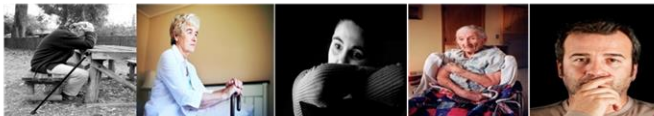



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What might it look like?



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Project Focus

Listening: to what Service users / families think about feeling safe

Responding:
Staff pledge

Take 5 minutes to sit and chat with resident / take a few minutes to listen to my opinion / ask me what would work better / smile 😊 / take time to try to understand what I need

Manager's pledge

Update protocols / contacts / training etc

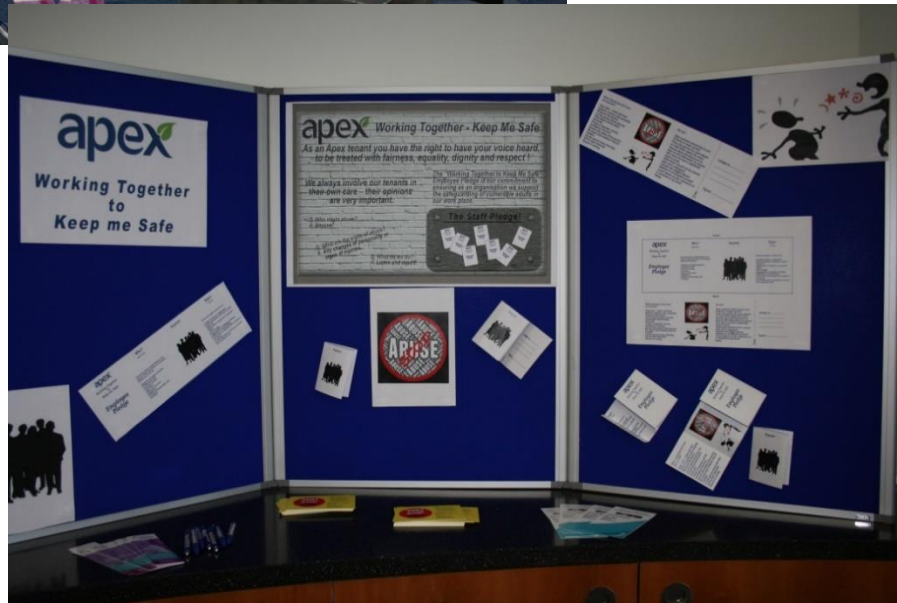


Working Together to Keep Me Safe



Visual Display of activity completed / information

- Input from Service users / families
- Facility Updated Information
- Staff pledge
- Manager's pledge



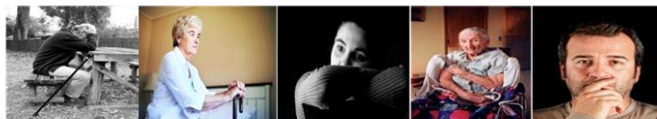
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Other Project Examples

- Link Nurse/Worker – theory to reality
- Event – BBQ
- Tea party / coffee morning
- Craft activity for display
- World Elder Abuse Awareness Day



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Group who tested

Second week

- Brought board, paper, markers
- Talked about what was on flipcharts
- Noticed there were two main themes

What can others do?

What can I do?



Feedback

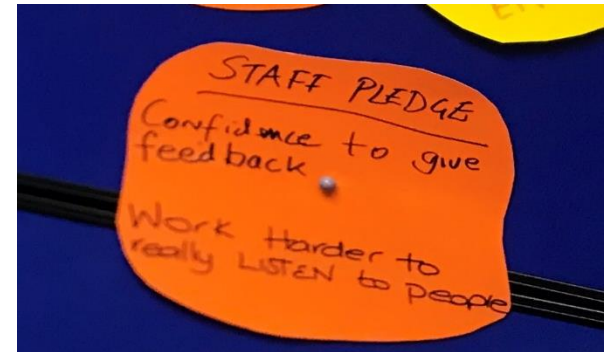


What others can do?

- Listen, prompt and understand
- Take time and listen to us
- Keep info concise
- Share information with us

What I can do?

- Ask for clarity
- Keep our information safe
- Be aware of phone/online scams



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Benefits for Project Participants

- Social benefits
- Improved wellbeing
- Positive relationships between staff, service users and safeguarding
- Public Assurance
- Professional Development Credit
- Assurance for Management Board on adult safeguarding activity
- Meeting regulations



Working Together to Keep Me Safe - feedback

Managers Comments:

"I felt that preparing for the event initiated discussion on safeguarding awareness in our houses. It also helped to get staff and tenants talking about safeguarding. The tenants enjoyed making pledges and contributing towards the display."

"This event started conversations with topic areas that are generally avoided. Inviting family members, friends and others to a social gathering allowed us to have those important discussions with people who may feel unable to voice their concerns in a more formal setting."

Staff Pledges:

"I pledge to be friendly, approachable and upbeat when I am supporting residents." Carer

"I pledge to chat to Helen as I am cleaning her room" Domestic

Resident and family suggestions:

"The company of others makes me feel safe"

"I feel safe because my wife can visit me anytime."

"Friendly faces and staff smiling makes me feel safe"

"Helped me think of ways to keep myself and others safe"

"It was a laugh a minute!"



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Thank You!

