



21 May 2009

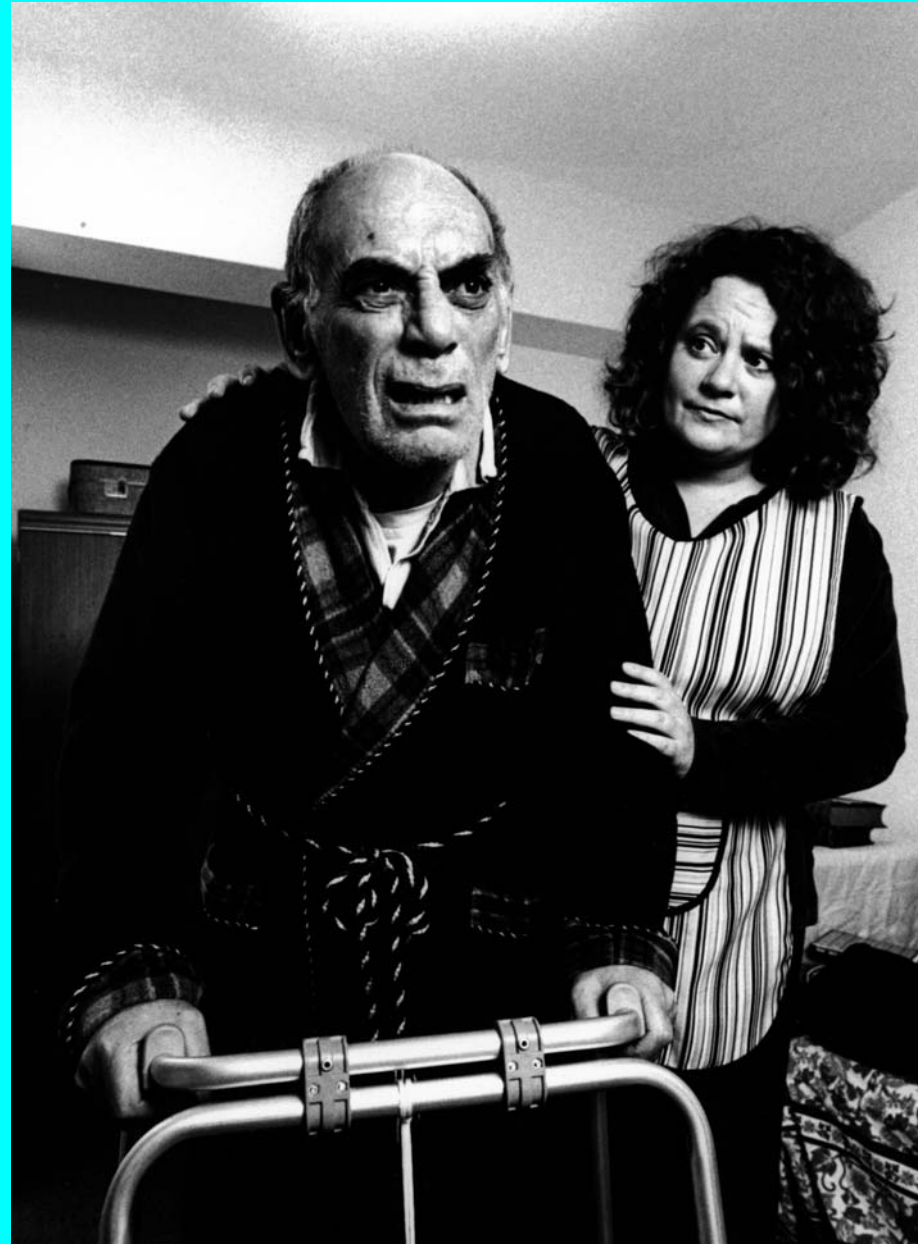
Action on Elder Abuse

**UKHCA 20th Anniversary
WALES**

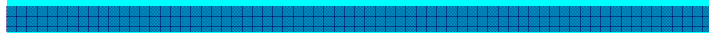


Abuse is...

*'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....*

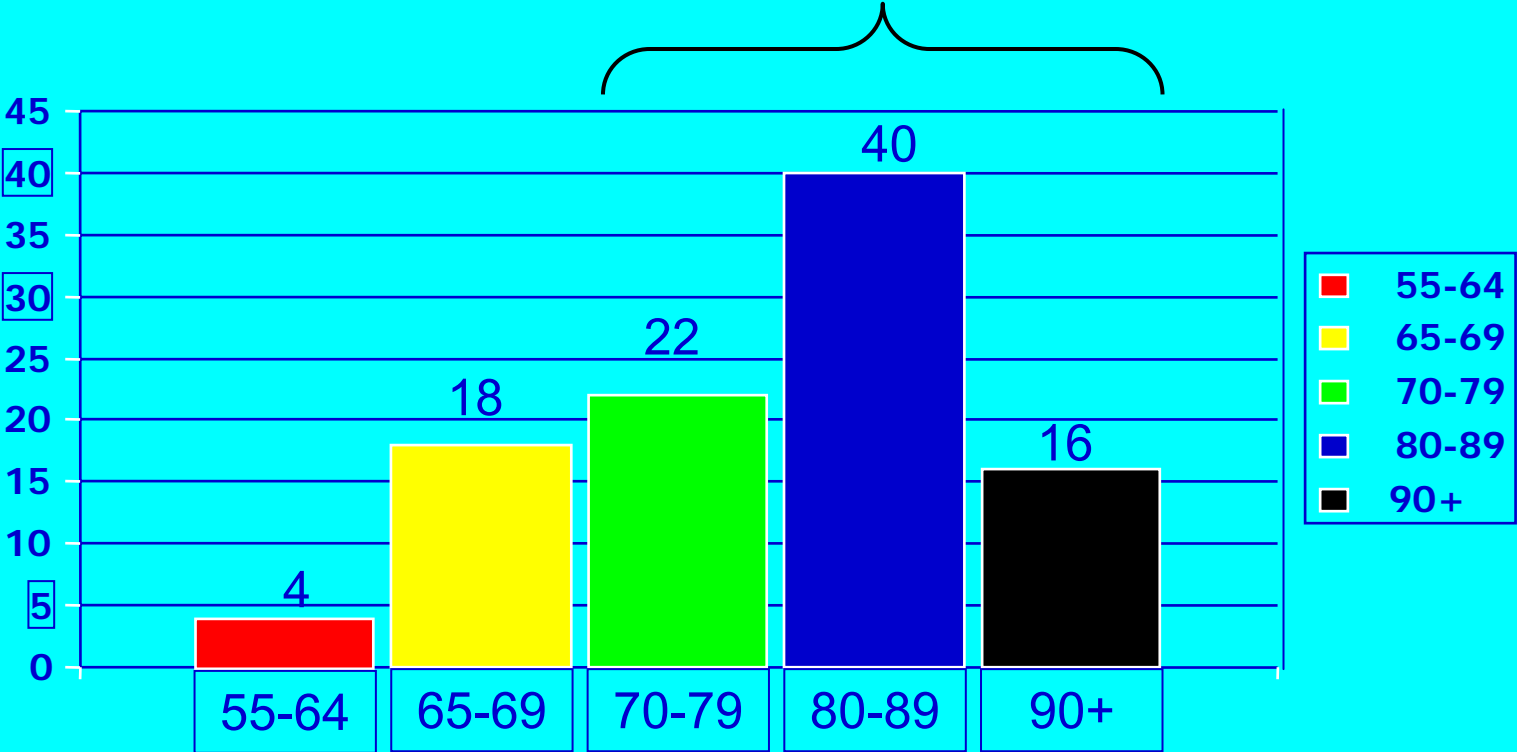






Age of victim

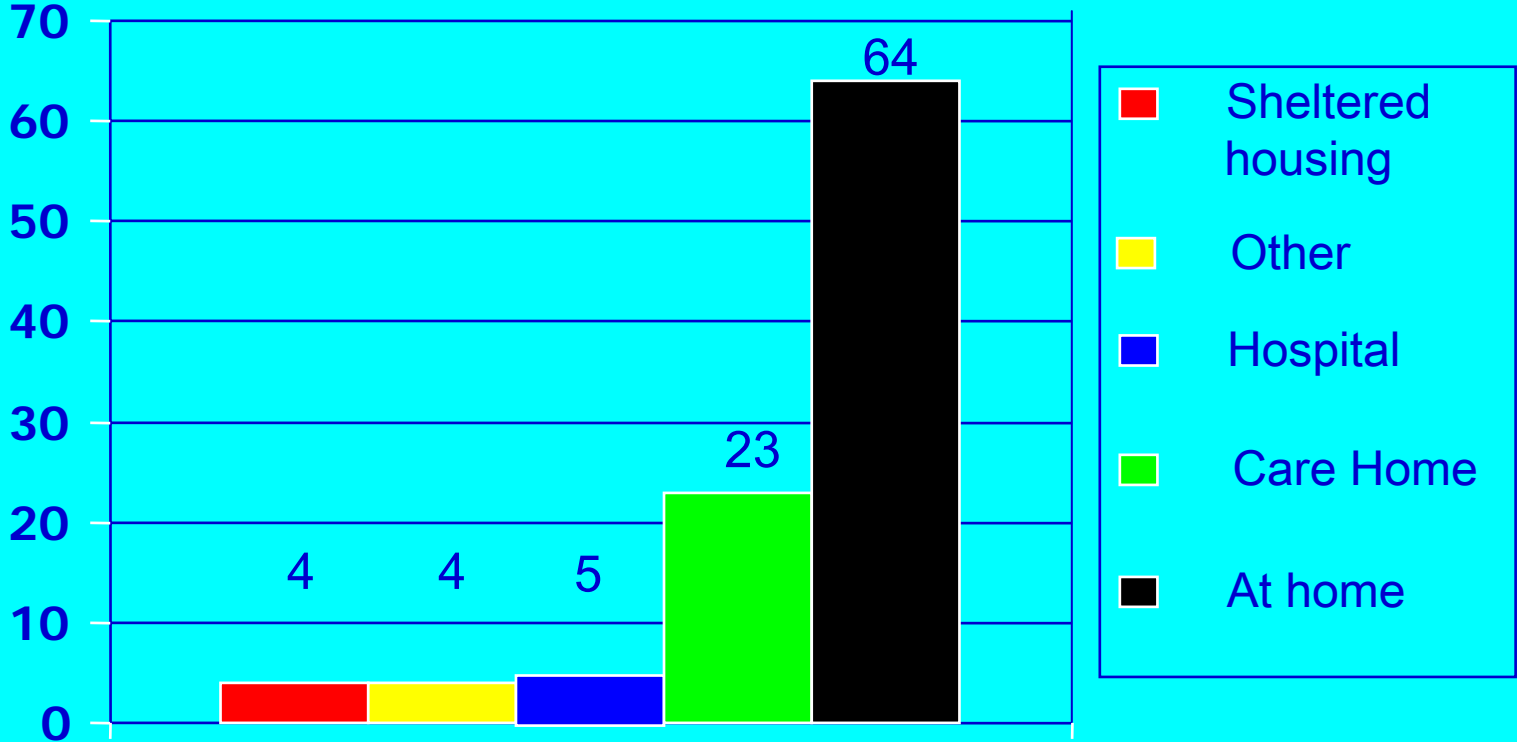
78% of abuse occurs after the age of 70 years





Source: *Hidden Voices 2004*

Where abuse occurs





Factors of Abuse

Psychological relationship between the abuser and victim

Inter-generational transmission of violence

Dependency

Stress

Social Isolation

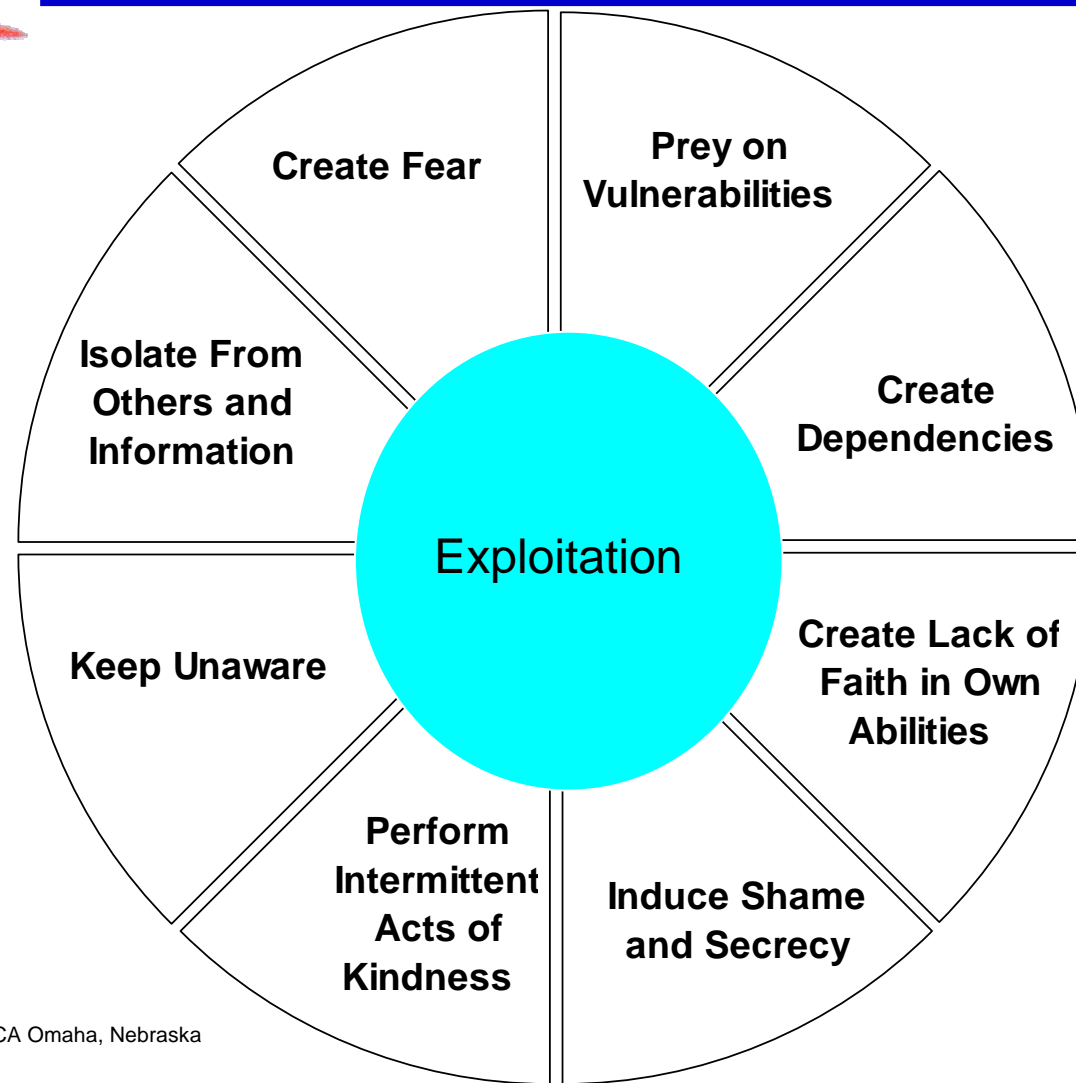
Poverty

Minority Status

Age Discrimination

Disability Discrimination

Communication difficulties





Vulnerability

Vulnerable People do not exist!

It is environment and circumstances that make people vulnerable. And it is circumstances that define their needs.

When people need support it is invariably because of a physical disability, a mental health problem, a learning disability or a dependence (whether temporary or permanent).

While a need may be age related, 'Age by itself' is still not a cause of vulnerability. The 'Age factor' relates to the discriminatory attitudes that give rise to opportunity and justification for abuse.



The current state of play

In social care terms the debate has very much been influenced by the introduction of regulation within paid care provision.

The realities of organising, delivering and funding social care has often been ignored in this debate, with little understanding of cause and effect

Poor commissioning has driven down costs and quality at the expense of very frail older people, and the domiciliary care sector – which is left weakened and undermined.



Adult Support and Protection Act (Scotland) 2007)

- Introduces new adult protection powers and procedures
- Establishes multi-agency Adult Protection Committees to oversee strategic and operational effectiveness of prevention and protection interventions.
- Includes other amendments to primary legislation
- Introduces the right, in certain circumstances to overrule the wishes of an adult with capacity



Reviewing the guidance:

England:

A consultation process from February 2008 to October 2008 to draft a discussion and question document, followed by a statutory consultation period of three months which ended 31 January 2009. Led by civil servants, with AEA input and the support of an advisory group involving over 30 Third sector and statutory organisations.

Wales:

A closed committee involving no Third sector input, tendering for an external contractor to consider and assess the continuing effectiveness, appropriateness and robustness of 'In Safe Hands' and to reach conclusions and make recommendations to the Welsh Assembly Government about what improvements can be made.



Environments of risk

'It is essential that health and social care services review the implications of acceding to people's 'choice' if the latter is not to be construed as abandonment' (Serious case review – Steven Hoskin)

There are aspects of abuse where a victim can exercise choice and control about what they wish done. There are aspects where it would be impossible for any 'citizen' to influence, control or manage their situation without active external support and frameworks of protection. And there are aspects where they would never be able to do so. This is the reality of abuse and abusers.



Personalisation

Why does a domiciliary care worker need:

a CRB and POVA check?

perhaps be registered with the Care Council?

have NVQ training?

be formally supervised?

be required to 'whistleblow'?

But a Personal Assistant doesn't!

Either regulation works or it doesn't.
But it sure has cost a lot!



The current state of play

Panorama went to South Lanarkshire where an online auction decided the council's new care provider. Domiciliary Care won the auction which saw bidders bidding down, not up. It's one of Scotland's largest care providers looking after more than 1,500 people. While it won with a bid to provide care for £9.95 an hour, South Lanarkshire says the decision to award the contract was based only 40% on price with 60% based on quality of care.

During her time with the company, Arifa found she often had little time to spend on a visit, with one call lasting just three minutes. South Lanarkshire council, who awarded the contract, declined to be interviewed but watched the covert footage and said they found Panorama's allegations deeply concerning and have launched a full investigation.



Reality

Neuroleptic drugs and tranquilisers administered at 6.30am to an old man which are not licensed for use with his condition, to make him docile by 8.30am.

Institutional lounge – chairs 18 inches apart, all around the walls. TV on in background.

Use of a bean bag as a means of restraint

Residents not wearing their own clothing

Gathering of all hearing aids into a collective jar at 6.30pm each night

Thirty residents being lined up at dinner time, then waiting up to 40 minutes for food

Residents being bathed and put into their night clothes at 7pm at night, and then put to bed at 8pm



Elder Abuse

Response

080 8808 8141

9.00am – 5.00pm

Monday - Friday