

ST AIDAN'S DAY CARE CENTRE LTD

Procedures Manual

Title: SAFEGUARDING AND PREVENTION OF ABUSE

1.0 Scope

1.1 The system and good practice used to prevent abuse.

2.0 Aims and Values

2.1 To ensure that service users are protected from all forms of abuse.

2.2 To ensure that effective policies and procedures are in place to prevent abuse.

3.0 Contents

6.0 Preventing abuse.

7.0 Dealing with suspected or reported abuse involving a manager, visitor, staff, resident, authorised person, contractor who is not an employee

8.0 Abuse of a service user by another service user.

9.0 Abuse of staff by service user.

8.0 Records that must be kept.

4.0 Referenced Documents

C4-025 Guidelines on Abuse.

C4-052 Names of Staff on An Bord Altranais Register.

C4-056 Notification to a Relevant Authority Form.

C4-077 Residents Personal Plan.

C4-071 Rehabilitation of Offenders Declaration Form.

C4-079 Resident's Daily Report Record.

C4-RF Resident's File.

C4-SSCB Senior Staff Communications Book.

MA-11 Reporting Bad Practice Whistle-Blowing Procedure.

MA-15 Confidentiality and Access to Records Procedure.

PP-02 Checking the Authenticity of Qualifications Procedure.

HSE Trust in Care

HSE Safeguarding Vulnerable Persons at Risk of Abuse National Policy & Procedures

5.0 Responsibilities

5.1 Management and all staff.

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This is the procedure to be followed

This procedure must be read in conjunction with HSE Trust In Care & HSE Safeguarding Vulnerable Persons at Risk of Abuse National Policy & Procedures

6.0 PREVENTING ABUSE

- 6.1 As part of the recruitment policy, every applicant for a job within the home should complete a Rehabilitation of Offenders Declaration Form, C4-071, in which they must declare any offence for which they have been convicted, regardless of time lapsed, or offences otherwise regarded as spent.
- 6.2 In the case of staff employed are ‘Registered Nurses’, the manager should ensure that checks are made with An Bord Altranais to ascertain the current status of the applicant’s registration category. This should be done using the procedure for Checking the Authenticity of Qualifications, PP-02, and entering the details on the Names of Staff on An Bord Altranais Register, C4-052.
- 6.3 The manager should ensure that all staff are also aware and follow the requirements of the HSE’s national policies and procedures - Trust in Care & Safeguarding Vulnerable Persons at Risk of Abuse.
- 6.4 All staff should receive training on the different forms of abuse and be equipped to recognise the signs of abuse that may have taken place.
- 6.5 Service users should be supported to develop the knowledge, self awareness and skills needed to protect themselves. The manager should ensure that staff identify individual service user’s areas of vulnerability and documented safeguards put in place
- 6.6 Service users should be provided with information and advice which will help them to care and protect them from abuse. The information provided must be age, gender, and disability sensitive.
- 6.7 Where the service user wishes, staff will work in partnership with their family/ representative to promote safety and wellbeing.

7.0 DEALING WITH SUSPECTED OR REPORTED ABUSE INVOLVING A MANAGER, VISITOR, STAFF, RESIDENT, AUTHORISED PERSON, CONTRACTOR WHO IS NOT AN EMPLOYEE

- 7.1 Where a member of staff suspects abuse of a service user it should be reported to the manager without delay.
- 7.2 Where the allegation of abuse might involve the manager, staff should be made aware of the next higher authority to whom they can refer.

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7.3 Where the allegation of abuse may involve or be between a visitor, staff, resident, authorised person, contractor who is not an employee in the home it should be reported to the Manager without delay or another authorised person who deals with allegations.

If there is an allegation of suspected abuse the manager should:

- Establish the nature of the suspected abuse.
- Ensure the safety of the complainant from further potential abuse.
- Talk to both the alleged abuser and the alleged abused to discover the nature of the abuse.
- Inform the HSE.
- Inform social workers for both the alleged abused and the alleged abuser.
- Inform the family of both parties or next of kin of the abuse (if appropriate).
- Inform the Garda (if appropriate).
- Complete the relevant documentation as in section 10.1.

7.4 The manager (or other authorised person who deals with the allegation) should ensure that every effort is made to protect the complainant by following the procedure for Reporting Bad Practice Whistle-Blowing, MA-11.

7.5 The manager (or other authorised person) must also ensure that every effort is made to protect the service user by maintaining confidentiality and access to records, procedure for Confidentiality and Access to Records, MA-15.

7.6 The manager (or other authorised person) should report the allegation to the HSE as outlined in the Safeguarding Vulnerable Persons at Risk of Abuse National Policy & Procedures.

7.7 Family members and professionals involved in the treatment and support of the service user will be informed in accordance with the service user's wishes, and kept informed of the outcome of any investigation.

7.8 The manager should ensure that arrangements are put in place, which enables service users, staff and family members affected by the incident to access counselling services if required.

7.9 Where a concern arises for the safety of a service user the manager must take reasonable and proportionate interim measures to ensure the protection of all of the individuals in advance of the outcome of any assessment or investigation of the matter.

7.10 Where concern arises that a service user may have been abused, the manager will arrange counselling and support where appropriate and in accordance with his/her wishes. The service user's family / representative and professionals will provide support and treatment for the service user.

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7.11 Where it appears that a service user may be subject to some form of financial abuse the manager must ensure that the service user has access to an advocate and or legal advice.

8.0 ABUSE OF A SERVICE USER BY ANOTHER SERVICE USER

- 8.1 If a service user is suspected of abusing another service user, the manager should:
- Establish the nature of the suspected abuse.
 - Ensure the safety of the service user from further potential abuse.
 - Talk to both the alleged abuser and the alleged abused to discover the nature of the abuse.
 - Inform the Health Board.
 - Inform social workers for both the alleged abused and the alleged abuser.
 - Inform the family of both parties or next of kin of the abuse.
 - Consider relocation if the abuser or the abused is deemed to be at risk.
 - Inform the Garda (if appropriate).
 - Complete the necessary documentation as in section 10.1.

9.0 ABUSE OF STAFF BY SERVICE USERS

- 9.1 If a service user is suspected of allegedly abusing a member of staff, the manager should:
- Establish with the staff member what form the alleged abuse has taken.
 - Separate the staff member from the alleged abuser where appropriate.
 - Take statements from the staff member and any witnesses.
 - Talk to the alleged abuser
 - Talk to the family of the alleged abuser.
 - Involve the service user's social worker.
 - Contact the Garda (if appropriate).
 - If the abuse is founded, consider relocating the service user (if appropriate).
 - Complete the necessary documentation as in section 10.1.

10.0 RECORDS THAT MUST BE KEPT

10.1 The manager should ensure that full records are kept and maintained at all times and on every occasion where abuse is alleged or suspected, in the following records as appropriate:

- Senior Staff Communications Book, C4-SSCB.
- Resident's Daily Report Record, C4-079.
- Notification to a Relevant Authority Form, C4-056.
- Residents Personal Plan, C4-077.

10.2 Records into investigation of an abuse should be kept separate from the other documents in the Resident's File, C4-RF.

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- 10.3 A record should be kept of all staff who have been made aware of the home’s policy on Guidelines on Abuse, C4-025.
- 10.4 A record should be kept of all staff who have received training in recognising and preventing abuse.

NB Definitions

Abuse:

“Any action (or lack of action) which causes harm or distress to a person. These may include physical, psychological, neglect, sexual or financial”. Abuse may happen as a result of individual actions or may be classed as ‘Institutional Abuse’ (see C4-025, Elder Abuse Guidelines).

NATIONAL STANDARDS FOR RESIDENTIAL SERVICES FOR CHILDREN AND ADULTS WITH DISABILITIES – This procedure addresses:		
Theme 3: Safe Services	Standard 3.1	Feature 3.1.1 Feature 3.1.2 Feature 3.1.4 Feature 3.1.6 Feature 3.1.5 Feature 3.1.8 Feature 3.1.10 Feature 3.1.20
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