

Just who does Telecare/Telehealth protect ?

TELECARE /TELEHEALTH
&
SAFEGUARDING ADULTS

Alan Clark
SCP Consult

Working with you for excellence

Definition of Abuse

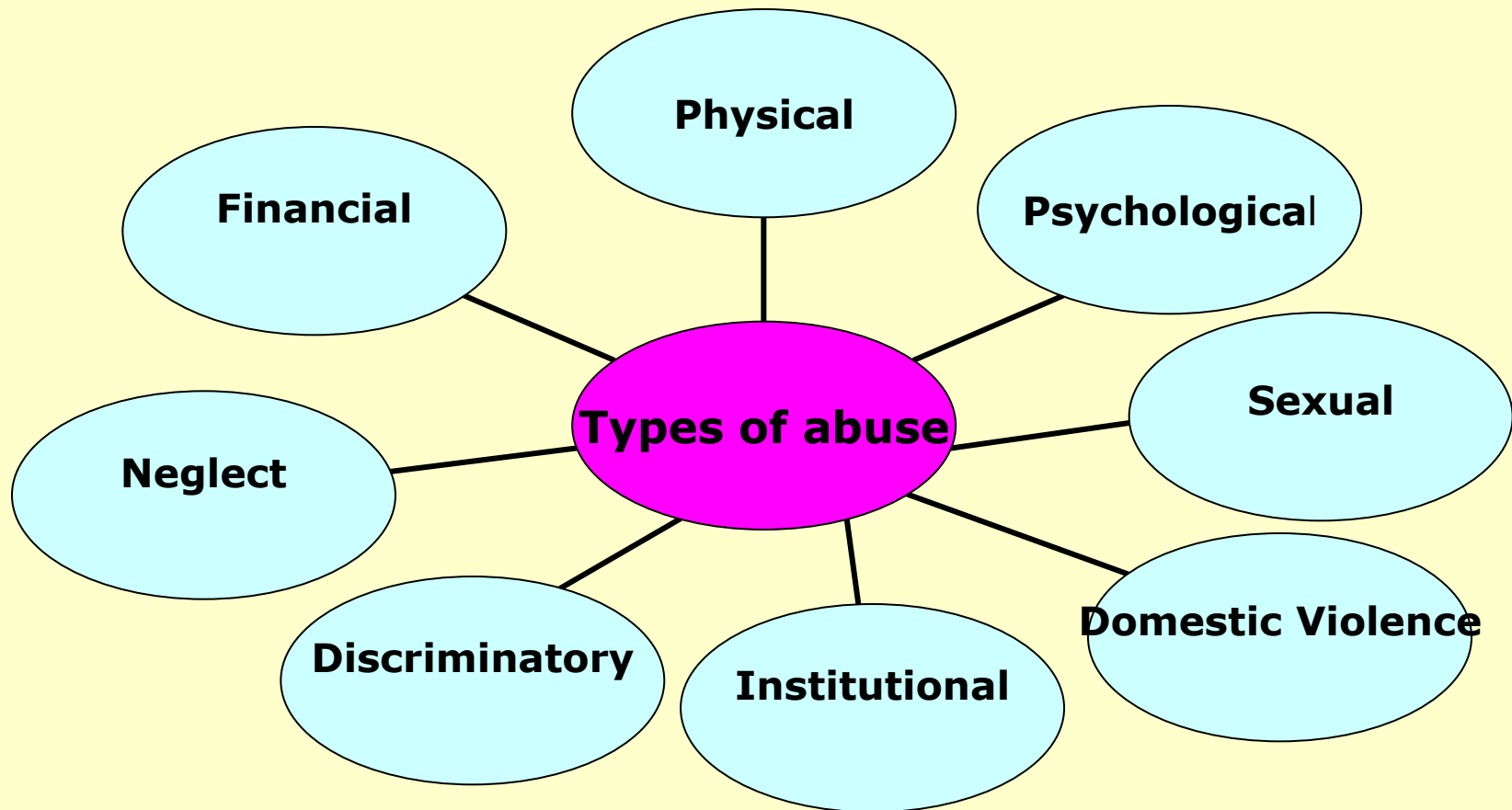
Abuse is a single or repeated act or lack of appropriate action occurring within a relationship where there is an expectation of trust, which causes harm or distress to the other person.

We all have a duty to report concerns or suspicions

Safeguarding adults: abuse

- Abuse can be a one-off act, or a regular occurrence
- Abuse is often but not always, a crime
- There is often more than one type of abuse in a situation
- Abuse is not always intentional
- Adult abuse is significantly under-reported

Safeguarding Adults: types of abuse



Safeguarding Adults: the need

- The most common place of abuse reported is within the home, followed by residential or nursing home settings
- The most common type of abuser is a partner or family member, followed by a paid carer
- The most common form of abuse is physical abuse, followed by financial abuse
- Women are more likely to say they have experienced mistreatment than men
- Likelihood of mistreatment increases with declining health, marital status, social isolation

Safeguarding Adults: the need

- 27% of people with learning disabilities report having been physically assaulted
- Around 1 in 40 people (66+) report mistreatment by family, friend or care worker, rising to 1 in 26 people when neighbours & acquaintances are included
- Older people 2007 (respondents could mention more than 1 person):
 - 51% of reported abuse involved a spouse or partner
 - 49% another family member
 - 13% a care worker
 - 5% a close friend
- People with disabilities, particularly women are more likely to be victims of violence or rape, and less likely to obtain police intervention, legal protection or preventive care
- 51% of recent or current in-patients in mental health wards report being physically or verbally threatened during their stay

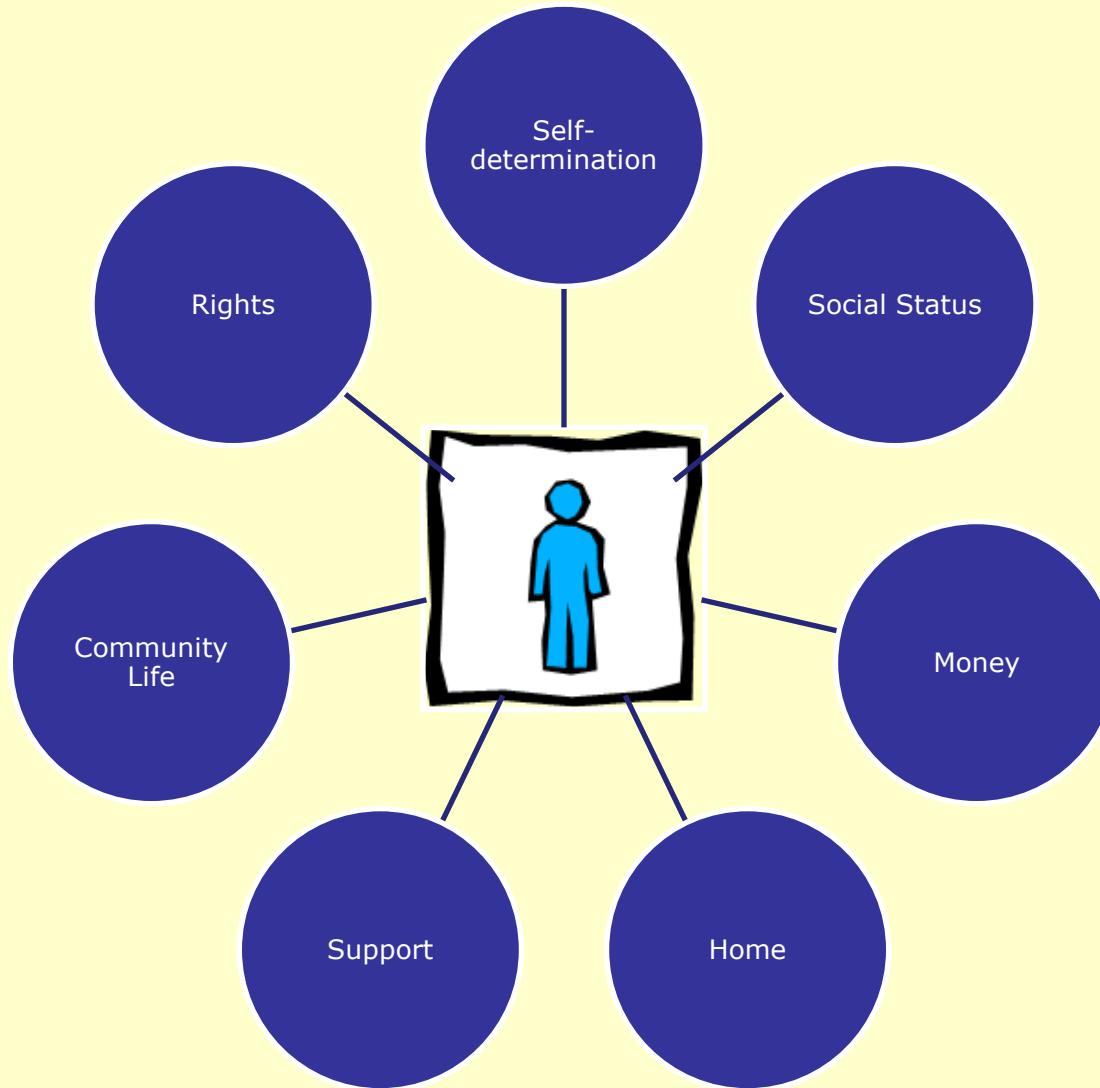
(UCL study 2009)

“few incidents of abuse are committed by loving, supportive people who have lashed out”

House of Commons Select Committee 2004

- ◆ Abusive behaviour by family carers towards people with dementia is common, with a third reporting significant levels of abuse, and half some abusive behaviour
- ◆ Physically abusive carers in the UK are not common, but neglect and abuse of trust often features in a caring relationship
- ◆ Safeguarding adults policies must consider family strategies, rather than predominantly focusing on formal carers

SAFEGUARDING ADULTS: THE NEED



- Social exclusion
- Dynamics of power – relationships of trust
- Passive acceptance
- Transforming Social Care
 - o Personalisation – Self-directed Support / Individual Budgets
 - o Self-funders

Putting People First Concordat 2007 – Transforming Social Care

"...a radical reform of public services, enabling people to live their own lives as they wish, confident that services are of high quality, are safe and promote their own individual needs for independence, well-being and dignity"

Target for all local authorities to have 30% of their service users using a form of self-directed support by 2010

Not necessarily by direct payments, but through other ways so people know what their budget is and determine how they may use that more creatively.

Self-directed support aims to support service users to determine how they live their lives and what risks they choose to take.

Safeguarding & Personalisation

Putting People First Concordat 2007 – Transforming Social Care

- ◆ Increased choice and control brings with it increased risk of abuse or exploitation
- ◆ Greater control does not guarantee safety for individuals
- ◆ LA responsibility extends beyond those for whom it provides services eg self-funders
- ◆ Confident and well-trained frontline staff that promote safeguarding adults
- ◆ Adopting a risk enablement approach
- ◆ Raising profile of safeguarding adults in the community & promoting community responsibility
- ◆ Working with individuals & groups to support them in upholding their right to live free from abuse or exploitation
- ◆ Accreditation processes for support provision / systems for facilitating CRB checks

Self-directed Support

Self-directed support includes several inter-connected elements:

- Personal or Individual Budgets
- Resource Allocation Systems
- Support Planning
- Systems of support for managing the budget
- Contractual options for controlling the budget
- Outcome-based reviews

Self-directed Support

Not suitable for people who need immediate or crisis intervention, or people who only need very short-term support

Well-suited to:

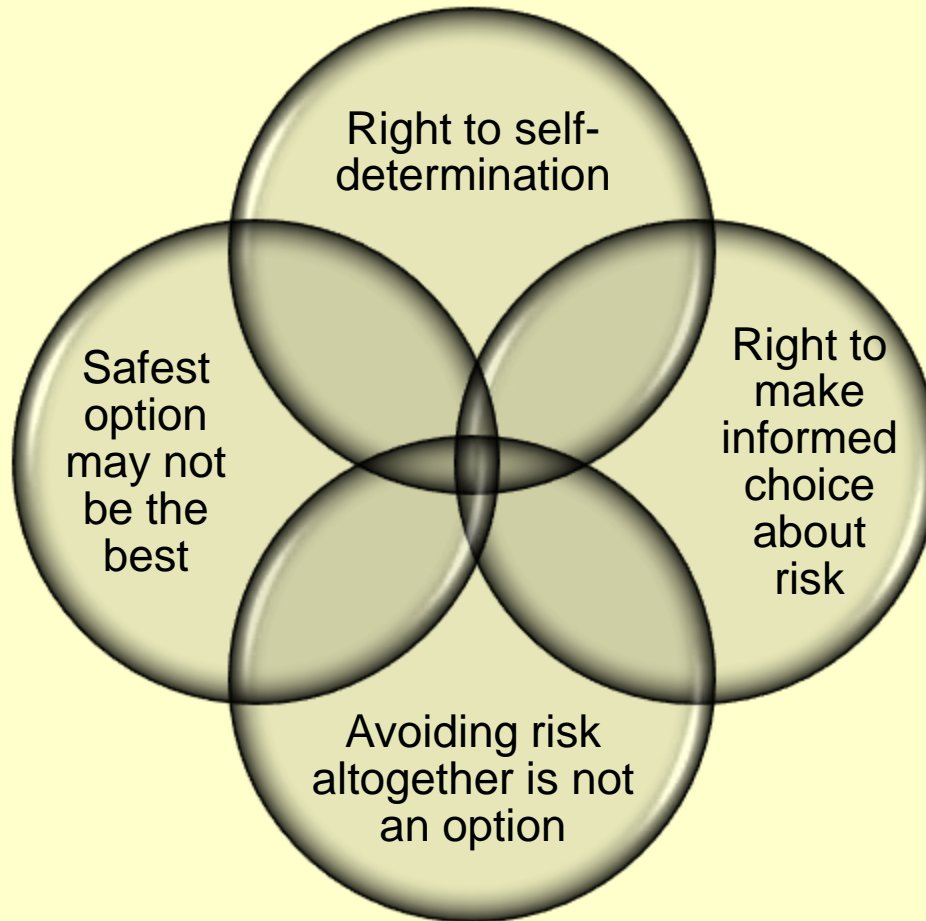
people of all abilities, including those with severe disabilities

people of all mental capacities, including those who need representation for critical decisions

people of all ages, including children, adults and older people

people with health problems, including those with mental ill-health and long-term conditions

Risk



Capacity & Consent

Mental Capacity Act 2005:

- Presumption of capacity – every adult has the right to make decisions, unless it is proved otherwise
- People must be afforded every support to make decisions, before being assessed as lacking capacity
- People have the right to make “unwise” or “eccentric” decisions
- “Best Interest” judgements must be in the person’s best interest and least restrictive of their basic rights and freedom
- An assessment of lack of capacity only applies to a particular situation and is not a “blanket” assessment

- Telecare/Telehealth has a role to play in protecting adults from abuse
- Telecare/Telehealth services must be flexible enough to ensure that control and choice remains with the individual
- Safeguarding is not a passive issue, Telecare/Telehealth can be the tool to empower individuals
- Telecare/Telehealth services should work closely with local authorities to ensure timely and appropriate responses to concerns or incidents

Telecare Services Association

- Promoting the profile of adult safeguarding in Telecare/Telehealth work
- Ensuring the Code of Practice clearly defines safeguarding responsibilities
- Ensuring compliance with safeguarding module of Code of Practice
- Supporting providers to ensure robust safeguarding responses
- Leading the debate on ethical considerations of Telecare/Telehealth and safeguarding
- Keeping up to date with latest safeguarding policy & practice
- Encouraging innovative developments in Telecare/Telehealth to further safeguarding support
- As the point of reference for customer concern, TSA ensures that it is linked to nation-wide adult safeguarding hotline numbers

Telecare/Telehealth Providers

- Treat all allegations & concerns seriously
- Work closely with the relevant local authority
- Ensure that all staff know the procedure & carry the Safeguarding Phonenumber number (if one is in place)
- Ensure high quality risk assessments are carried out as necessary
- Ensure that all people using Telecare/Telehealth Services receive information on how to protect themselves
- Ensure recruitment checks are carried out and updated
- Ensure robust and supportive whistle-blowing policy in place

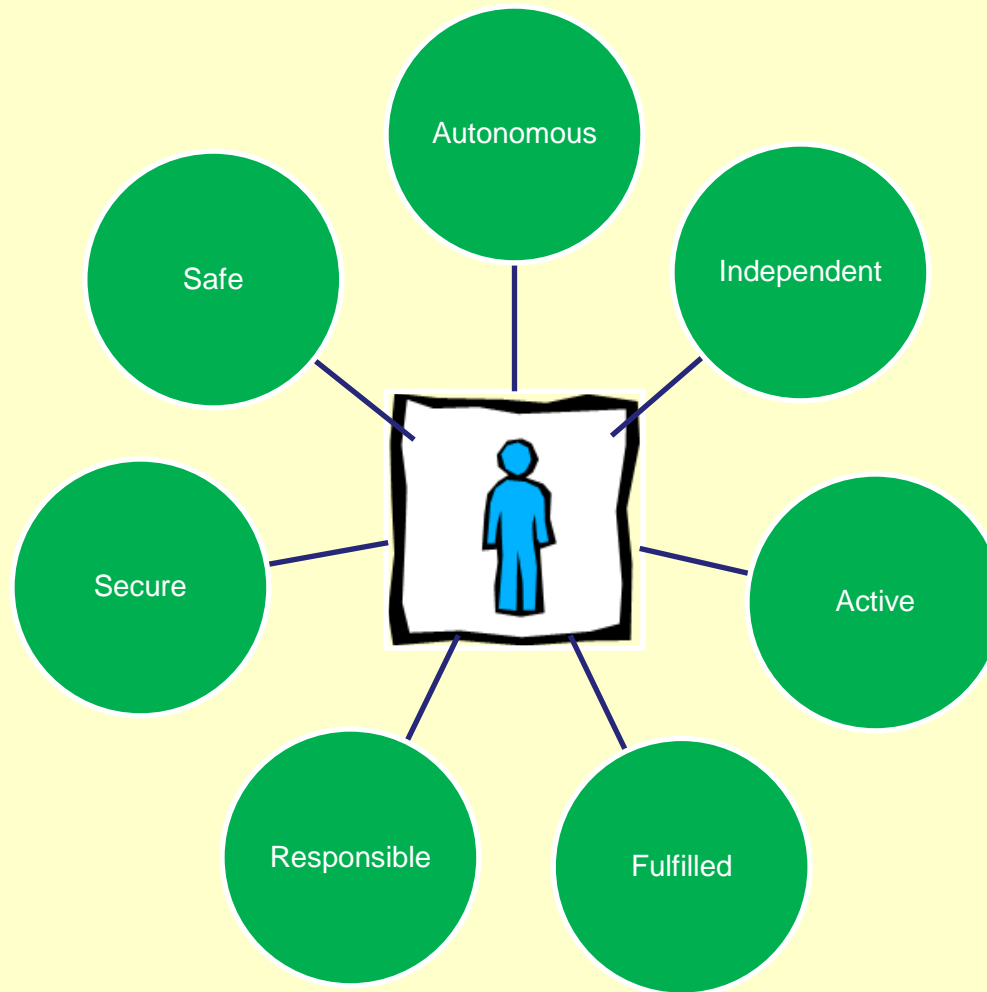
Local Governance Arrangements



Who represents your organisation and your customers?

- Develop products that are flexible in usage, so that users have choice and control over monitoring
- Develop products that support independence
- Create products that focus on “ability” rather than “disability”
- Create products that do not advertise vulnerability
- Ensure that products that facilitate information-sharing provide only vital information, to maintain service users’ right to confidentiality

AND FINALLY



"I want people to be as outraged by the abuse of an older person as they are by the abuse of a child. Sadly we are nowhere near that as a society but that culture has to change."

*Ivan Lewis MP
April 2008*

Safeguarding people is everybody's business

Action for elder abuse:

www.elderabuse.org.uk

Ann Craft Trust

www.anncrafttrust.org.uk

Independent Safeguarding Authority

www.isa.gov.org.uk

Association of Social Services Directors

www.adss.org.uk

Office of the Public Guardian

www.publicguardian.gov.uk

PAVA Practitioner Alliance Against Abuse of
Vulnerable Adults

www.pavauk.org.uk

CPS

www.cps.gov.uk

Alan Clark

SCP Consult

The Lawn
Ealing Green
Ealing
London
W5 5ER

020 8579 6633
0780 1869970