

SFHOP10

Create an environment to protect older people from abuse



Overview

This standard is about the need to provide environments that are safe for older people, and where the risk of abuse is minimised. An important way of achieving this is to raise the awareness of other people to the risk of abuse. This can involve the use of a variety of methods such as distributing leaflets. However, practitioners have to be proactive, and in effect create a constant dialogue with all those involved in the care of older people. It is important that all those involved in the care of older people are aware of the different forms of abuse that exist. It is also important that the systems and procedures for safeguarding older people are being used correctly by all practitioners, and that these are monitored, reviewed, and improved in the light of any recent developments.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

You must be able to:

- P1 comply with all the relevant legal, professional, and organisational requirements and guidelines
- P2 identify the types of abuse that can occur in relation to the setting and the different needs of older people
- P3 identify the relevant people that need to be aware of the potential abuse of older people
- P4 explore with the older people and the relevant people their current level of awareness about the abuse of older people
- P5 utilise a range of awareness raising methods to inform older people and other relevant people of the type of abuse that they might encounter
- P6 consult with older people and other relevant people on how to create environments that protect older people from abuse
- P7 provide older people and their carers with appropriate information to help them identify the signs of possible abuse
- P8 identify ways in which inappropriate or abusive behaviour can be reported and challenged without harm to older people or those reporting the abuse
- P9 provide examples of good practice to demonstrate how instances of abuse can be reduced.
- P10 monitor the advice and guidance on abuse that is relevant to the care of older people
- P11 identify the systems and procedures for dealing with possible abuse in different settings
- P12 ensure that the appropriate systems and procedures are in place in the setting to identify and record possible abuse
- P13 ensure that all relevant people are aware of their responsibilities for identifying possible abuse, and are aware of how to use systems and procedures for identifying and recording possible abuse ensure that records of suspected abuse are compiled and maintained correctly
- P14 ensure that systems to support older people, their carers and practitioners when abuse has been disclosed, are in place and implemented when required
- P15 review the use of the systems and procedures at appropriate intervals through the use of appropriate review methods
- P16 identify any problems with systems and procedures and take the appropriate action to resolve them
- P17 produce records and reports that are clear, comprehensive, and accurate, and maintain the security and confidentiality of information

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Knowledge and understanding

You need to know and understand:

- K1 the legislation which relates to working with older people including: health and safety, confidentiality and information sharing, the provision of services, the rights of older people, anti-discriminatory practice, capacity and consent, relevant mental health legislation and care programme approach
- K2 how to interpret and apply legislation to the work being undertaken
- K3 the professional standards and codes of practice for your area of work within older people's services and how to interpret and apply these
- K4 how to balance your responsibilities as a professional with organisational and contractual requirements
- K5 the nature, aims, objectives, values, policies and systems of the organisation in which you work
- K6 the contractual arrangements relating to the services which you offer through your organisation
- K7 the nature, extent and boundaries of your work role and its relationship to others in the organisation
- K8 the roles of other health and social care practitioners and how they relate between and across agencies
- K9 the ethics concerning consent and confidentiality, and the tensions which may exist between an individual's rights and the organisation's responsibility to individuals
- K10 the rights of older people to make decisions for themselves and to take risks in the context of their own lives
- K11 methods of obtaining informed consent from older people, and how to confirm that sufficient information has been provided on which to base this judgement
- K12 the actions to take if the older person withdraws their consent
- K13 how to recognise when older people are not able to exercise their rights to make informed choices
- K14 the legal framework for making decisions for, or acting on behalf of, an older person without capacity, and how the best interests of an older person without capacity should be determined
- K15 the situations when consent may not be required e.g. under relevant mental health legislation
- K16 how to deal with issues of confidentiality and who has the right of access to information that has been recorded
- K17 the main issues, debates, and policies relating to the health and well-being of older people
- K18 the guidance that is available for your own practice, and the sources of the guidance
- K19 evidence based practice, and its role in improving services

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- K20 the main trends and changes relating to the health and well-being of older people
- K21 the ageing process and how it affects the needs of older people
- K22 the main health conditions that affect people as they age
- K23 the drugs and interventions which are used to manage the main age-related conditions and the effects of these on the overall health and well-being of older people
- K24 how to seek advice on conditions and drugs
- K25 the impact of social relationships and environment on the health and well-being of older people
- K26 how the needs of older people may affect others
- K27 why it is important to clarify with the older person whether they need and have carers, and to confirm with the older person whether they accept their carers as having any say over their care
- K28 how to communicate effectively with older people and their carers
- K29 the ways in which carers should be involved in communication in order to deliver the most effective outcome for the older person
- K30 the type of communication and relationship difficulties that can occur with and between older people and their carers, and what to do to overcome them
- K31 the importance of focussing on the older person as an individual
- K32 the importance of respecting the different backgrounds and values of older people
- K33 the impact of the ageing process on older people's communication needs e.g. sensory impairment, cognition and confusional states
- K34 the effects of environments and contexts on communication (particularly institutional settings)
- K35 the ways in which communication can be modified and altered for different needs, contexts and beliefs
- K36 the key government policies relating to the abuse of older people
- K37 how to obtain information on abuse, and the authoritative sources of guidance
- K38 the categories of elder abuse that exist and how to identify them
- K39 the sorts of older people who are more vulnerable to abuse, e.g. those with learning difficulties
- K40 the key statistics that feature in discussions of the abuse of older people
- K41 the main issues and debates relating to the abuse of older people, and the key parties involved
- K42 why older people who need support to make decisions are vulnerable to abuse and exploitation, and local strategies and protocols for preventing, detecting and dealing with incidents of abuse
- K43 the importance of being alert to signs of possible abuse
- K44 how to spot the signs of possible abuse
- K45 how different interpretations can be placed on abuse, and the importance of recognising that older people might have different value systems in

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- relation to abuse
- K46 the types of abuse that can affect older people in different settings
- K47 the risks which individual abusers, or potential abusers, may pose to older people
- K48 what to do if you suspect an older person may be the victim of abuse or neglect
- K49 where to find information on suspected or actual incidents of abuse in different settings, and the rules relating to the confidentiality of reports
- K50 how abuse can be investigated in different settings, and who needs to be involved
- K51 the systems and procedures for monitoring and identifying abuse
- K52 the actions that can be taken to safeguard older people from abuse
- K53 how to evaluate the effectiveness of abuse safeguards
- K54 the aspects of the environment that can feasibly be changed to protect older people
- K55 the types of methods that have proved effective in raising the awareness of abuse
- K56 the role of older people, carers, and practitioners in minimising abuse

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Additional Information

External Links

This standard has indicative links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: HWB3 Protection of health and wellbeing

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Developed by Skills for Health

Version number 1

Date approved June 2010

Indicative review date June 2012

Validity Current

Status Original

Originating organisation Skills for Health

Original URN OP10

Relevant occupations Health, Public Services and Care; Nursing and Subjects and Vocations Allied; Health and Social Care; Public Services; Health Professionals; Healthcare and Related Personal Services

Suite Older People

Key words old, elderly, care
