

Monkey BUSINESS

Issue 7
Summer 2008

The newsletter of Bradford District Adult Protection Unit

ELDER ABUSE CHALLENGED WORLDWIDE!

Dear Readers

"Never ignore elder abuse!" is the core message of World Elder Abuse Awareness Day (WEAAD) on June 15th.

This day was initiated by the International Network for the Prevention of Elder Abuse (INPEA) who recognise the significance of Elder Abuse as a public health and human rights issue. In their report "Missing Voices" – coordinated with the World Health Organisation - INPEA states that **"The challenge for us all is not only to listen to what has been said, but to believe and act upon it"**.

In addition, they stress that the single most important thing needed to stop abuse is to empower older people to be really in charge of their lives, rather than become passively dependent on others. The key here is that those of us who are offering assistance, perhaps especially with everyday tasks such as washing and eating, take the time to attend and listen to the older person so that we provide assistance respectfully – when **they** want it and in the way that **they** choose.

This June 15th you might be doing a skydive to raise money for Action on Elder Abuse – or you could join others around the world by wearing something purple for the day. A small gesture to show that you know that June 15th is WEAAD and a good way of finding out who else is committed to **Notice, Listen and Speak Out!**

So, get out your purple shirt, tie or hat and carry on supporting the elders you know to live with respect, dignity and freedom from fear.

Ruth Ingram,
Adult Protection Co-ordinator

DID YOU KNOW?

FACT From 2003 to date, the Bradford Adult Protection Unit has received 2566 referrals.

FACT 769 alleged victims were elderly people, which is 30% of our referrals.

FACT This equates to 1.2% of older people living in the Bradford District.

GOT YOUR COPY?



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Notice!



Listen!



Speak Out!

WORLDWIDE DAY OF ACTION RAISES AWARENESS



World Elder Abuse Awareness Day (WEAAD)

Held annually on 15th June, it has now been nominated as a United Nations 'Day of Action'.

The key objective of **WEAAD** is to raise awareness of elder abuse across the world. National and international activities have been developed by countries, communities and organisations all working together to make a particular impact on this action day.

In 2008 – **WEAAD's** third year – the global focus will be in **Canada**, where a two-day conference will be held in Ottawa.

In the **UK**, Action on Elder Abuse will again be the lead co-ordinator, facilitating a series of events throughout the country. Participating individuals and organisations include many care homes, sheltered housing schemes, adult protection co-ordinators, local councils and primary care trusts.

Closer to home, our latest publication is timed to coincide with WEAAD activities. 'ELDER ABUSE in Bradford?', is specially designed to open as a poster illustrating types of abuse. It is full of information which will be particularly useful to victims themselves but can also be used by those working with them.



Get your copy from the Adult Protection Unit, whose

core message continues to be **"Notice! Listen! Speak Out!"**

Global background

Throughout the world every day our elders are abused physically, emotionally, financially or sexually; discriminated against or neglected by others.

Elder abuse is a problem that manifests itself in both developing and developed countries, but prevalence rates only exist in selected developed countries.

For example, in the **United Kingdom** a study funded by the Government and Comic Relief (Abuse and Neglect of Older People living in their own homes) found that 342,000 older people face abuse at home.

In March this year the **European Commission** found that 47% of Europeans believe the problem of neglect, mistreatment or abuse of older people is widespread in their country.

In **America**, every year an estimated 2.1 million older Americans have been injured, exploited, or otherwise mistreated by someone whom they depended upon for care or protection.

In **Canada**, elder abuse and neglect are thought to be seriously under-reported, so statistics are unreliable.

In a developing country such as **India**, very rough estimates indicate that nearly 40% of older people living with their families are facing abuse, but only 1 in 6 cases actually comes to light.

Although elder abuse is typically under-reported in most countries, protecting the dignity and fundamental rights of the elderly is becoming a major challenge for all societies across the world. **World Elder Abuse Awareness Day** will help to progress this challenge.

ADULT ABUSE ON NATIONAL AGENDA

Carefully designed legislation and government policy is the foundation of successful measures to safeguard adults.

MONKEY BUSINESS is pleased to record four new national initiatives.



LEGISLATION INITIATIVES

Single vetting authority

Independent Safeguarding Authority (ISA) is at the heart of the Government's drive to increase the protection of vulnerable members of our society. Created under the Safeguarding Vulnerable Groups Act 2006, the ISA will decide who is unsuitable to work or volunteer with vulnerable groups. The ISA scheme will replace the current List 99, PoCA, PoVA and Disqualification Orders regimes, and its 'go-live' date has been confirmed for October 2009.

In summary, the new scheme means that a single vetting authority maintains a constantly updated list of people who are not allowed to work with children or vulnerable adults. Individuals wishing to undertake paid employment while engaging with vulnerable groups will pay a one-off fee of £64, but there will be no cost for volunteers.

This scheme will ensure an improved level of safeguarding as well the development of better information-sharing systems.

Find out more on:

www.isa.gov.org.uk

Corporate Manslaughter Act

The 2007 Act came into force on 6 April 2008. It applies to a wide range of organisations including care homes, NHS bodies, GP partnerships and out-of hours providers.

The act creates an offence where there has been a gross failing, throughout the organisation, in the management of health and safety with fatal consequences. In summary, if an organisation causes 'death by gross negligence' they it can be prosecuted.

Find out more on:

<http://www.justice.gov.uk/publications/corporatemanslaughter2007.htm>



POLICY INITIATIVES

New safeguarding study

In March 2008 the Commission for Social Care Inspection (CSCI) announced that it will assess how well adult social care is provided in these safeguarding categories:

- ✓ **Raising awareness of abuse issues and giving priority to safeguarding**
- ✓ **Preventing abuse**
- ✓ **Recognising and acting on allegations**
- ✓ **Continually improving safeguarding systems and practice**

They will inspect care homes, domiciliary care and adult placement schemes, across all groups of people using services and all regions of England. Additionally, they will look at the role that local councils play in safeguarding adults, as well in as consulting with people using services and professionals working in safeguarding.

Find out more on: www.csci.org.uk

Helping older people in the care system

Also announced in March, by Health and Social Care Minister, Ivan Lewis, were three new measures to help ensure that older people are treated with dignity and respect in all care settings. These include:

- ✓ Seeking to amend the Health and Social Care Bill, currently going through parliament, to reverse the court decision which removed the protection of the Human Rights Act from publicly-funded residents of private care homes.
- ✓ Acting to ensure that people funding their own care will for the first time have the right to refer complaints to an independent adjudicator.
- ✓ £2m funding for a new joint research initiative, between Comic Relief and the Department of Health, investigating the dignity and safety of older people being cared for in institutional settings.

Find out more on:

<http://www.egovmonitor.com/node/17917>

CARE HOME MANAGER SPEAKS OUT:

Working within the caring profession usually means “every day is a challenge and every day is different”. None more so than the day I was asked to go and assess “George”, who was living in another care home.



We were taken into a bare and barren room. George looked about 80 years of age, unkempt and dirty with shoulder length hair, pinched face and nails like talons. He looked anxious, worried and appeared frightened. My colleague bent down to him and gently touched his hand, saying “Hello George, I’ve come to see if you would like to come and live at our home”. “I will if you’ll have me”, he said.

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Following this we began our assessment. We asked him many questions and it soon became apparent that George had not been cared for. As a consequence of his horror stories we ascertained that he needed to be removed from this environment quickly. George arrived at our home the day after.

I immediately alerted the Adult Protection Unit to report what had been observed, together with Contracts Compliance, Social Workers and Commission for Social Care Inspection.

The staff at my home are all aware of the importance of reporting any concerns, suspicions or knowledge of abuse. As soon as possible after their employment has commenced, all staff receive induction training in the prevention of abuse and the Bradford Social Services training on Adult Protection Awareness. As a Manager I feel that this is one of key training courses that should be attended by all staff working with vulnerable adults.

“George did get the chance to be listened to and to be believed”

Our first job on George’s arrival at the home was to make him feel safe and wanted. He was given a warm drink, shown his room and around the home and was then given a warm meal of his choice. All of this was done by one member of staff who stayed with him all day. This member of staff was specifically assigned to George, having all the right skills and knowledge to care for someone who was vulnerable.

When asked if we could bathe him, he cried “please don’t hurt me”.

Following the meal, George was bathed and to his delight received a haircut! Whilst bathing George, the carer discreetly examined his skin and nail condition, looking for signs of bruising or pressure sores. Throughout this procedure the staff member chatted to George and it was whilst in the bath that he disclosed what his abusers had done to him.

The carer listened and, once she had assisted him out of the bath and settled him, she came and reported what George had told her. I remember very clearly her coming into the office and starting to cry, I comforted her as much

as I could and took notes whilst she gave me a verbal account of what she had observed and been told. I called another senior colleague and relayed what had happened.

With George’s consent, the police were informed. All staff had been given a brief outline on why he had been admitted to our home and were requested to look out for signs of concern. George showed many indicators of abuse and fortunately, due to the staff’s knowledge and expertise, these indicators could be reported to other health professionals who could help George such as chiropodists and psychiatrists.

George disclosed what had happened to him whilst in the other home’s care, and he gave an interview to the police. He described how his fingers had been hit with a hammer and how his Zimmer frame had been kicked from under him whilst the perpetrators all gathered

around and laughed. How he had to go out and search for food because none was provided. Sadly, nothing could be proved, as George could not provide enough details. However, he did get the chance to be listened to and to be believed.

At the beginning when George came to our home a broken man, he flinched at loud noises, held on to a sock that contained a TV remote control, and sat constantly in fear. When asked if we could bathe him, he cried “please don’t hurt me”. Everything that we did for

George had to be accompanied with reassurances that we were not going to hurt him. This went on for a number of months before George built up his trust of the home’s staff.

GEORGE'S STORY

As George explored his new environment he became more confident and started to gain weight. His pallor changed from grey to pink. He began to smile, developed friendships and became popular with both residents and staff.

With this new safety, George disclosed many things, each time the staff became naturally upset and ultimately angry that this situation had been allowed to happen. Staff needed to be supervised closely as feelings ran high. My senior colleagues and I had to ensure that confidentiality was maintained and as a result this message was cascaded to the whole team.

George called all the staff 'angels' and persistently thanked them for any task, no matter how menial. In particular he took a shine to one of the home's care staff whom he nicknamed 'Clarence' and every day he would ask "is Clarence coming today?".

"George died in hospital but he didn't die alone. Our staff sat with him for 36 hours before he died."

Very sadly, George passed away approximately seven months after first coming to our home. He died in hospital but he didn't die alone.

Members of our home's care staff sat with George for 36 hours before he died, one of whom was his favourite angel 'Clarence' and the others his friends.

George's experiences made me sit back and take stock of what can happen and does happen in other so-called caring environments. It also made me question other health professionals and my own practice.

I am now more determined than ever to stamp out bad practice as it does not make me feel good that I had the ability, along with my colleagues and staff team, to change things for George. It makes me bow my head in shame at those who abused and allowed George to be abused by not reporting it.

This whole experience has made me realise the importance of reporting abuse. We must continue to report situations like this, because sooner or later someone will listen, and at some point in the future someone may acknowledge that, through reporting perpetrators of abuse, they will be brought to justice! 🙏🙏

**Care home manager
April 2008**

FIRE SAFETY FOR VULNERABLE ADULTS

West Yorkshire Fire & Rescue Service has joined the Bradford Safeguarding Adults Board. The service recognises the need for a multi-agency approach to reducing accidental injury among vulnerable adults, and the importance of information sharing.

Ruth Johnson, Bradford's Older People's Fire Safety Co-ordinator, states: "We recognise that we have a key contribution to make in helping to prevent abuse and work with other agencies to identify those people most at risk. We therefore welcome the opportunity to have a place on Board."

The fire service visits people in their own homes on a daily basis to give fire safety advice and fit 10-year battery smoke detectors. We need to ensure that we have robust procedures for reporting any suspected abuse, and that staff are trained to an appropriate level in awareness and protection issues. Our involvement as a key member on the Board will ensure that we can keep up to date with changes in legislation, and that if we have areas of concern around our vulnerable high risk cases, we can take a multi-agency approach to resolving these."

The fire service comes across examples of neglect where vulnerable people are incapable, for various reasons, to maintain a safe home environment. Some of the high risk factors include living alone, unable to make own unaided escape due to mobility issues, smoking or on medication, inappropriate or unsafe cooking methods and unsafe heating appliances.



In 2007/08 one of the 3 fire deaths in Bradford was an elderly man who lived alone, although he was known to other agencies.

The fire was attributed to a grill pan catching alight as a result of a long term build up of fat. A smoke detector was found on the stairs with no battery in it. Unfortunately, the man was unable to escape from his property in time.

Ruth says "We are keen for agencies to work with us to help identify those vulnerable people at risk of fire, but we also want agencies to recognise the contribution the fire service can make in helping to identify vulnerable people who might require their own services. That is why we are pleased to now be involved in the Safeguarding Adults Board".

For further information contact Ruth Johnson

☎ 01274 866248

ALZHEIMER'S SOCIETY – 'BETTER SAFE' PROJECT

Better Safe is the project set up by the Bradford's Alzheimer's Society in partnership with Adult Protection and other agencies. It has 3 years' funding from Comic Relief, through their programme working on the abuse and mistreatment of older people.

Branch Manager Ruth Gallagher writes: **Better Safe** began in July 2007 and has been working steadily since then. So what have we done? Our main achievements so far in this starter year have been:



- Appointing project workers to deliver the service – not much could be done without them! It took time but we got there.
- The engagement of *all* family support staff at our branch in the project.
- Developing and delivering a 'Coping with Forgetting' course to enable people with dementia and carers to understand the illness, learn coping strategies and have time to explore their feelings.
- Getting people with dementia and their carers to think about the future and possibly use the new Lasting Powers of Attorney. So far 8 families have taken this step.

Training to do the job has been a high priority. The Adult Protection Co-ordinator, Ruth Ingram, facilitated four very interesting and helpful training sessions for all staff, exploring abuse in general and looking at preventative measures. To raise their own awareness of subtler issues, project and other staff also attended a 5-day education course with Professor Gemma Jones on communication in dementia.

10 carers and 7 people with dementia came together in 'Coping with Forgetting' to explore their feelings about the illness, to learn more about it – understanding does help – and to think about ways of coping, especially through the frustration, anger and communication difficulties. It's given us an insight into how very simple things can help defuse situations, and that looking at life from another's point of view makes some things easier to understand. Just knowing that others are in the same situation also makes a difference – not being alone feels good.

The project's next challenge will be to raise awareness within the South Asian communities about dementia and possible problems. We are only just beginning with that, and are delighted that Latifa Ismail has joined us on the project as Family Support Worker.

We are very aware that the terminology used in situations concerning people with dementia and their carers has to be very carefully thought about.

A 'softer' approach may not be applicable across the board but is certainly the best way in most cases. There are also serious issues of how to think about preventing abuse when it is dealt out by people with dementia or others with various disabilities or illnesses. Abuse by carers is much more clear cut. Many situations may be minimised by good communication and understanding but we know that some carers will suffer because of the particular effects of the illness on their particular person. We are exploring sources of informative support so that we can offer better help.

'Better Safe' support for families

Latifa Ismail's role will be focused on providing advice, information and support to people with dementia and their families, in particular those within the South Asian communities. The post has been funded specifically to reduce the risk of older people with dementia being abused. To help create the awareness around issues faced by those living with someone with dementia, drop-in sessions will be run at wellbeing cafes, at community groups and other venues. Support will be available to carers through education and support groups to help them cope with the stress and pressures of living with someone with dementia, particularly those in difficult situations. Carers will be offered information, support to help them to understand and build their knowledge of coping techniques.



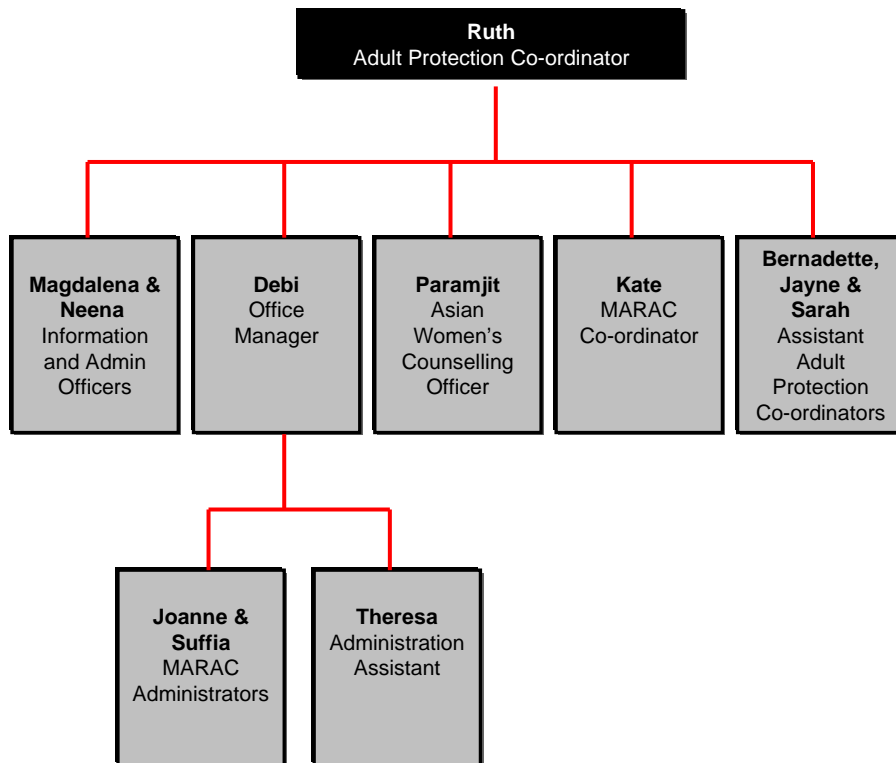
Latifa also works part-time with the Bradford and Airedale PCT as a Carers' Support Worker. Previously she worked for the Bradford Dementia Group on a research project looking at supporting carers of people with dementia from minority ethnic groups.

Says Latifa: *"Through my work I have come across elder abuse and understand that it is a very sensitive subject which can be difficult for families to discuss, due to cultural and religious implications. With the support and the education now offered to families, it is envisaged that some of the barriers will be overcome, enabling them to access the help available and reduce the risk."*

To find out more call  01274 725729

ADULT PROTECTION TEAM UPDATE

Since the last issue of MONKEY BUSINESS there have been a few changes to the Adult Protection Unit. We welcomed Sarah, Kate, Debi, Suffia and Joanne; and we said goodbye to Sue, Helen, Cath and Lesley.



Sarah is our new Assistant Adult Protection Co-ordinator, seconded to the Unit for 2 years from the Bradford District Care Trust. Prior to this she had over 10 years experience as a staff nurse for people with enduring mental health problems.

Kate is the Coordinator for the Multi-Agency Risk Assessment Conference (MARAC). This meets once a month in each part of the Bradford District, bringing together key statutory and voluntary sector organisations. They formulate plans which protect those in the District who are at very high risk due to domestic abuse.

Kate is a Police Officer seconded to the Unit until December 2009, from the Bradford South Vulnerable Victims Unit.

Debi is the new Office Manager having worked for the council in the education and training divisions for over 12 years. Her key role is to co-ordinate the efficient day-to-day administration of the Unit.

Suffia and **Joanne** job-share as the MARAC Administrators. Their primary role involves supporting Kate and the Adult Protection Unit with all administration duties.

We would like to say *'thank you'* to: **Sue** who was with the Unit for over 2 years and now works in the Council's Corporate Procurement Department; to **Helen** and **Catherine** who also provided valuable administrative support; and to **Lesley** who has returned to the Bradford District Care Trust after being seconded to the Unit for over 4 years.

LESLEY LEADS

Lesley Latham left the Adult Protection Unit in March 2008 and took up her new post with the Bradford District Care Trust (BDCT) as their Lead Practitioner Safeguarding Adults. Lesley's new role is to advise the Trust about how to prevent and respond to abuse. One of her key priorities is to ensure that BDCT staff have the training and support/advice they need in what can undoubtedly be a difficult area of their work.

Says Lesley: "I learned a tremendous amount during my 4 years at the Adult Protection Unit (having rather overstayed my welcome, given that I was on a 6-month secondment!). I saw the Unit grow from being a one-person show (namely Ruth Ingram) into a team of eleven. In the early days, because of the level of awareness, adult protection referrals were relatively few and far between, which is a sharp contrast to the current position.

I remember getting to grips with multi-agency working and chairing meetings, a steep learning curve for me and all involved. My reminiscing wouldn't be complete without mentioning having to complete hundreds of the ever-changing adult protection forms. Love them or hate them, they are essential for keeping track of the pattern of abuse locally (and no, I haven't been paid to say this!).

I am missing being based with my adult protection colleagues and other staff at Olicana House, but fortunately my new role demands that I am a regular visitor."

If anyone working for BDCT has any adult protection queries Lesley can be contacted on:

01274 228133
lesley.latham@bdct.nhs.uk



HAVE YOU HEARD ABOUT?



Someone to watch over me

Sunny Arts is a social arts company with a national reputation for producing powerful issue-based video, live drama and training events.

They have a new drama and training event about Elder Abuse. 'Someone to watch over me' explores the ordinariness and complexities of how older people can be abused in their own families. The live play is followed by an interactive training session which helps the audience explore the issues in a real and meaningful way, to help practitioners develop sensitive and appropriate responses.



'Someone to watch over me' is suitable for all organisations and local authorities working with vulnerable people. The event is now available to conference and training event organisers across the UK and can be adapted to the needs of particular organisations.

Find out more on  **07796 005857**  www.sunnyarts.co.uk  info@sunnyarts.co.uk

Elder Financial Abuse workshops

The National Institute of Adult Continuing Education (NIACE) encourages adults to engage in learning of all kinds. NIACE is planning to hold regional workshop events on Elder Financial Abuse for professionals and representatives of older people.

They plan to draw upon the expertise and experience of those who attend in order to develop learning materials for professionals in the form of CPD training and basic awareness materials for front line staff (bank clerks, care workers and other professionals) but most importantly for older people themselves. The next event is due to take place in Manchester, on 10th July – contact NIACE for your ticket.

For more information contact Lois Gladdish
 **0116 204 4227**
 lois.gladdish@niace.org.uk

Downloading MONKEY BUSINESS



All issues of this newsletter can now be downloaded from our website (see panel right).

TRAINING, TRAINING & TRAINING!

Adult protection training should be undertaken by anybody working with vulnerable adults!



Adult Protection Awareness Training


This course is aimed at all front line staff. It helps participants to gain an understanding of how to: recognise adult abuse; report concerns appropriately; and gain awareness of the multi-agency context in which adult protection takes place.

Adult Protection – Level 1 Training

This course is aimed at supervisory roles, senior home care, care management, health sector including district nurses, and the Police. It enables participants to recognise abuse, to gain awareness of the multi-agency context in which adult protection takes place and to understand the role of the alerting managers and risk assessors.

Domestic Abuse and Older People Training

This is a Bradford District wide multi-agency course and is aimed at anyone working with older people. Participants will gain an understanding of the multi-agency context of working with and supporting older people who have/are experiencing abuse.

To book your place on any of the above training courses contact the Workforce Development Unit
 **01274 43 3784**

MONKEY BUSINESS is the newsletter of the Bradford District Adult Protection Unit.

For more information on any aspect of our work, contact us at:

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