

PSAB Safeguarding Mangers Report July 2014

PAUSE minutes

Safeguarding issue: Care providers and staffing

Further to the AOB from the meeting held on 9.4.14: The issue was raised of short-notice staffing changes for care recipients residing alone. People's safety is being compromised where they are required to allow unknown carers into their homes. In some instances, care providers have made short notice staffing changes but have not informed the care-recipient by telephone. PAUSE members raised several concerns;

1. Feelings of panic / anxiety in care recipients
2. May lead to care recipients rejecting care.
3. Identification can be easily falsified, therefore care recipients do not necessarily feel safe when presented with I.D.
4. Where there is a key safe system, the security number can be well known.

Charlotte commented that although there were no known instances in which abuse had taken place as a result of staffing changes, the potential for abuse was present. It was agreed that this matter be put to the SAB.

Further to this discussion, a number of concerns arose regarding care in the care recipients own home;

1. Short notice changes to the times of care visits can result in people running out of supplies if they are relying on carers to go shopping.
2. The high turnover of care staff.
3. The issue of lack of control over who is performing intimate and personal tasks. Language difficulties. Where a care recipient is unable to understand a carer problems may occur as the care recipient may be unable to make their needs understood or understand what they are being asked to do. Charlotte reminded PAUSE members of anti-discrimination legislation but it was generally agreed that care-recipients should expect a minimum standard of communication skills.
4. Care recipients often don't wish to 'make a fuss' as they are wary of being branded troublesome.
5. C spoke of instances in which the real needs of care recipients were not being addressed by carers who treated care visits as 'befriending' visits and failed to perform the care tasks required of them.

It was agreed that these issues warrant discussion at a structural level with the SAB.

Charlotte informed the group that she had a meeting with Jane Elliot-Tonicic on Monday 16th June and asked for volunteers to attend. Chris and Mark volunteered. Details of the time and venue were discussed.