



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Responding to Allegations of Elder Abuse-The Irish Perspective

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Background

- ⑩ Protecting Our Future, 2002 (DoHC)
 - ⑩ “a clear policy on elder abuse is formulated and implemented at all levels of governance within the health & social and protection services in Ireland.”
- ⑩ 2005 – HSE Implementation group drafts policy and set up a dedicated EA service
- ⑩ 2007-HSE national EA service begins
- ⑩ 2007-Estabilishment of Health, Information & Quality Authority (HIQA).
- ⑩ 2008-HSE Launch Policy in Galway at WEAD conference
- ⑩ 2008-Creation of the National Centre for the Protection of Older People (www.ncpop.ie)
- ⑩ 2009-minimum standards of care in residential centres. (www.hiqa.ie)

Policy Statement

- ⑩ HSE committed:-
 - ⑩ to protection of older people
 - ⑩ protection & promotion of rights of older people
- ⑩ All HSE staff – duty of care to intervene
- ⑩ Managers – duty to ensure local procedures developed
- ⑩ Local Health Office (LHO) ensure systems in place for public to report concerns



Underlying Principles

- ⑩ empowerment
- ⑩ rights of the individual
- ⑩ recognise people who are unable to make their own decisions
- ⑩ self determination can involve risk
- ⑩ ‘least restrictive alternative’
- ⑩ protection of the law
- ⑩ access to judicial process

Definition

“A single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person or violates their human and civil rights.” (DoH, 2002)

- ⑩ *Applies to 65 years & over*
- ⑩ *Includes inadequacies of care or inappropriate programmes of care*
- ⑩ *Excludes*
 - ⑩ Self Neglect
 - ⑩ Crime by strangers
- ⑩ **However.....**

These procedures may be followed where it is in best interest of older person e.g. extreme self neglect

Procedures

Self Neglect & Anonymous Allegations

⑩ Self Neglect

- ⑩ Policy may be followed in circumstances where the concern has arisen due to older person seriously neglecting their own care and welfare and putting themselves or others at serious risk.

⑩ Anonymous Allegations

- ⑩ Should be treated seriously
- ⑩ Investigations may be limited and referrers should be advised accordingly
- ⑩ Allegations concerning HSE staff/facilities should be recorded & investigated through the HSE complaints procedure, or HIQA where appropriate.



Roles & responsibilities

All HSE Staff

- ⑩ Be aware of local procedures & ensure allegations are responded to
 - ⑩ Noting and recording allegations
 - ⑩ Informing line manager
 - ⑩ Sharing information
 - ⑩ Take part multidisciplinary meetings
 - ⑩ Adhere to care plan
 - ⑩ Seek/attend training



Procedures

Reporting a concern

- ⑩ All reports to be taken seriously
- ⑩ All health care workers have a responsibility to inform their line manager
- ⑩ If older person at immediate serious risk – Gardaí (Police)
- ⑩ Establish views & wishes of older person
- ⑩ If inhibited from reporting matter to line manager OR feels manager took inappropriate/insufficient action – report to more senior management.

HSE Elder Abuse Service Overview

- ⑩ 1 HSE National Steering Committee (multi agency and chaired by Senior Manager HSE)
- ⑩ 4 Regional Steering Committees
- ⑩ 4 Dedicated Officers for Elder Abuse
 - ⑩ Bridget McDaid HSE West
 - ⑩ Eamonn McCarthy HSE South
 - ⑩ Sarah Mahon HSE DML
 - ⑩ Oonagh McAteer HSE DNE
- ⑩ 32 Senior Case Workers based in HSE LHO (for a list of these please see www.hse.ie or ring our info line on 1850 24 1850)



Staff Structure

⑩ **Team** = Steering Committee, Dedicated Officer
EA, Senior Case Worker EA.

- ⑩ Devise and oversee policy on EA
- ⑩ Create awareness of EA among staff
- ⑩ Promote training for all staff dealing with older people
- ⑩ Guide development of policy and best practice for prevention
- ⑩ Develop procedures and guidelines for responding to EA

Thank You!

If I can be of further assistance please email me at sarah.mahon2@hse.ie

For information about the Irish Elder Abuse Service and to read our annual reports “Open your eyes to elder abuse” please see <http://www.hse.ie/elderabuse>

Multumesc! Grazie! Kiitos! Go raibh maith agat!

