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## **ABUSE & NEGLECT POLICY**

### **POLICY:**

Service Users will not be subject to abuse or neglect as a result of service delivery. Staff will be aware of indicators of abuse and know how to report them appropriately.

### **REFERENCE:**

Elder Abuse and Neglect (A handbook for those working with Older People)  
Maori Health Plan  
Health & Disability Code of Rights, 1996

### **PROCEDURE:**

1. All service users are assessed on admission and at regular intervals.
2. All staff will receive education in recognising signs of abuse and / or neglect.
3. Any signs of possible abuse or neglect will be documented, reported and investigated

### **This will be achieved by:**

- Encouraging all service users and their whanau to share with us and to trust that the service will act in the best interest of those that use it.
- Ensuring that at all times the Health & Disability Code of Consumer rights 1996 is abided by. A copy of this code is given to each client and their whanau on entry to the service.
- Providing training and supervision of staff until they are competent to provide robust advocacy and early intervention services.
- Healing will be through groups that are culturally appropriate to meet the needs of Maori and any other ethnic group within the service.
- Staff training focuses on understanding signs of abuse and neglect and also knowing ones personal responsibility. This means how and who to report any problems and concerns to, whether in the service or outside in the general community.



- Good supervision of staff and fast follow up when a problem is reported.
- By forwarding any serious issues of abuse to the Health and Disability commission / or the Ministry of Health, Koroua, Kuia.
- Ongoing education for all staff.

### **TYPES OF ABUSE (All staff need to know these)**

#### **Physical:**

Infliction of physical pain, injury or force

#### **Psychological/Emotional:**

Behaviour including verbal abuse, which causes mental anguish, stress and fear.

#### **Sexual:**

Sexually abusive and exploitative behaviours involving threats, force, or the inability to give consent.

#### **Material/Financial:**

Illegal or improper exploitation and / or use of funds or other resources.

### **ABUSE OF FREEDOM OF CHOICE**

Those in care may have their carers ideas imposed upon them. Each person is different; the carer should know to consider:

- The service users needs and abilities
- The needs of the wider whanau
- Cultural needs

**Remember:** Choice is good. Choice is part of everyday life. Do not rob those of their choices, even though they may be limited by their abilities.

#### ***Some people are MORE at risk. They are those:***

- Depending on other people for all or part of their care
- With mental, physical or emotional disabilities



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- Communication difficulties
  - Feelings of low self esteem
  - Limited social contacts and networks and isolation from ethnic support groups.

## NEGLECT

Neglect is failing to provide / advocate the care that another needs and is relying on.

1. Active neglect is conscious and intentional deprivation.
2. Passive neglect is the result of the providers inadequate knowledge, infirmity or lack of trust in prescribed services.

The person being abused or neglected may not seek help because:

- They are not capable of making a report
- Out of fear of the abuser
- Fear of being blamed
- Fear of what might happen (Perhaps to a staff member or family member)
- They believe that no one can really help them
- Because they feel ashamed

## GENERAL SIGN OF NEGLECT

The following signs might be a **'Red Flag'** to us that something is not quite right:

- The service user shrinking away from another person, as though in fear
- Acting worried or anxious when there is no good reason for it
- Irritable or overtly emotional
- Presenting as helpless, hopeless and sad
- Use of contradictory statements not resulting from mental confusion
- Letting their carer do all the answering for them



- Not making eye contact

**More specific indicators**

Physical Abuse	Neglect
Abrasions	Bed sores
Bleeding	Dirty clothing
Bruises	Crusty eyes
Burns	Injuries not covered /dressed
Cuts/Lacerations	Not taken for medical care when needed
Grip marks	Over-sedation
Dislocations	Dehydration
Sprains	
Welts	

It is important to consider injury very carefully.

**Does the explanation fully explain the harm from the injury? It is not our job to judge, just to report if we are concerned.**

Some indicators of Psychological Abuse	Indicators of Sexual Abuse
Resignation	Bruising or Bleeding in genital area
Mental confusion	Venereal disease
Fear	Difficulty in walking or sitting
Marked passivity	Pain or itching in the genital area
Shame	Recoiling from being touched
Anger	Fear of bathing or toileting
	Shrinking away from a carer

**REMEMBER:** It is important not to jump to conclusions. Bruising or other injury might have been accidental. Be more concerned where more than one indicator is present or where injury happens more than once. At the least this service user is getting hurt, so more support is needed.

**REPORTING / INTERVENTION GUIDELINES**

- Remember, you have a duty to do something



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- Make sure the person you are concerned about is safe
  - Report your concerns
    - To a senior person or to a manager
    - In ones own life, it may be best to report concerns to Kaumatua, older relatives or others with the person's best interests at heart
    - Remember; in ones own life, where a person is afraid of what might happen if they report suspected abuse can be reported to CYFs anonymously.

Complete an Incident/Accident Form. (These forms are held at the front desk)