An Stiúrthóireacht um Ardchaighdeáin agus Sábháilteacht Othar
Oifig an Phríomhoifigigh Cliniciúil

National Quality and Patient Safety Directorate
Office of the Chief Clinical Officer

QPS TalkTime

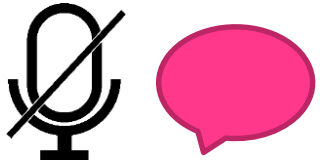
A community of quality and patient safety improvers

13th June, 2023

QPS TalkTime No.10

Safeguarding Older Persons

How we are running today's session



- You will be muted but the chat is open throughout - please post any questions or comments there and we will address them after the presentation.

- If your tech fails, don't worry – we're recording it so you can watch back on the NQPSD YouTube channel and access the slides at your convenience.

- Audio is available via your PC or dial in:

  +353-153-39982 Ireland Toll

  +353-1526-0058 Ireland Toll 2

  Access code: 2732 605 4612

Please feel free to continue the discussion on Twitter: **@QPSTALKTIME**

@mapflynn | @johnfitzsimons9 | @juanitaguidera | @NationalQPS | @TimHanly| @Safeguarding_ie | #QIreland | #patientsafety

- Please help us to improve our QPS TalkTime Webinars by completing a short feedback form (pop up window before you log out)

- You will receive an email from QPS TalkTime confirming your attendance

- **To get started … we invite you to**

Share using the chat box

- Your name, work and where you are joining us from …
- Finish this statement:

Do you see safeguarding as part of your role?

Speakers today

Geraldine Jolley
Regional Co-ordinator Sage Advocacy Midland Area

Bernie McNally
Chair Independent Review Panel

Tim Hanly
General Manager, HSE National Safeguarding Office

In conversation with

Joanne Haffey, Senior Operations Manager, National Quality and Patient Safety Directorate

Juanita Guidera, Programme Manager - Staff Engagement for Quality with the National Quality and Patient Safety Directorate.

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Safeguarding Older People

Tim Hanly
General Manager
National Safeguarding Office

Hear me when I whisper
Hear me when I roar

WORLD ELDER ABUSE AWARENESS DAY

June 15th

www.hse.ie/safeguarding
HSE helpline 1800 700 700

National Safeguarding Office

Abuse

- A single or repeated act, or omission, which violates a person's human rights or causes harm or distress to a person. The main areas of abuse which cause people harm are physical abuse, emotional abuse, sexual abuse, neglect of the person and financial abuse. It is important to note that this is not an exhaustive list.

HIQA/ MHC 2019

Elder Abuse

- Elder abuse is defined as “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”.

-WHO

Key HSE Principles

- All people have the right to be safe and to live a life free from abuse.
- HSE safeguarding policy expects zero tolerance approach to all concerns of elder abuse. In practice this means that all concerns of abuse or neglect are screened .
- The will and preference of the adult involved should be respected . Minimise risk while respecting the adult's wishes.
- 3 R's – Recognise, respond and report

Elder Abuse – Some Protective and risk factors

Protective factor:

- Social support/ being socially connected
- Positive family and community networks
- Access to and awareness of support
- Advocates and allies
- Effective Organisational Safety Culture
- Human rights informed model of care

Elder Abuse – Some Protective and risk factors

Risk factors:

- Functional dependence/disability, frailty, poor physical health
- Cognitive impairment, mental health status
- Socioeconomic status and poverty
- Age
- Place of residence

Enabling recognition – Human factors and culture

- Challenge Ageist language, assumptions, attitudes of "entitlement"
- Openness to believe abuse of older persons can happen
- Maximise communication supports
- Safety culture that sees safeguarding as central to all our interactions
- Just culture that enables staff to speak up without fear
- Competence, authentic leadership and good organisational governance matter

Key messages

Prevention and awareness messages

- Empowerment of Older people matters
- Staff open to accepting reality of elder abuse . It can and does happen . Prevalence research – 1 in 6 older persons each year
- Safeguarding is everyone’s business . Despite rise in reports elder abuse under reporting remains. Community reporting to HSE Safeguarding and Protection Teams remains static despite population growth

Key messages

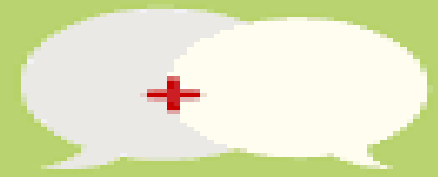
Responding messages

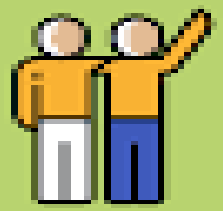
- Be informed of indicators of abuse – HSeLanD learning resources and published Patient Safety Supplement
- Raise concerns with line manager and person responsible for safeguarding in your organisation
- Respect older person's wishes- Relationships matters – Many older people want abuse to stop whilst maintaining important relationships

Making Safeguarding Personal
Safeguarding - person at the centre

Making Safeguarding Personal

- Help me understand what's happened
- Use language I understand
- Involve me in decisions
- Help me maintain important relationships
- Be honest with me





Safeguarding Adults in Lambeth

World Elder Abuse Awareness Day June 15th

Hear me, Support me , Challenge Elder Abuse

- Wear Purple Ribbon
- Tweet messages of Support
- Attend any local events

National Conference on this Thursday in Trinity College

Registration on Eventbrite

https://www.eventbrite.ie/e/hear-me-support-me-challenge-elder-abuse-tickets-634880624037

Key links to information and advice

- HIQA/MHC National Standards for Adult Safeguarding

https://www.hiqa.ie/sites/default/files/2019-12/National-Standards-for-Adult-Safeguarding.pdf

- National Safeguarding Office - https://www.hse.ie/eng/about/who/socialcare/safeguardingvulnerableadults/

Safeguarding Ireland resources

https://www.safeguardingireland.org/

- World Elder Abuse Awareness Day on June 15th https://www.un.org/en/observances/elder-abuse-awareness-day/

Policy and learning resources

HSE Safeguarding Policy

https://www.hse.ie/eng/services/publications/corporate/personsatriskofabuse.pdf

Safeguarding flowchart for HSE/ HSE funded Services

- https://www.hse.ie/eng/about/who/socialcare/safeguardingvulnerableadults/safeguardingvulnerablepersonsflowchart.pdf

Elearning materials on www.hseland.ie

Safeguarding Adults at Risk of Abuse

National Standards for Adult Safeguarding

learning resources

- Interested in further learning on safeguarding adults at risk of abuse

TCD micro- credentials course on adult safeguarding

https://www.tcd.ie/courses/microcredentials/by-school/micro-credentials---nursingmidwifery/safeguarding-adults-at-risk-of-abuse---micro-credential/

Thank you and my contact details

- Timg.hanly@hse.ie
- Safeguarding.socialcare@hse.ie
- Twitter @safeguarding_ie

- Phone @061-461165

National Safeguarding Office

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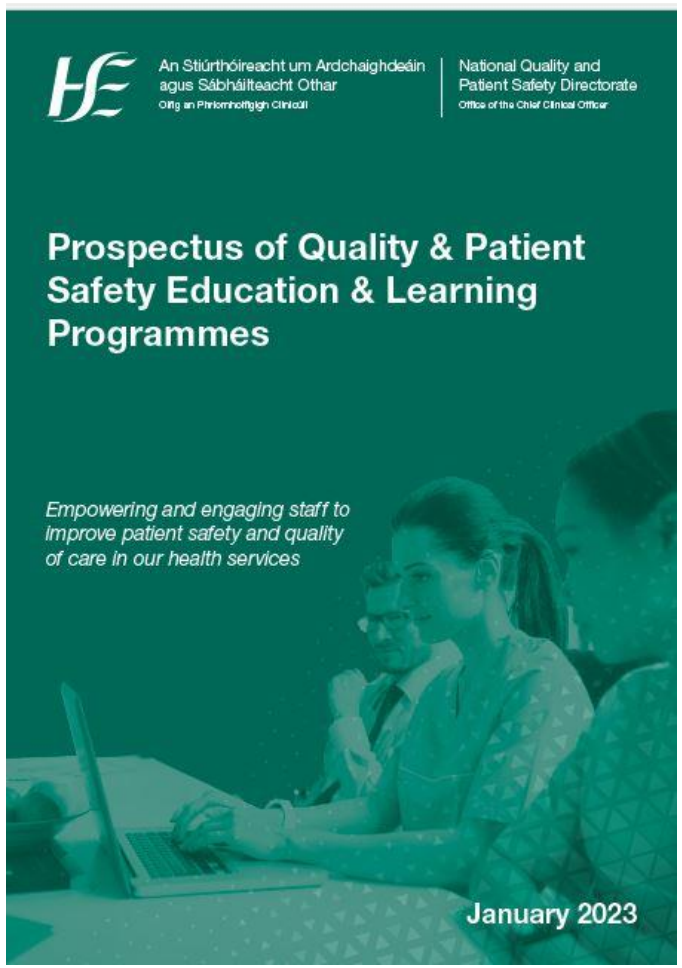
Quality & Patient Safety Prospectus 2023



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- Change & Innovation
- Library Services
- Connecting with QPS

https://www.hse.ie/eng/about/who/nqpsd/qps-education/prospectus-of-education-and-learning-programmes.html

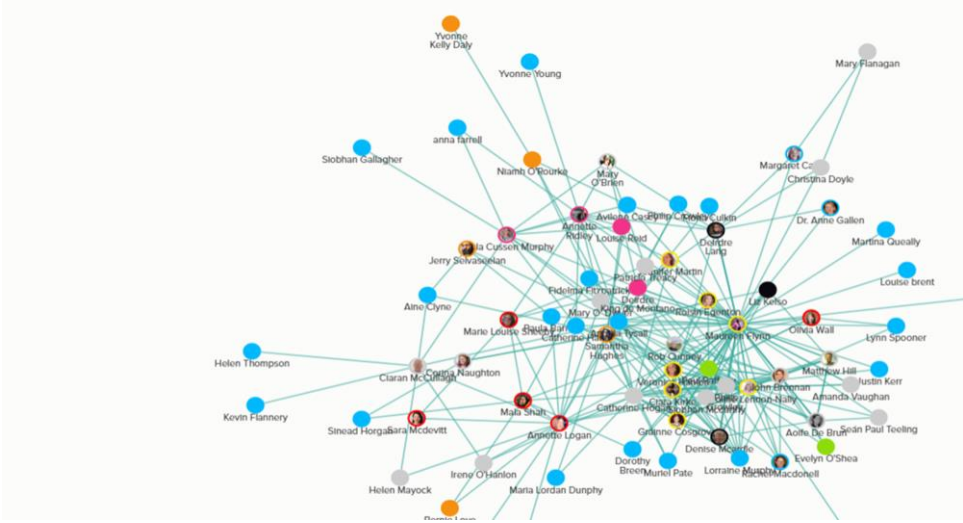
Quality and Patient Safety Matters #AllThingsQuality

The QPS Ireland Network Map

To help visualise connections between people interested in quality, safety and improvement across Ireland: https://www.hse.ie/eng/about/who/nqpsd/qps-connect/network-map/

- How to join the map?
  - Visit the HSE website (see link in the chat)
  - Get sent your unique link to the map
  - Enter information about you, your professional characteristics and your interests
  - Log your connections

- How to use the map?
  - Filter the map by role, organisation, interests
  - View individual profiles
  - Connect and collaborate with others



Apply to become a member of

Q-Membership is not needed to join the Patient Safety Community, but we encourage anyone with an interest in quality and patient safety to explore all the supports freely available on the Q Community Website: https://q.health.org.uk/join-q/

For information on how to apply contact:
Mary.lawless@hse.ie / Roisin.Egenton@hse.ie

Patient Safety Together:
learning, sharing and improving

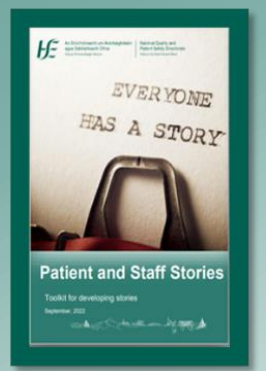
Website launched on 17th January

What is it?

- A new freely available online resource that shares patient safety learning & supports the HSE Patient Safety Strategy (2019- 2024)
- Enables users to access & download new and up-to-date QPS information.

Resources will include:

- HSE National Patient Safety Alerts
- Patient Safety Supplements
- Patient Safety Stories
- Resources for further learning including Patient Safety Digest and QPS Community



Upcoming Webinars: Dates for your diary ….

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Open Disclosure Webinar

Updates on:

- The Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023
- The National Open Disclosure Policy Framework

14th June, 11am- 12:30pm

Upcoming Webinars: Dates for your diary ….

QPS TalkTime

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QPS TalkTime No. 11

27th June 2023 | 1pm to 2pm

Last of the series

Psychologically safe leadership

with Anna Burhouse

Register

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Building an Irish Network of Quality improvers

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YouTube

HSE National QPS

@NationalQPS

Subscribe

Let us know how we did today ….

Reminder: Short questions (pop up) as you sign off, please help us to improve our QPS TalkTime Webinars by sharing your feedback

We really appreciate your time, thank you.

Contact: Kris.Kavanagh@hse.ie to be included on our mailing list to receive QPS TalkTime invitations