

Case study - Roberto

Background	<p>Roberto is a 30 year old man with a learning disability. He lives in a house with four other people who have similar learning disabilities. He attends a local training centre from Monday to Friday each week. Roberto always likes to look smart and dresses in a suit and tie when attending the centre. He loves magazines and brochures about cars and does not like to be parted from them. He carries them with him at all times in a black leather briefcase. Dressing smartly and carrying his briefcase gives him a feeling of well-being and maintains his self-esteem and confidence.</p> <p>One morning whilst on the usual transport to the centre he places his briefcase in the aisle while he gets into his seat. The escort removes the briefcase and puts it in the luggage compartment. Roberto becomes agitated and asks for his case. The escort says that it has to stay in the luggage compartment so that it would not block the aisle and be a danger to others. Roberto becomes very distressed and tries to get his case. The escort pushes him back into his seat and tells him not to walk about when the bus is about to move off. Roberto starts to scream. The manager of the team of support workers attached to the house hears him and gets onto the bus to intervene</p>
What type(s) of abuse may have taken place?	
What are the factors that indicate this?	
What actions might be taken?	
By whom might these actions be taken?	
Comment	

Case study – Suggested response

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	<p>would not block the aisle and be a danger to others. Roberto becomes very distressed and tries to get his case. The escort pushes him back into his seat and tells him not to walk about when the bus is about to move off. Roberto starts to scream. The manager of the team of support workers attached to the house hears him and gets onto the bus to intervene.</p>
What type(s) of abuse may have taken place?	<p>Physical. Psychological.</p>
What are the factors that indicate this?	<p>Pushing Roberto into his seat. Removing Roberto's comfort item and causing unnecessary distress.</p>
What actions might be taken?	<p>The manager of the unit where Roberto lives may complain to the training centre manager about the escort. Roberto may make a complaint either directly or through his family/friends. The incident will be recorded according to the organisation's policies and procedures. The complaint may go to the Commission for Social Care Inspectorate (CSCI) and an independent person may be appointed to investigate the complaint.</p>

<p>By whom might these actions be taken?</p>	<p>The manager may make a complaint. Roberto or his friends/family may make a complaint. The manager will make a report of the incident in the daily log at Roberto's home.</p>
<p>Comment</p>	<p>The escort may consider that she was following health and safety guidelines but this was to the detriment of Roberto's well being. He would have been equally safe with the briefcase on his knee as was usual. The escort caused Roberto significant distress and did not take account of his individual needs and preferences. On no account should the escort have pushed Roberto. Supervision will need to take place very quickly. Her own manager will recommend that she become familiar with Roberto's care plan and risk assessment. Retraining may be recommended.</p>