

Case study - Carlotta

Background	Carlotta is 89 years old and has been admitted to permanent residential care because she can no longer manage to live in her own home in the community. She has lived an independent life with help from family, friends and community care workers up to a few weeks ago. Increasing physical frailty and forgetfulness have now made permanent care necessary.
	Her family visit regularly and Carlotta is beginning to settle into her new home. A care plan has been agreed between Carlotta, her family, the staff at the residential home, the social worker and other health professionals (occupational therapist and physiotherapist). Part of it states that she needs the help of two people to stand, transfer from chair to chair/bed and walk. Care workers should all refer to the care plan so that they know how to move Carlotta correctly. Carlotta asks for help to get out of the chair to go to the toilet. Phil, a care worker, comes to help Carlotta. He stands at one side of Carlotta and pulls her out of the chair by grabbing her under one of her arms. The manager sees this and is concerned.
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	
Background	<p>Carlotta is 89 years old and has been admitted to permanent residential care because she can no longer manage to live in her own home in the community. She has lived an independent life with help from family, friends and community care workers up to a few weeks ago. Increasing physical frailty and forgetfulness have now made permanent care necessary.</p> <p>Her family visit regularly and Carlotta is beginning to settle into her new home. A care plan has been agreed between Carlotta, her family, the staff at the residential home, the social worker and other health professionals (occupational therapist and physiotherapist). Part of it states that she needs the help of two people to stand, transfer from chair to chair/bed and walk. Care workers should all refer to the care plan so that they know how to move Carlotta correctly.</p> <p>Carlotta asks for help to get out of the chair to go to the toilet. Phil, a care worker, comes to help Carlotta. He stands at one side of Carlotta and pulls her out of the chair by grabbing her under one of her arms. The manager sees this and is concerned.</p>
What type(s) of abuse may have taken place?	<p>Physical abuse. Psychological abuse.</p>
What are the factors that indicate this?	<p>Carlotta is virtually being dragged out of the chair. This could result in bruising or a fracture to her arm and a potential fall.</p> <p>This practice may make Carlotta feel unsafe and confused because other care workers use correct methods of transfer. The care worker is not following the correct procedures for manual handling and is not working to the care plan.</p>

<p>What actions might be taken?</p>	<p>This needs to be dealt with without delay before Carlotta receives an injury.</p> <p>If the unsafe practice results in bruising or injury then a complaint might be lodged (anyone could make this complaint – the user of the service, their family, any health professional, etc). There may be a claim against the organisation, which may even go to court. The Commission for Social Care Inspection (CSCI) would always be informed and involved.</p>
<p>By whom might these actions be taken?</p>	<p>The manager or supervisor needs to deal with this immediately by speaking to the care worker in private. This is bad practice and he is not following the established policies and procedures of the care setting. He is using unsafe techniques and further training will be needed on manual handling.</p> <p>If a complaint is made CSCI will be involved. Also, an independent person may be appointed to investigate the complaint. If the matter goes to court then solicitors will also be involved and possibly the Health and Safety Executive.</p>
<p>Comment</p>	<p>Carlotta is new to the care setting and is getting used to her new care workers and surroundings. This kind of situation could make her lose confidence and potentially cause a lot of discomfort and distress if it resulted in a fall.</p> <p>The manager or supervisor needs to arrange supervision with the care worker to ensure that he is aware of the potential abuse and to arrange for further training. He will need to remind the care worker about his role and responsibilities to the people for whom he is caring for.</p> <p>The care worker is putting his own health and well being in danger by not carrying out procedures correctly and will be held accountable for his actions. The reporting of such incidents is required by the Reporting of Injuries, Diseases and Dangerous Occurrence Regulation (RIDDOR) 1995.</p>