

## Case Study - Annol

<b>Background</b>	<p>Annol is 88 years old and has lived alone most of his life. He is now in permanent residential care because he can no longer adequately care for himself in his own home.</p> <p>Annol has a sweet tooth and prefers puddings, desserts and biscuits to vegetables and fruit. The care workers at the residential home try to encourage him to eat a healthy diet.</p> <p>At lunchtime a care worker hears a colleague telling Annol that he cannot have a pudding because he has not eaten his main course. She is shocked to hear a colleague speaking to someone in their care in this manner and withholding food from an individual.</p>
<b>What type(s) of abuse may have taken place?</b>	
<b>What are the factors that indicate this?</b>	
<b>What actions might be taken?</b>	
<b>By whom might these actions be taken?</b>	
<b>Comment</b>	

## Case Study – Suggested response

<p><b>Background</b></p>	<p>Amnol is 88 years old and has lived alone most of his life. He is now in permanent residential care because he can no longer adequately care for himself in his own home.</p> <p>Amnol has a sweet tooth and prefers puddings, desserts and biscuits to vegetables and fruit. The care workers at the residential home try to encourage him to eat a healthy diet.</p> <p>At lunchtime a care worker hears a colleague telling Amnol that he cannot have a pudding because he has not eaten his main course. She is shocked to hear a colleague speaking to someone in their care in this manner and withholding food from an individual.</p>
<p><b>What type(s) of abuse may have taken place?</b></p>	<p>Institutional. Psychological. Neglect.</p>
<p><b>What are the factors that indicate this?</b></p>	<p>One particular care worker is saying that Amnol cannot choose what he wants to eat. Amnol may feel he is being bullied and treated like a child.</p> <p>He may also be confused because other care workers allow him to choose what he wants to eat.</p>
<p><b>What actions might be taken?</b></p>	<p>The care worker's colleague may report what she has observed to the duty manager or supervisor.</p> <p>Amnol may complain directly to the duty manager/supervisor.</p>
<p><b>By whom might these actions be taken?</b></p>	<p>The colleague of the care worker who has observed the abuse.</p> <p>Amnol himself might choose to make the complaint himself either directly or through his family/friends.</p>

<b>Comment</b>	<p>The manager needs to talk to the care worker in a supervision session about the way she handled the situation. It will be necessary to remind the worker about their role and responsibility to the individuals for whom she is caring.</p> <p>The manager will discuss the abuse with the care worker and will also discuss the lack of respect and dignity shown to the individual. The manager needs to explain how the care worker should have managed the situation by noting in Amnol's care plan his preference to eat the pudding rather than the main course. This would also be noted in the daily log for the care setting. The manager may then arrange for nutritional screening and monitoring of Amnol's diet. The result of this could be a referral to his GP regarding Amnol's diet and options of further referral to a dietician.</p>
----------------	--