



Neglect

Disclaimer: This video is designed to be a conversation starter on the topic of neglect in a remote aged care context. The facilitator should make use of other resources to ensure the learner continues to develop their understanding of this topic and how this links to Serious Incident Response Scheme in Home Care.

Neglect is a form of elder abuse. Elder abuse is defined as any act within a relationship of trust that harms an older person.

Abuse can take many forms; for example, it may be physical, social, financial, psychological or sexual and can include mistreatment and neglect.

- *Expand on elder abuse and signs a staff member should look out for.*

Neglect is a result of negligence. Negligence is a lack of action that leads to serious negative consequences.

Neglect by a family member or significant other

In the video, the staff are expressing concern about one of the people receiving care through the aged care program, Charlie, a senior man who relies on others for support, has been left alone and without support by his family. The staff talk about this neglect.

- *Talk to the staff member about what they need to do if they see this neglect.*

Right to live without neglect and abuse

The second part of the video helps staff to understand what happens if they don't do their job properly, this includes turning up to work on time or letting someone know if they won't be in to work in a timely manner.

In this scenario, Lance is helping Samuel understand how his actions impacted on one of the people receiving care and how that could lead to neglect.

Lance uses words from the Charter of Aged Care Rights, which says that a person has the right to live without abuse and neglect and to be treated with respect.

- *Show the staff member the Charter of Aged Care Rights – talk about what this means for those people receiving care through your organisation.*

Acting responsibly

All staff need to understand their responsibilities as a worker. One is to inform their supervisor if they cannot attend work. This will allow the organisation to make alternative arrangements, so people don't miss out on essential care and services.

Code of Conduct for Aged Care

All aged care staff must understand and follow the Code of Conduct for Aged Care. The Code identifies that staff must not neglect a person and take all reasonable steps to prevent and respond to incidents of neglect and abuse they observe.



Part (g) of the Code states: 'I must provide care, supports and services free from all forms of...neglect and abuse'

- *Look at some of the case studies in the Code of Conduct for Aged Care that cover part (g) and/or think about how staff in your service can demonstrate meeting the Code.*

Serious Incident Response Scheme

Neglect by the service provider is also a reportable incident under the 'Serious Incident Response Scheme' (SIRS). This video can be used to introduce the concept of SIRS to the staff member or remind staff of what needs to be reported under the scheme.

The facilitator should refer to the Aged Care Quality and Safety Commission's fact sheet on reportable incidents under SIRS Home Services for further information.

Links to additional resources

Charter of Aged Care Rights, poster – Aged Care Quality and Safety Commission:

https://www.agedcarequality.gov.au/sites/default/files/media/acqsc_charter_of_rights_poster_a3_v7_lr.pdf

Code of Conduct for Aged Care, information for workers – Aged Care Quality and Safety Commission: <https://www.agedcarequality.gov.au/providers/code-conduct-aged-care-information-workers>

SIRS Home Services, Reportable Incidents: Neglect – Aged Care Quality and Safety Commission: <https://www.agedcarequality.gov.au/resources/sirs-home-services-reportable-incidents-neglect>