



Presbyterian Aged Care

Preventing & Responding to Abuse in Aged Care: *Provider Perspective*

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Definition of Elder Abuse

Elder abuse can be 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". Elder abuse can take various forms such as physical, psychological or emotional, sexual and financial abuse. It can also be the result of **intentional or unintentional neglect**.

World Health Organization 2012

Provider Response to Neglect

- **Prevention better than cure**
 - Clinical care governance system
 - Staff recruitment and education
 - Internal audit processes
- **Complaint response**
 - Apologise promptly
 - Address urgent care needs immediately
 - Review and improve processes
 - Regular communication with resident, family, advocate and government agencies

Provider Response to Carnell/Paterson & ALRC Elder Abuse Inquiries

- **Strong support (80%+)**
 - Establish independent Aged Care Quality & Safety Commission
 - Aged care workers subject to National Code of Conduct for Health Workers
 - Assessment against Standards is consistent, objective and reflective of current expectations of care
 - National employment screening process for aged care
 - Adult safeguarding laws enacted in all states/territories
 - Adult safeguarding agencies to have statutory duty to make enquiries where reasonable grounds that person is an at risk adult

Provider Response to Carnell/Paterson & ALRC Elder Abuse Inquiries

- **Good support (70-79%)**
 - Aged Care Commission to support consumers and representatives to exercise their rights
 - Adult safeguarding agencies to have necessary coercive information-gathering powers, within certain limits
 - Aged Care Commission to develop and manage database for real-time information sharing
 - Aged care standards to limit use of restrictive practices in residential care

Provider Response to Carnell/Paterson & ALRC Elder Abuse Inquiries

- **Moderate support (60-69%)**
 - All residential care services must participate in National Quality Indicators Program
 - Enact a Serious Incident Response Scheme (SIRS) for aged care
 - Ongoing aged care accreditation with unannounced visits
- **Limited support (50-59%)**
 - Aged Care Commission to run star-rated system for public reporting of provider performance
 - Enhance complaints handling with additional powers for Complaints Commissioner