Standards in Care Homes – Moving Forward to Prevent Neglect and Abuse of Vulnerable Adults

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The charge sheet

- BBC’s Freedom of Information Act request finds 200+ England home care providers using not properly vetted staff & failing to carry out criminal checks (15/10/12)
- Ombudsman receives 1,000+ complaints about adult social care in 2011/12—a 22% rise on the previous year. Increase partly explained by widening of its remit to include private contractors used by councils (1/8/12)
Seeing the scandal of abuse in our elderly care homes made me weep

Nothing could have prepared me for the insight I was about to get into the very darkest side of “care”

By Fiona Phillips
Inquiries and serious case reviews

15 February 2011 BBC
Leicester – Summer Vale Care Centre
Care home residents were 'badly failed'
Residents at a Leicester care home for people with dementia & mental illness were "badly failed", a SCR found, CQC 0/5 stars rating - performance "poor". Some residents NHS funded.

Common features of SCR:
- Lack of communication
- Isolation
- Culture
- Commissioning at a distance
Global perspectives

• Positive views of ISA + CRB, Whistle blower law & MCA
• Curiosity over lack of staff registration/licence
• More web information on violations
• Interest in quality indicators
• More nursing
Morning care

- 40% missing morning care (++disabled)
- 70% no choice
- Value of observation
- Need for supervision

- Resident Characteristics Related to the Lack of Morning Care Provision in Long-term Care Simmons et al 2012 + 2011 The Gerontologist
Would you want your relative to be a resident here?

- Staff are the key – but are they second class citizens?
- What could localities do to improve this?
- Higher expectations of primary care and care home collaboration
Breaking down the barriers

- Big Society and dementia friends.
- Care recognition.
- Influence and levers – CPD, education, staff support through prioritisation.
- More public health than safeguarding
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• The views expressed in this presentation are those of the presenter, not necessarily those of the DH

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• Unit Advisory Group

• And you for listening!