



“Hear No Evil, See No Evil, Speak No Evil”

AN EXPLORATION OF ORGANISATIONAL
CULTURE AND THE IMPACT OF UNFOUNDED
ALLEGATIONS ON STAFF WORKING WITH
VULNERABLE ADULTS IN SOCIAL CARE
SETTINGS.

VALERIE NOONAN DELANEY

Objectives of Research

- ▶ to identify the extent to which staff feel they experience unfounded allegations,
- ▶ to examine the culture in organisations which may lead to unfounded allegations being made against staff members
- ▶ to assess the effect of unfounded allegations on staff in social care settings
- ▶ to determine organisational supports that should be put in place for all staff who have experienced unfounded allegations.

WHAT IS ABUSE?

- Abuse is a violation of a person's human, civil or legal rights by another person or persons
- Abuse can be a single act or repeated acts
- It may be deliberate, accidental or a failure to do something
- Abuse may involve the vulnerable adult being persuaded to do something they would not or could not choose to do

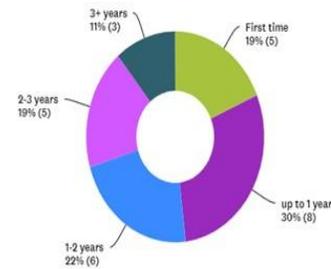
Literature Review

METHODOLOGY

- ▶ Modern method of data collection
- ▶ Social Media Site
- ▶ Internal email system
- ▶ Participants – 159

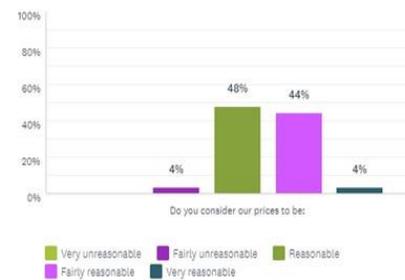
How long have you been buying from us?

Answered: 27 Skipped: 1



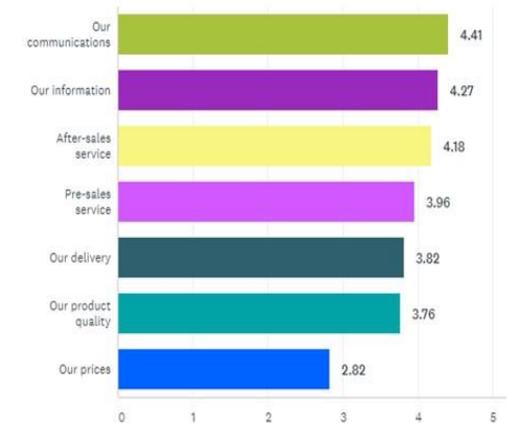
Given the quality of product and service you receive from us:

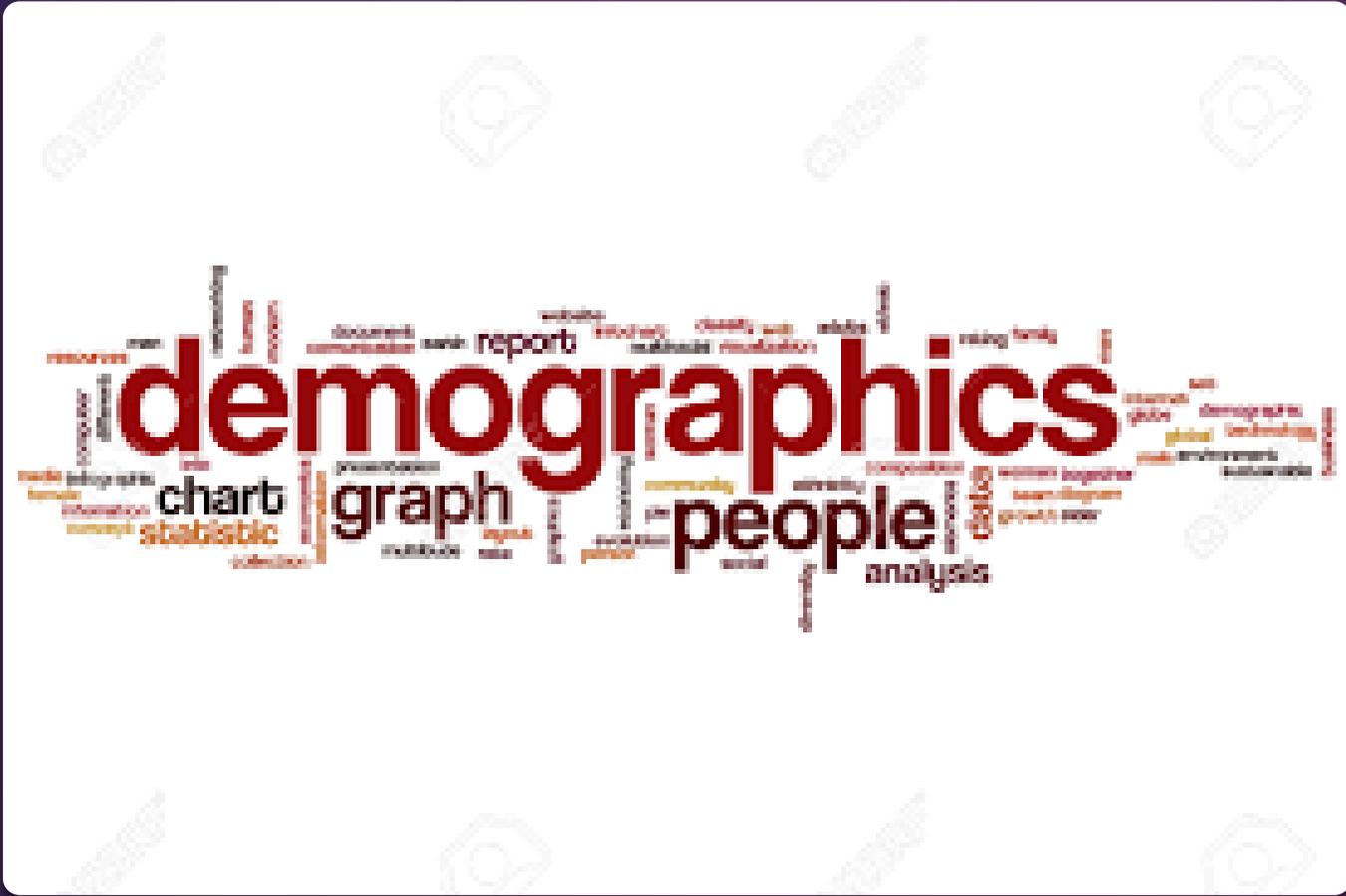
Answered: 27 Skipped: 1



How do we perform versus our competitors?

Answered: 23 Skipped: 5

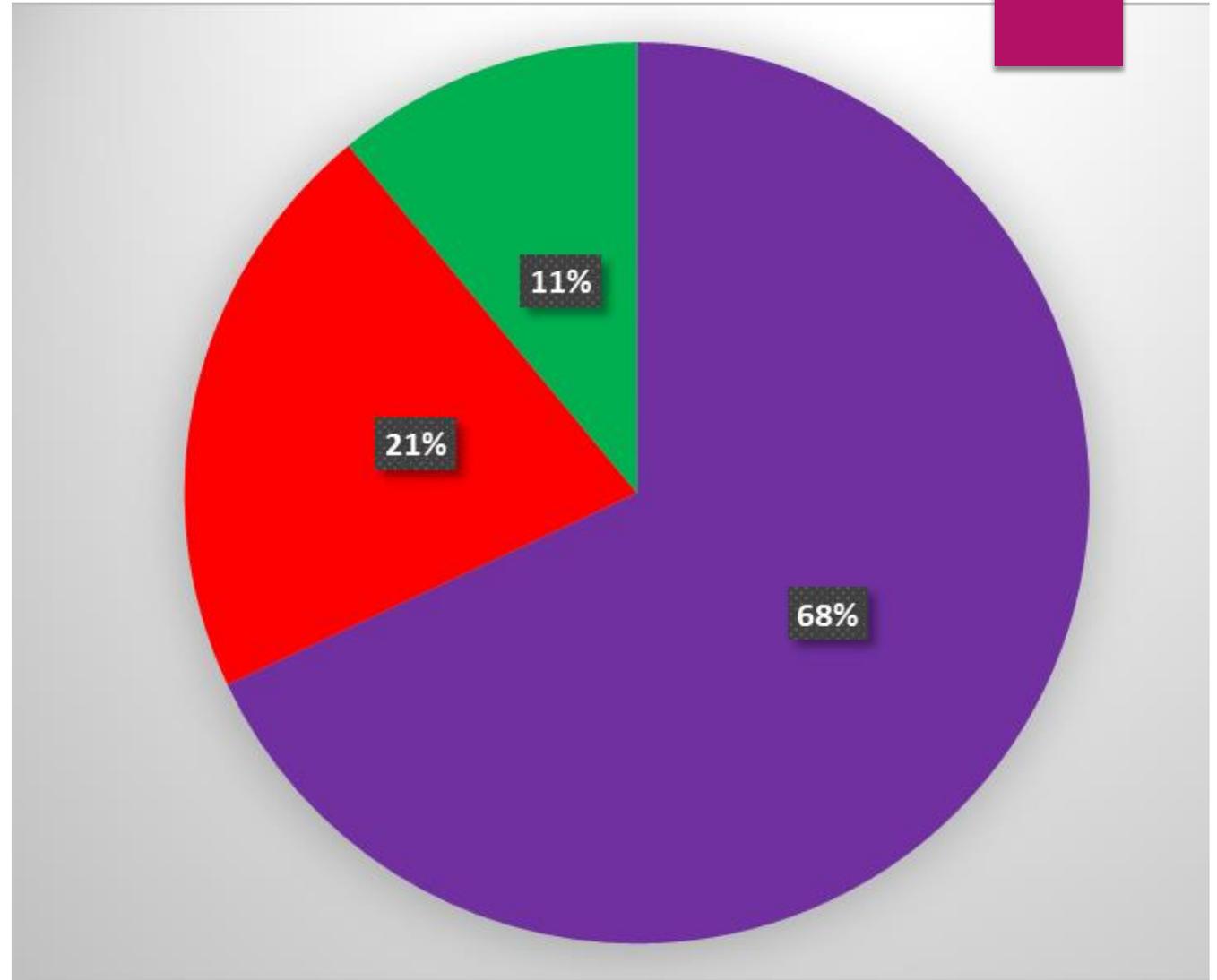




Results Section

Experience of Unfounded Allegations

- ▶ Reason for the Allegation
- ▶ How outcomes of unfounded allegations could impact on staff members
- ▶ Experience of symptoms if an allegation was made against you



▶ Coping Mechanisms

- ▶ Supports that staff feel organisation's should provide for staff

Support Person
Supportive measures
Information
After the investigation when staff return to work.

MORE COPING MECHANISMS NEEDED



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cartoon connie.

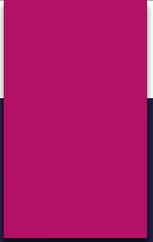
**A SET OF NORMS
OF BEHAVIOUR**

**SYMBOLS AND
SYMBOLIC ACTIONS**

**ORGANISATIONAL
CULTURE**

**A SET OF SHARED VALUES
AND BELIEFS**

Organisational
Culture



Organisational Training

Self – Care of Staff

Reflective practice

Supervision

Mindfulness

Employee Assistance Programme

Union Access



Discussion

RECOMMENDATIONS

- ▶ Policy and procedure used nationally should be updated to include clear guidelines for organisations in cases of unfounded allegations. The likelihood of unfounded allegations should be spelt out in organisational procedures and clear guidelines provided for dealing with the consequences of these events.
- ▶ Risk assessments should be completed for individuals who have a history of making unfounded allegations. Staff working with individuals in the future should be informed of their history so that they can be prepared and protect themselves from unfounded allegations in the workplace. Lone working as a risk in relation to unfounded allegations should be considered by organisations and staff training should include discussion about the possibility of unfounded allegations.
- ▶ Staff supervision should be considered a priority by organisations with proper training offered to team leaders and managers who provide supervision to staff. Their workload should be examined to ensure they have sufficient time to offer meaningful supervision and support to staff.
- ▶ After the investigation has concluded and the staff member is exonerated, a written letter should be provided stating this and there should be an acknowledgement of the stress to the staff that was created by the investigation.
- ▶ Supports should be provided to both the staff and the individual who makes the allegation as both can be stigmatised by unfounded allegations. Group support should be provided by organisations to allow staff a safe and confidential space to discuss their circumstances with others who have been through the process.

LIMITATIONS

- ▶ One of the limitations of the survey was that it was a small representative sample of a select group of social care professionals and it may not be fully representative of the entire population.
- ▶ As the research was carried out using social media and an internal organisational email, it limited the respondents to those who access social media sites and those working in the same organisation as the researcher.
- ▶ The method of information gathering may have limited the age profile of the respondents as the age demographic of social media users is generally in the lower age brackets provided in the study.
- ▶ The study was a small-scale analysis of the subject due to the time limitation of the dissertation module.



FUTURE RESEARCH

REFERENCES

- ▶ HSE (2014) *Safeguarding Vulnerable Persons at Risk of Abuse National Policy and Procedures Incorporating Services for Elder Abuse and for Persons with a Disability*. Available at <http://www.hse.ie/eng/services/publications/corporate/personsatriskofabuse.pdf>_ Accessed 22/11/17.
- ▶ HSE (2017) *The National Safeguarding Office Report 2017*. Available at <https://www.hse.ie/eng/services/publications/the-national-safeguarding-office-report-2017.pdf> Accessed 15/12/2018
- ▶ Rees P and Manthorpe J (2010) *Managers' and Staff Experiences of Adult Protection Allegations in Mental Health and Learning Disability Residential Services: A Qualitative Study*. *British Journal of Social Work*; 40 pg. 513 – 529.

