

BMSW4004

Module: Problem Solving and Decision Making

Task 2 - Individual Report

Topic: Emotional Abuse in Care Home

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Introduction

According to Maye (1992), a problem-solving technique is “a set of interrelated ideas and practises that an organisation or an individual adopts in order to strengthen its capacity to address and resolve a wide range of difficulties encountered in a given context.” Problem-solving abilities are essential for any organisation’s leadership and workforce. Organisational problems can be overcome in a number of ways; some of them include evaluation, effective communication skills, and listening. Still, it’s not uncommon for people from different backgrounds to have trouble communicating with one another in a group context. Dissimilarities in worldviews, personality types, and cultural origins are important roadblocks to effective communication. As a result, this study intends to talk about different methods for dealing with issues. However, researcher will first use PEST and SWOT to determine the problem’s nature, extent, and impact. In the following steps, the proposed remedy to the issue will be discussed, analysed, and ultimately put into action.

Discussion

Work Experience

My current position is as a care assistant in a Leytonstone nursing home. The services provided in a care home environment are highly regarded and regarded as amongst the best available. Still, there have been numerous reports of elder abuse in the news as of late. During the Covid-19 ban, several customers have complained that they are not receiving the same level of service from staff members as usual. Emotional abuse from workers has been reported by some residents via email. The management has decided to analyse the matter because of the high number of reports. The loss of personnel and diminished training resources caused by the epidemic is a major issue for our CQC manager.

Workplace Problem

Emotional Abuse in the Care Home

According to reports, elder abuse is a growing and persistent issue in our society today. Negative emotions can be inflicted through either verbal or nonverbal means, and both types of abuse are considered emotional abuse. Most cases of abuse at care facilities are not reported to the appropriate authorities, making it impossible to solve the issue. In the past, it has been difficult to gauge the full extent of elder abuse.

Scope of Emotion Abuse

Emotional abuse is by far the most common kind of mistreatment in nursing homes. Any form of emotional or mental distress is considered psychological abuse. Abusers often engage in pattern abuse, where they utilise threats or other forms of intimidation to keep their victims under control. Isolation, powerlessness, and deprivation are all targets of emotional abusers who target the elderly. Approximately one in three people aged 60 and up living in community care homes have been victims of abuse. Statistics show that nursing homes and other types of long-term care facilities have far greater rates of abuse than the general population. Two-thirds of employees have admitted to mistreating others in the last 12 months, according to a recent survey. Emotional abuse, in particular, has been linked to long-term brain damage. In addition, as the number of people over 65 in the UK grows, the rate of elder abuse is expected to rise. Projections indicate that by 2050, the world's old population will have more than doubled from its current level of 900 million in 2015 to 2 billion. This demonstrates the growing importance of addressing the problem in the healthcare sector to guarantee the health and safety of patients and other service recipients.

Impact

It is well known that elderly patients who are subjected to emotional abuse experience distress and pain, and that this abuse has a profound impact on the victims' sense of self-worth and outlook on life. The effects of this kind of abuse can last for a long time and can include things like sadness and cognitive impairment. Most of the residents who have suffered emotional abuse in our care have been found to be irritable and disinterested in interacting with the other people living here. They live in relative seclusion. They stop doing things they used to enjoy or used to do, including some of the activities offered at the facility. Furthermore, it raises the bar higher, necessitating even more intensive care. Those who have suffered emotionally, for example, will need extensive counseling in order to regain their sense of self-worth and vitality.

Analysing Information

The section will discuss the SWOT and PEST analysis to examine the difficulty of addressing emotional abuse in the care setting.

PEST Analysis

Most modern businesses use PEST Analysis to help them determine how best to address a problem. The tool considers the effects of politics, economics, society, and technology on the workplace.

Political

The government's stay-home restrictions during the COVID-19 lockdown were vital in preventing elder abuse by family and service providers. To ensure the safety of these vulnerable groups whilst they are under federal care, the government is constantly drafting new rules and regulations.

Economic

Unfortunately, there are not enough government resources to address the abusers. Moreover, the pandemic has impacted access to quality care services due to financial irregularities.

Social

The effects of emotional abuse, such as social withdrawal, diminished cognitive capacity, and avoidance of interpersonal contact, provide a significant barrier to overcoming this issue.

Technological

The residential care facilities and common areas do not have enough surveillance cameras to adequately track abuse cases. The absence of a reliable user-reporting system is also a problem.

SWOT Analysis

Strengths

- This is not a common occurrence at our top care center.
- The problem has been recognised at an early stage.
- Having access to a reliable management structure and knowledgeable employees.

Weaknesses

- Unfortunately, there is a dearth of reliable statistics on emotional abuse.
- The offenders have not been identified.

Opportunities

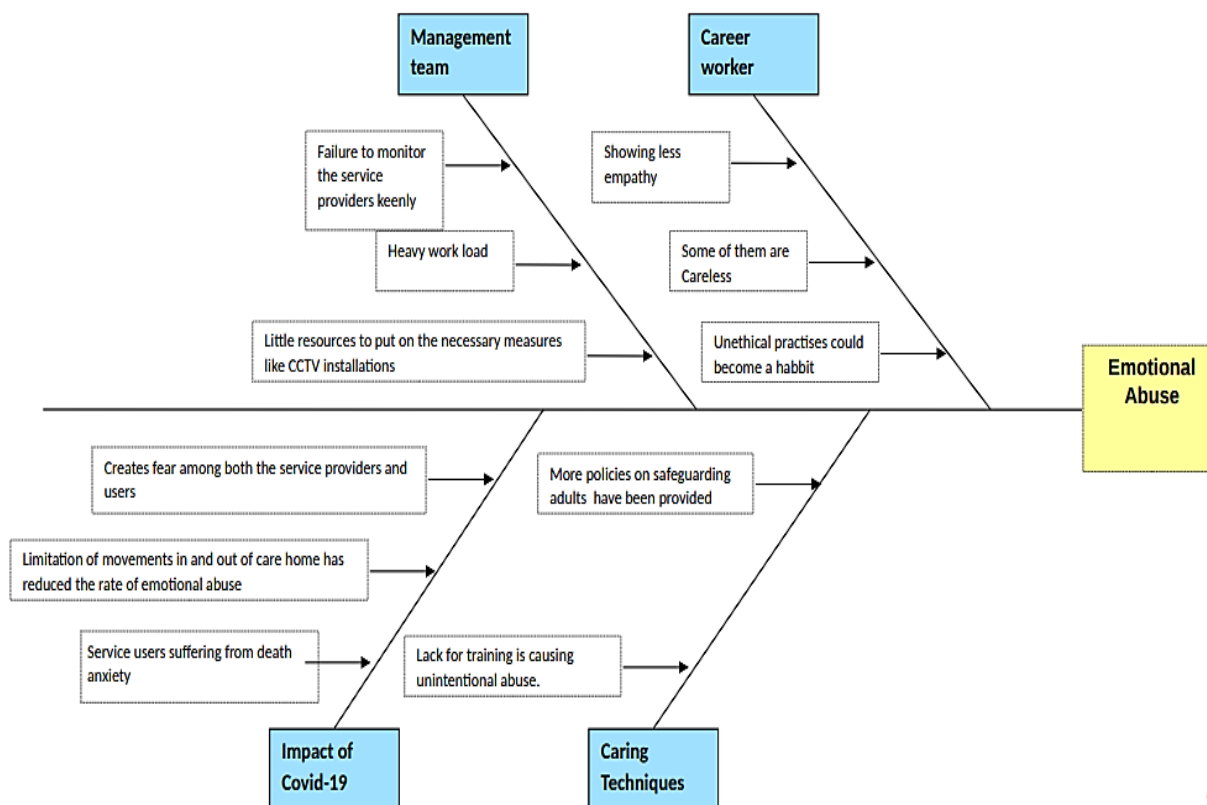
- Putting in place additional monitoring devices.
- Ongoing training for all staff members, with a focus on recognising and responding to emotional abuse as well as other forms of mistreatment.
- The formulation of treatment protocols and health-care strategies aimed at reducing the health problem.

Threats

- Damage to the company's reputation as a result of a tarnished public image.
- There aren't enough financial resources available to deal with the current crisis.
- The risk of a company's potential clientele defecting to one of its direct rivals.

Cause and Effect analysis

According to Ishikawa (1968), fishbone analysis is a method for determining the origins and consequences of an issue with multiple causes. Using a cause and effect analysis, a company can zero in on the source of its issues and begin brainstorming potential solutions.



Emotional mistreatment in nursing homes is complicated, with multiple causes and effects. Think about the fact that COVID-19 is the true cause. Due to the potential for the spread of disease, the facility does not allow visitors or family members of the service users. The majority of the elderly population that care for also suffers from mental disease and death anxiety. Users have reported more instances of emotional abuse as a result. Users should make up the bulk of the study's participants if the administration is unable to prevent users from emotionally abusing each other. The facility may not be able to add more security monitors due to the high volume of work being done there.

Range of Alternative solutions

- i. Formulating laws and regulations that are specifically geared toward protecting the residents of the care home is step number one.
- ii. Make use of training to improve the capabilities of the people providing the service.
- iii. Respite care to alleviate emotional hurdles.

Evaluation of Alternative solutions

Our care home's CQC management will need to devise institutional guidelines to limit the incidence of emotional abuse amongst residents. Particularly recent ones that have been brought to the attention of higher-ups. Increase the providers' own level of understanding, expertise, and awareness through training and education. More people will feel safe coming forward with reports after the awareness and education campaign is concluded. On the other hand, respite care will reduce the stress experienced by the service providers, which is a major element here. Staff members will be able to take a breather and improve their care for the elderly as a result.

Use PMI Chart

Plus, minus, and fascinating are the initial letters of the acronym PMI. It's a framework for figuring out which factors and approaches will work best to address a problem. Positives are indicated by the plus sign (+), negatives by the minus sign (-), and neutrality or interest by the in symbol (in). Before making a final decision for nursing home, researcher will employ project management methodology (PMI) to evaluate the potential options.

Plus	People will have been educated by the end of week +7 via PowerPoint presentations, handouts, and brochures on the numerous forms of abuse, as well as a definition and analysis of what emotional abuse consists of. This will have been done in order to raise awareness. Having a handout to take home will give more time to study and share with loved ones.
Minus	Printed materials, a laptop, a projector, and brochures with a defined goal are required.
Interesting	Anyone in the care facility, including clients, can participate in education about recognising and preventing emotional abuse.

The purpose of the preceding PMI chart is to inform our residents, staff, and visitors about emotional abuse in our care facility. The graphic makes it clear that the plus side far

outweighs the minus side, guaranteeing that the care facility would make use of the plus side to lessen the impact of the difficulty posed by emotional abuse.

Implementation of the Solutions

The solution proposal can be thought of as having been built on top of the implementation approach. The first step in the implementation strategy is education, which includes determining the time and days of the event as well as the locations where it will take place. In addition, a brochure will be made and posted on the notice board in the nursing home in order to inform both the employees and the residents of the care home about the many educational and training opportunities, as well as the times and dates for these events.

The company's activities will have an impact on the stakeholders who helped shape the implementation strategy. Everyone from employees to clients to the family members of both is considered stakeholders. Therefore, it is essential to share all the particulars of action in context with a stakeholder via means of feedback and communication. To guarantee the plan's success, we'll also devise a strategy for informing relevant parties about it.

Stakeholder Communication Plan

Stakeholder	Power/Interest	Key Interests/Issues	Communication Vehicle	Frequency	Comments
Service Providers/leadership	Leadership Ensuring the safety and wellbeing of the service users	-mitigating the issue on emotional abuse	Emails meetings		Effective services to all the care providers
Service Users	Having a safe environment to live	Having their wellbeing and safety intact	Brochures	1 week before implementation of the plan	Having a safe and comfortable environment that is free from abuse
Family and Friends	Being sure that their loved ones are in the right environment	Making sure that the care home is free from discrimination	brochures	Through the plan	Having faith in the services that are being offered by the care home facility

Monitoring

Managing change well is essential for its successful implementation. According to the Lewis model hypothesis, the most effective method of change management involves simultaneously encouraging, developing, and handing over the reins to the most influential agents of transformation. Care home administration will therefore examine the plan's intended results and evaluate interim achievements.

Conclusion

It is concluded that it's important to note that no company is without problems. This emphasises the significance of developing a comprehensive framework to manage the difficulties. Decision-making and issue solving are used to describe the processes through which residents and staff members achieve desired outcomes in residential care. The problem

of elder abuse has been addressed in the study. Evaluation frameworks such as PEST and SWOT have been used to draw attention to the problem. A Fishbone diagram was also used to analyse the various approaches taken.

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