

**Orientation Programme**

**For new Cheshire Ireland Care/Support Staff**



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**Welcome**

- **Introductions**
- **Housekeeping**
- **Aim of the Orientation**



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**Aim of the Orientation**

- **To make you aware of your role and responsibilities**
- **To engage in an exploration of the values and attitudes required for your role**
- **To assist you in the development of fundamental care skills required for your role**



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## Areas covered in this Orientation

- **Cheshire Ireland**  
Ethos, Mission & Core Values
- **Terms & Conditions of Employment**
- **Dignity at Work**
- **Protecting the rights of people that use Cheshire services**  
Adult protection framework, advocacy and rights
- **Health & Safety in the workplace**
- **Fundamental Care Skills**



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## Discussion on Your:

- **Aims**
- **Concerns**
- **Expectations**



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## Ground Rules

- Creating a "safe environment"
- Respect
- The language we use needs to be person-centred - so lets agree it
- Confidentiality
- If we forget the gentle reminder will be .....



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**Introduction to Cheshire Ireland**

- Ethos
- Vision
- Mission Statement
- Core Values




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**Cheshire Ireland**

Cheshire Ireland is one of the leading providers of supported accommodation, respite care and other services to adults with physical disabilities. We provide services in 19 accommodation services around Ireland to over 330 people together with an increasing range of community-based services.

We employ over 700 staff and are in receipt of over €22million of public funding through our service partnerships with the Health Services Executive. Cheshire Ireland is affiliated to the international network of Cheshire services, now operating in 52 countries worldwide.




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**Cheshire Ethos**

A Cheshire home should be a place of shelter physically and of encouragement spiritually; a place in which the residents can acquire a sense of belonging, and of ownership, by contributing any way within their capabilities to its functioning and development; a place in which to gain confidence and develop independence and interests; a place of hopeful endeavour and not of passive disinterest.

*The Singapore Declaration*




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**Cheshire Ireland: Vision**

“We will be a provider of quality, person-centred services which facilitate people with disabilities to live a life of their own choosing”

*Cheshire Ireland Strategy: 2003-2006*



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**Cheshire Ireland: Mission Statement**

“Working in partnership with people who use our services and with statutory and voluntary agencies, we provide quality accommodation and support services across Ireland to adults with, primarily, physical disabilities.

We are committed to developing our staff, facilities and management processes to ensure we have the capability, knowledge and skills required to deliver cost effective quality services in ways that respect every person’s rights, personal choice and individuality.”



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**Cheshire Ireland: Core Values**

Eight core values which underpin all of Cheshire Ireland’s work.

Each value is defined through a value statement which summarises how Cheshire puts its values into practice.

These values should be evident in everything that Cheshire Ireland does, both within the organisation and its services, and where Cheshire Ireland interacts with other organisations and individuals



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## Cheshire Ireland: Core Values

1. To be person-centred
2. To listen & learn
3. To respect dignity & privacy
4. To be accountable & effective



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## Cheshire Ireland: Core Values

5. To be responsive & flexible
6. To promote partnership
7. To improve continuously
8. To value diversity & potential



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## Cheshire Ireland: Terms & Conditions of Employment

A brief Introduction



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## Particulars of your employment

- **General conditions of work**
- **Cheshire Ireland benefits of employment**
- **Where to go if you have a query**



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## General conditions

- **Hours of work / timekeeping / time sheets**
- **Rest breaks**
- **Annual leave**
- **Dress code**
- **Training**



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## Benefits of employment

- **Sick pay**
- **Pension Scheme**
- **Paternity Leave**
- **Compassionate Leave**



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## Where to go with a query

If you have a query about your terms and conditions of employment you should go to your:

- **Immediate line manager/supervisor**  
*or*
- **The Service Manager**  
*or*
- **The Regional Manager**



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## Dignity at Work

*A brief introduction of the expected behaviour of staff with regard to their interaction in the workplace*



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## Areas Covered

Bullying, Harassment & Sexual Harassment Definitions / legislation  
Making a complaint  
Q&A



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## Workplace Bullying

***Workplace bullying is repeated, inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work.***

Health & Safety Authority:  
Code of Practice on the Prevention of Workplace Bullying



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## Identifying bullying

***Bullying manifests itself as various types of behaviour which may...***

- Humiliate;
- Intimidate;
- Victimise;
- Verbally abuse;
- Exclude & isolate;
- Intrude through peering, spying or stalking;
- Involve the assignment of repeated unreasonable tasks which are obviously unfavourable to one individual;
- Give repeated impossible deadlines or impossible tasks;
- Imply threats.



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## Bullying is not...

- An isolated incident
- Fair and constructive criticism
- Managerial assignment of duties
- Legitimate managerial responses to crisis situations



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## Harassment

***'Any act or conduct including spoken words, gestures or the production, display or circulation of written words, pictures or other material if the action or conduct is unwelcome to the employee and could reasonably be regarded as offensive, humiliating or intimidating'.***

*(Employment Equality Act, 1998)*




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## Identifying Harassment

Harassment can be based on one of eight grounds:

- Martial status
- Family status
- Race
- Age
- Religious belief
- Sexual orientation
- Disability
- Membership of the traveller community




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## Examples of harassment

**Verbal**, e.g. jokes, song, ridicule

**Written**, e.g. faxes, texts, e-mails, notices


**Physical**, e.g. jostling or shoving

**Intimidatory harassment**, e.g. gestures or threatening poses

**Visual displays**, e.g. posters, emblems or badges

**Persistent negative body language**

**Ostracising a person**




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## Sexual Harassment

*'Any act of physical intimacy, request for sexual favours, other act or conduct including spoken words, gestures or the production, display or circulation of written words, pictures or other material that is **unwelcome** and could reasonably be regarded as sexually offensive, humiliating or intimidating'.*

*(Employment Equality Act, 1998)*




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## Examples of sexual harassment

- **Physical** conduct, e.g. unnecessary touching, pinching
- **Verbal** e.g. unwelcome sexual advances, propositions
- **Non-verbal** e.g. display of porn pictures, objects, e-mails, texts of faxes
- **Comments** about dress or appearance
- **Leering** and suggestive gestures
- **Harassment** may also occur OUTSIDE the workplace!
  - Christmas party
  - Accompanying service users on a journey




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## Bullying/harassment by non-employees

- Cheshire Ireland protects all of its employees from bullying, sexual harassment or harassment perpetrated by users of the service, volunteers, visitors or any other person with whom our employees may come into contact during the course of their work.
- For example; trades people, families of service users or other agency workers.




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### What to do if you feel you are suffering bullying or harassment

- You must let the offending person know their behaviour is unwelcome directly or:
  - Indirectly through your service manager / regional manager
  - Perpetrator may be unaware
  - Informal discussion is often sufficient
  - Support Contact Person – advise on what action to take; they will listen, be supportive and outline options
  - Mediation – (preferred method for resolution)
  - Formal investigation



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### Cheshire Ireland

#### Providing Quality Services



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### Providing Quality Services

- Our Quality System
- The right relationship
- Our policies, procedures and guidelines
  - > One person at a time
  - > Charter of Rights
  - > Involving people who use services
  - > Independent and Choice
  - > Adult Protection Framework
  - > Confidentiality
  - > Making complaints



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## Providing Quality Services

- Are we working to achieve what is important to the person?
- The focus of our work is the individual, their needs and support requirements, their outcomes and making sure **what** we do, is of **benefit** to the person.
- The first step is making sure people are safe, healthy and their human security protected.
- We call these Basic Assurances and they are non negotiable.
- This means that they must be present for everybody, we must translate our values into practice and have a system to ensure we are always changing and improving as people's needs change.



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## Quality Management System

### Shared Values

Shared Values around people

- Dignity & Worth
- Legal & human rights
- Self determination & choice

Shared Values in Community

- Community settings
- Social capital

Shared Values in the Org

- Community partnership
- Continuous learning
- Open communication
- Continuous improvement

### Basic Assurances

- Rights protection & promotion
- Dignity & Respect
- Natural Support Networks
- Protection from Abuse & Neglect
- Best Possible Health
- Safe environment
- Staff resources & supports
- Positive services & supports
- Continuity & personal security
- Basic Assurance System



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## Providing Quality Services

### The Right Relationship

- Treating people how you would like to be treated
- Mutual respect, humanness, individuality, honesty, openness, trust
- Affording dignity and self respect
- Realising people's capacities
- Protecting, promoting and upholding rights of people
- Supporting people to develop and maintain relationships and friendships



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## Providing Quality Services Policies, Procedures, Guidelines

### One Person at a Time:

- Identifying people's needs and wants
- For new people - creating an ordinary life by designing individualised services using a balance of paid and unpaid supports
- For existing people in services - developing an individualised, person centred plan (key workers)
- Tailoring services to meet individual needs, wants and goals
- Moving from care to support



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## Providing Quality Services -Policies, Procedures, Guidelines

### Charter of Rights

- Developed by people using the service as they felt their basic human rights were not being respected
- 7 rights
  - > Be safe and Free from abuse
  - > choice & respect
  - > to be listened to
  - > privacy & confidentiality
  - > room of own
  - > freedom to moves
  - > personal development
  - > quality services
- All staff responsible for translating rights to practice



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## Providing Quality Services Policies, Procedures, Guidelines

### Involving People Using the Service

- People using the service have a right to be involved in all decision that affect their lives
- Right to be part of the design, delivery, management and evaluation of services
- Number of ways people can be involved
  - > Local level: meetings with residents and staff
  - > Regional Consumer Committee (3)
  - > National Consumer Committee



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## Providing Quality Services Policies, Procedures, Guidelines

### Independence and Choice

- Independence has become linked to ability. This leads to certain people being seen as more able or more desirable or more perfect than other people<sup>[1]</sup>
- Rather than seeing it as dependence v independence – the term interdependence is more appropriate and lies somewhere between the 2
- Cheshire Ireland's Policy on Independence and Choice
  - Choice about how I live within my body
  - Choice about how I live within my home & personal space
  - Choice about how I live within & interact with the community

[1] Ref: Fiona Kumari Campbell, Critical Times Issue 32



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## Providing Quality Services Policies, Procedures, Guidelines

### Adult Protection Framework

To keep people safe and free from abuse, we have an **Adult Protection Framework** in place. This Framework is about 3 things and has 3 documents:

1. How we are working to make sure people are safe and free from abuse- the **Adult Protection Framework** document
2. The **Adult Protection Policy** which defines abuse
3. The **Abuse Reporting and Investigation Procedures**



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## Adult Protection Framework



These 3 documents **apply to all** those entrusted with the provision of care & support to people who use the Cheshire Services

These documents can be found in your area of work. If you cannot locate them



• speak to your line manager  
• go to the website [www.cheshire.ie](http://www.cheshire.ie)  
• if you still cannot access these documents contact Ms. Aoife O'Toole, Service Quality Manager – 01-2974120



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## Adult Protection Framework

### 1. The Adult Protection Framework Document

- Outlines how we are working to ensure people receiving a service are
- Safe and protected from abuse
- Have their rights protected and promoted
- Have their well being and personal development promoted



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## Adult Protection Framework

### 2. The Adult Protection Policy

- Outline the elements of the **Right Relationship**

- Defines various types of Abuse
  - > Physical
  - > emotional & psychological
  - > Financial
  - > Institutional
  - > Sexual
  - > Neglect
  - > bullying and harassment
- Outlines roles & responsibilities of all people working in Cheshire Ireland in **protecting and maintaining the safety of people** and **REPORTING** concerns around abuse.



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## Adult Protection Framework

### 3. Abuse Reporting and Investigation Procedures

- Provide information on how concerns or allegations of abuse are reported and investigated
- Ensure a fair and just response to an allegation or observation of abuse and
- Assist staff to respond appropriately and consistently.



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**Adult Protection Framework**

**Reporting procedures**

**Alerting**  
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**Reporting**  
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**Investigating**  
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**Making Findings**  
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**Taking Action**  
 ↓  
**Recommendations**




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**Adult Protection Framework**

**Your Responsibility**

- Maintain the safety and well being of people who use Cheshire services at all times
- Know that you have a duty to be aware of abuse as an issue
- Alert and report to managers IMMEDIATELY of any concerns, suspicions or allegations of abuse
- Support people who use Cheshire services in understanding their rights and of the Adult Protection Policy and what constitutes abuse
- Make clear and detailed written records when abuse is disclosed, witnessed or alleged.




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**Adult Protection Framework**  
your responsibilities cont.




It is your responsibility to be familiar with these documents. Discuss issues, don't keep secrets



Speak to your service manager if you are unclear about any aspect of the Framework

Respect People's Rights

Know how to raise a concern




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## Adult Protection Framework



Information leaflets for staff and residents are available on the Adult Protection Framework



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## Providing Quality Services Policies, Procedures, Guidelines

### Confidentiality

- What does confidentiality mean to you ?



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## Confidentiality

➤ Definition : “**Confidential**” :

1. spoken, written or given in confidence; secret; private.
- 2 . Entrusted with another’s confidence or secret affairs.



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## Confidentiality

- Individuals have a right to expect that you will not disclose any personal information which you learn during the course of your professional duties, unless they give permission



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## Confidentiality

- When you are responsible for confidential information you must make sure that the information is effectively protected against improper disclosure when it is disposed of, stored, transmitted or received.



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## Disclosure of Information

- Releasing information about an individual to unauthorised sources is breaching confidentiality
- Discussing an individual's problems in public places or with people not involved in that person's care is a breach of confidentiality



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## Disclosure of Information

- In sharing information with friends, relatives or other health professionals we breach confidentiality
- Taking pictures or publishing data about an individual without consent breaches confidentiality



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## Limitations to maintaining confidentiality

- In suspected cases of abuse...



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## Confidentiality is a Right

- Confidentiality is recognised by the court as a right of every citizen. Although the word confidentiality is not a word to be found in the Constitution, courts have ruled that privacy is a core personal right and confidentiality stems from that right.



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## Confidentiality

- If you disclose confidential information, you should release only as much information as is necessary for the purpose
- You should ensure that other workers to whom you disclose confidential information, understand that it is given to them in confidence, which they must respect



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## Confidentiality

- If you decide to disclose confidential information, you must be prepared to explain and justify your decision
- All records are confidential documents and are available to those participating in the care of the individual, by permission of the employer



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## Providing Quality Services Policies, Procedures, Guidelines

### Making Complaints

- People using a Cheshire service, their families and advocates have a right to make a complaint
- We foster and encourage complaints and feedback as it tells us something about our services
- Complaints can be made in writing or verbally to the Service Manager
- Complaints will be dealt with quickly, fairly and effectively
- National complaints procedure being developed



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## Supporting Advocacy




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## What is Advocacy?

The word advocacy comes from the Latin *ad voce*, meaning literally, "towards a voice." Advocacy is about speaking up and having one's views and opinions acted upon.

- **Self-advocacy** involves speaking up for oneself
- **Citizen Advocacy** is when a citizen or member of the public supports a person to speak up - or speaks up on their behalf
- **Group advocacy** is when people speak up together
- **Representative advocacy** is when a paid advocate supports a person to speak up - or speaks up on their behalf




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## Why is Advocacy Needed ?

Disabled people - particularly those living in residential settings - are vulnerable to discrimination, neglect, exploitation and abuse

Many have their rights denied

Some are ignored and are not treated equally

**Advocacy is a way of making sure these things don't happen**




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**Advocacy is used**

- When rights are denied
- When abuse or neglect occurs
- Personal matters (e.g. sexuality)
- Managing personal finance
- Getting a job
- Moving out



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**Instituionalisation**

Institutionalisation refers to a process whereby people that are in care for a long period, develop excessive dependency on the institution and its routines

Many people that currently use our services have experienced the effects of living in institutional care for a long period and thus have a very restrictive vision of their own capabilities



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**Institutionalisation**

- The practices of confinement and institutionalisation that accompany the medical model of disability service provision are no longer acceptable.
- Advocacy challenges institutionalisation and puts an emphasis on equality, rights, choice and independence
- Advocacy helps people break free from dependency



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### What can Advocacy do?

- Advocacy builds confidence
- Advocacy informs people about their rights
- Advocacy makes people feel strong
- Advocacy allows people to talk about their lives
- Advocacy allows people to change things




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### Barriers to Advocacy

- Lack of easy to understand information
- Poor communication between decision makers and those affected
- Ignorance - lack of awareness
- Limited support for people to speak up – lip service
- Negative attitudes – of managers and staff




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### Promoting the rights of service users

Rights are about how people are treated

Rights recognize our freedom to make choices about our life and develop our potential as human beings.

Rights are about living a life free from fear, harassment or discrimination

We all have rights





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### Charter of Rights

International good practice dictates that all modern disability services must be rights-based

Cheshire Ireland has developed a Charter of Rights. The Charter outlines 7 fundamental rights that each individual that uses a Cheshire service can expect

**Remember!**  
Nothing in the Charter of Rights overrules a person's legal and statutory rights



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### The 7 Rights

1. The right to a safe environment
2. The right to personal choice
3. The right to be listened to and to have wishes and opinions considered fairly
4. The right to privacy and confidentiality
5. The right to accommodation options
6. The right to be supported in his/her personal development
7. The right to a quality service



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### Your Role

Is to ensure people's rights are not denied

It is important that people know their rights. Then they can know when other people are trying to take them away

So part of your role is to support people to understand their rights

You should also support people to speak up if their rights are denied.



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**Cheshire Ireland: Health And Safety**

An integral part of all your activities within Cheshire Ireland services




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**Employers' Duties**

**To ensure as far as is reasonably practicable, the safety, health and welfare at work of his or her employees.**

- Provide a safe place of work.
- Provide safe systems of work.
- Provide information, instruction, training and supervision.
- Provide protective clothing and equipment.




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**Employee's responsibilities**

- Comply with relevant statutory provisions and take reasonable care to protect his or her safety, health and welfare, and that of any other person who may be affected by the employee's acts or omissions.
- Co-operate with his or her employer.
- Attend training as required.
- Ensure that he or she is not under the influence of an intoxicant.
- Report without delay any defect in a place of work, systems of work, plant or equipment.
- Do not interfere with, misuse or damage anything in the workplace.




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## Significant Risks Fire

- **Fire:** almost all the people who use our services require assistance to evacuate in the event of a fire
- 2 key elements to fire safety:
  - Fire prevention
  - Fire protection



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## Fire Safety

### Fire Prevention

- Be alert to situations which could result in a fire e.g. smoking, cooking, open fires, overloading sockets etc
- Accumulation of flammable or combustible materials



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## Fire Safety continued

### Fire Protection

- Ensure Fire exits and escape routes are clear of obstruction
- Ensure that Fire Extinguishers are in their place and are not damaged
- Be aware of what to do in the event of a fire



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### Other Significant Risks

- **Transport:** correct clamping is essential to ensure that service users are safe while undertaking journeys.
- **Moving and Handling:** always assess tasks and use correct moving and handling techniques.



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### Assisting With Mobility Needs

**The key elements to safe manual handling:**

- Assess the 'load'.
- Assess the work environment.
- Take a broad stable base.
- Bend the knees.
- Take a firm grip.
- Keep arms close to trunk.
- Keep a straight back.
- Lift using large muscles with weight close to centre of gravity.



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### Adverse Event and Risk Register Books

- **Adverse Event Book**
- **Adverse Event Investigation Book**
- **Adverse Event Continuous Monitoring Book**
- **Risk Register**



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## Adverse Event and Risk Register Books

- **Adverse Event Book:** for reporting adverse events
- All events need to be reported and recorded
  
- **Risk Register:** If there is a situation or task that is possibly a risk to staff or service users then a risk assessment will need to be carried out.
  
- *Remember: there is no task so urgent that it cannot be done safely!*



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## Adverse Event Reporting - Principles

- This is essential to the successful management of Health & Safety and the provision of quality care.
- We learn from past mistakes and failures.
- Define adverse events, Health & Safety, Clinical and Service User adverse event.
- Record accurately and report.
- There is a 'NO BLAME' policy within Cheshire, we need to know what has gone wrong so we can prevent it recurring



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## Records Management Policy

- Any personal information given or received in confidence for one purpose may not be used for a different purpose or passed to anyone else without the consent of the provider of this information, subject to the terms and exemptions set out in Data Protection and Freedom of Information legislation.



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Conclusion

- Discussion and Evaluation



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Thank You



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