

Recognising & Responding to Adult Abuse & Neglect WORKBOOKS.

Guidance.

This brief guide covers:

- **What are the workbooks?**
- **How to use them?**
- **How long does it take?**
- **Learning Outcomes.**
- **Links to qualifications.**
- **Role of the Manager.**
- **Is the workbook right for my staff/service?**
- **Ordering, Distribution & Certification.**

The Workbook

What is it?

The Recognising and Responding to Adult Abuse & Neglect Workbook is a “manager led” learning and study aid.

It is designed to provide the foundation level knowledge in understanding vulnerable adult abuse, and how to respond effectively.

Law and policy background are covered minimally and the workbook is locality specific, being compatible with and referring to the arrangement within Warwickshire for reporting and managing issues of the abuse and neglect of vulnerable adults.

How to use it.

The workbook has the potential to be used as flexibly and creatively as you like.

The workbook is primarily designed as a stand-alone, individual learning tool and study aid, for workers to complete with the oversight of their manager or supervisor.

However, it can be used in combination with existing induction or ongoing professional development processes in place within your organisation. #

Examples of different uses can be-

- as a continuation and enhancement of induction level learning,
- use of different workbook sections within group supervisions or group development processes,
- use of the Case Studies in Section 3 in group discussions,
- “refresher” learning,

When completed, the workbook remains the property of the learner and is intended to be kept as a reference guide.

How long does it take?

As with all learning, some people take longer than others. However, from testing of the workbook, most people did not complete the workbook in one session. The general time taken to complete the workbook when put together was approximately 5 hours.

Accordingly, the Workbook has been accredited with 5 hours Continual Professional Development time. If your organisation reimburses workers for study time, we would give 5 hours as a suggested time spent completing the workbook.

Learning Outcomes-

Learning Outcomes

For participants to:

- understand the definitions and different types of adult abuse and neglect, who abuses and where it can happen;
- understand some of the signs that can indicate different types of abuse and neglect;
- be aware of key policy and legislation and understand local policy and procedures in relation to adult abuse and neglect;
- understand their role and responsibility in how to respond to, and report issues of abuse and neglect (in relation to Adults and to Children);
- understand the importance of “whistle-blowing” when necessary to protect service users from abuse and neglect.

Links to qualifications - See Appendix

The Workbook learning outcomes are based on the learning outcomes included in the Common Induction Standards for Adult Social Care (Standard 5), LDAF, LDQ2 (Unit 2-04), and Level 2 Certificate in Mental Health Work (Unit 2- Outcome 4).

If staff members have completed any of these qualifications, undertaking the Workbook may be unnecessary duplication of learning. However, the Workbook can still be completed if basic refresher training is required, or to assist with evidencing competency in the qualifications listed above.

The Sections-

The Workbook is divided into FOUR Sections-

1. What is abuse?
2. What is neglect?
3. Responding to Abuse & Neglect
4. Summary & Further Information

There are assessment sections to be completed by the worker at the end of Sections 1-3 that evidence the learning achieved by the worker.

Role of the Manager & the “Manager’s Guide”

The Workbook is “Manager-Led”.

In conjunction with the worker, the worker’s manager or supervisor is responsible for-

- ensuring the workbook will meet the learning needs of the worker,
- for checking progress and completion of the workbook,
- for validating the completion of the assessment sections of the workbooks to an appropriate standard, and
- ensuring the Workbook assessment sheets (Pages 49-52) are completed and returned to WCC Workforce Development Service for recording completion and issuing certification.

There is also a “Recognising and Responding to Adult Abuse & Neglect – **Manager’s Guide**”.

!! PLEASE NOTE THE “MANAGERS GUIDE” IS NOT A WORKBOOK LEARNING TOOL FOR MANAGERS - IT IS A RESOURCE TO ASSIST MANAGERS TO ASSESS COMPETENCE IN THE WORKER’S COMPLETION OF THE WORKBOOK !!

The “Managers Guide” explains factors to consider when asking workers to complete the workbook, gives suggested answers for the workbook assessment sections, and provides additional case studies for further learning and discussion.

Please note that Managers need to be mindful of the emotional support needs people may encounter when completing the workbook.

Is the workbook right for the staff in my service?

- Designed for staff and services who come into contact with Vulnerable Adults as defined in No Secrets, 2000.
- Designed for services that have the ability to manage and monitor individual learning or facilitated group learning.
- Designed for staff who have the ability to undertake supported self study.
- Designed to be Warwickshire specific.

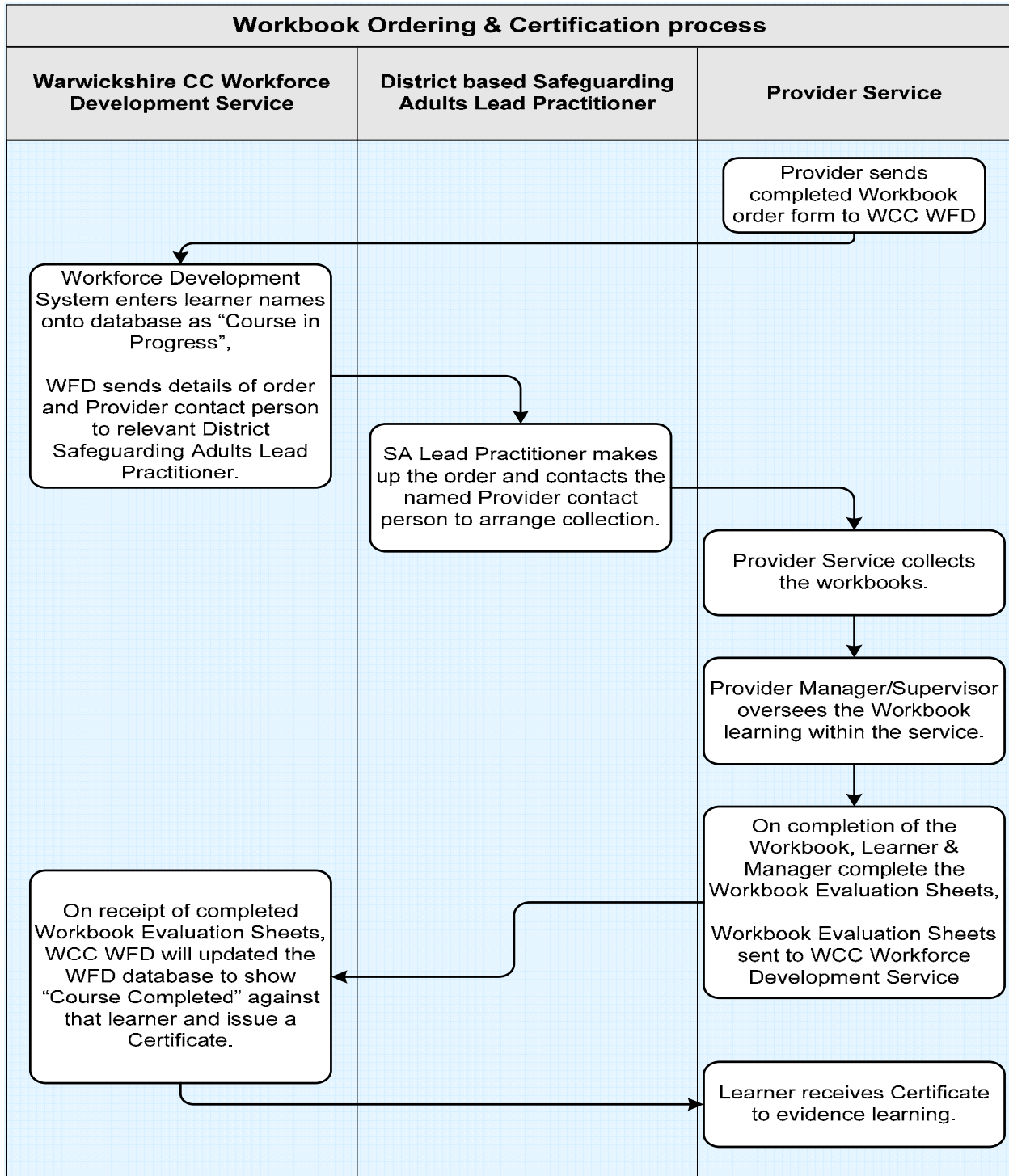
What we have found from experience and learner evaluation forms-

- Workers with very different backgrounds and different levels of academic achievement have found the workbooks of use.
- People with English as a second language whose understanding of written English is better than their understanding of spoken English have commented the Workbooks have enabled a more appropriate learning opportunity than short course learning.
- Some people who have had similar training previously have found the workbooks useful as a refresher.
- People value the workbooks as a tangible reference tool.
- People feel valued through receiving the workbooks as a learning material.

SOME KEY MESSAGES-

- The Workbooks are usually provided free of charge, but please remember that the workbooks are not FREE! If you don't use them, we will have them back.
- We understand staff turnover and know that not all workbooks distributed will not always come back completed. However, if for example, a member of staff leaves halfway through completing a workbook, please tell us.

4. Ordering, Distribution & Certification.



Appendix 1- Learning Outcomes and Links to Qualifications.

Recognising and Responding to Adult Abuse and Neglect- Foundation knowledge.

Learning outcomes- <i>For participants to:</i>	Links to Common Induction Standards for Adult Social Care	Links to LDQ2- Unit 2-04	Links to Health and Social Care NVQ 2 core unit Knowledge Specification	Links to Level 2 Certificate in Mental Health Work.	Links to GSCC Code of Practice
Understand the definitions and different types of adult abuse and neglect, who abuses and where it can happen.	CIS 5.2.1	1.1	HSC 24 2abcdfg, 5, 17	Unit 2- Outcome 4	
Understand some of the signs that can indicate different types of abuse and neglect.	CIS 5.3.1	1.2	HSC 24 2abcdfg, 5	Unit 2- Outcome 4	
Be aware of key policy and legislation and understand local policy and procedures in relation to adult abuse and neglect.	CIS 5.1.1, 5.1.2, 5.1.3.	3.1	HSC 24 2abcdfg, 5, 8, 9fg, 11, 19. HSC 22 4cd	Unit 2- Outcome 4	
Understand your role and responsibility in how to respond to and report issues of abuse and neglect (in relation to Adults and to Children).	CIS 5.4.1, 5.4.2, 5.4.3.	4.1, 4.2, 5.1	HSC 24 2abcdfg, 5, 11, 13, 16, 18,19. HSC 22 4cd	Unit 2- Outcome 4	3.2, 3.3, 3.5
Understand the importance of “whistle-blowing” when necessary to protect adults from abuse and neglect.	CIS 5.5.1, 5.5.2, 5.5.3, 5.5.4.	6.1, 6.2	HSC 24 2abcdfg, 5, 8, 9fg, 11, 13, 16, 18, 19. HSC 22 4cd	Unit 2- Outcome 4	3.2, 3.4, 3.5

