

SAFETY CULTURE, RESPONSIBILITY AND POWER IN UK CARE HOMES: HOW IS RESPONSIBILITY FOR SAFETY NEGOTIATED IN ENGLAND'S CARE HOMES?

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CONTEXT: CARE HOMES



By 2045, 24.6% of the UK population will be 65+



Residential care homes make up 73% of care homes in England

Care homes provide care to more than 450,000 older people in England

10% of Adult Social Care Services rated as 'Inadequate' for safety



Organisational and Workforce Challenges

Outstanding
Good
Needs Improvement
Inadequate



SAFETY CHALLENGES

40% of frontline adult social care workers found to have no relevant qualifications (Cavendish, 2013)

International and European workforce- 1 in 5 workers born outside the UK (Franklin and Brancati, 2015)

Highly differentiated sector, from large chains to small family run businesses

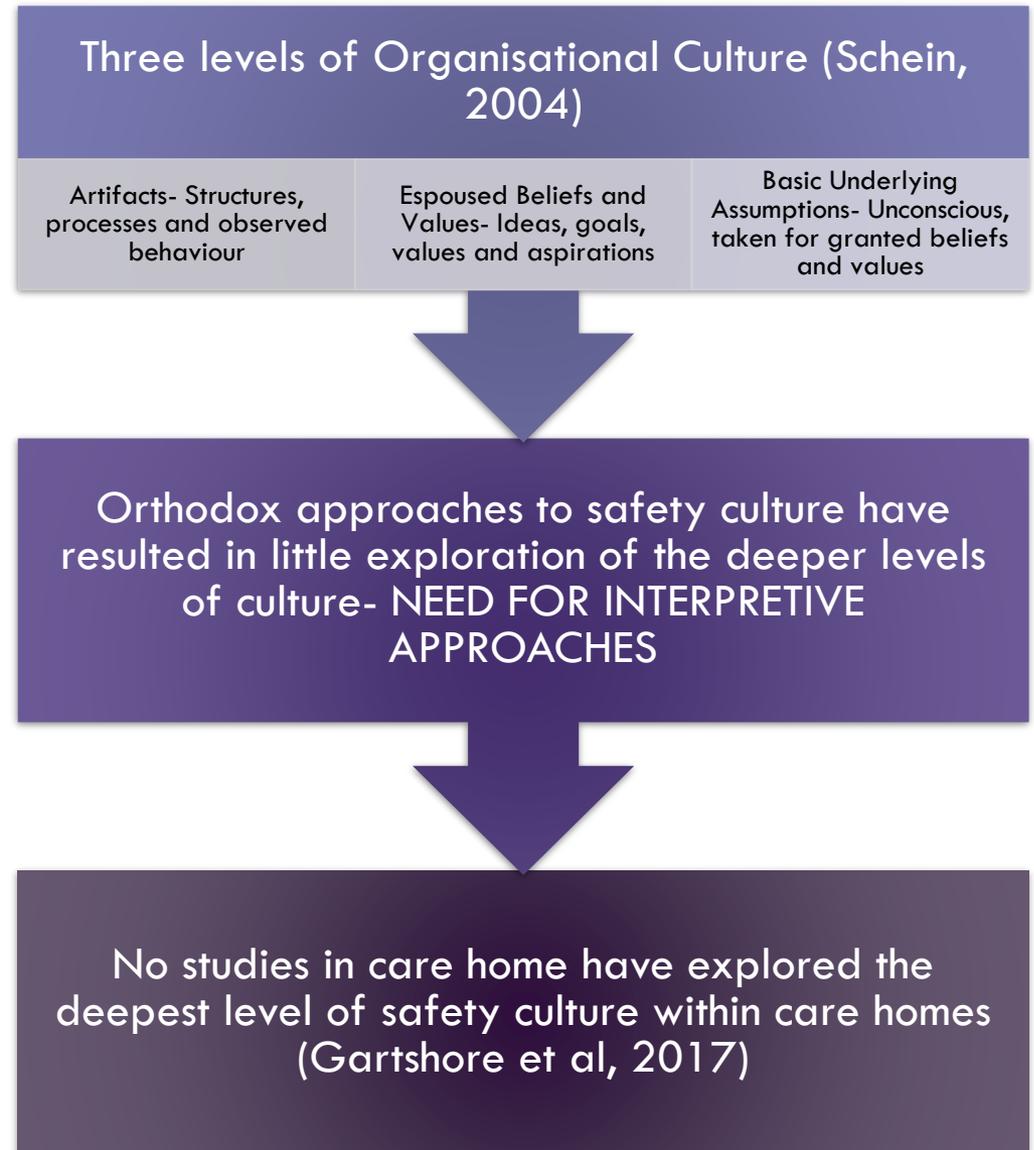
Varied approaches to safety, predominantly adopting bureaucratic and orthodox approaches as seen in the NHS. (DH, 2000; IOM, 1999; Reason, 1997, 2000)

Home Environment

Sociological approaches needed to look at complex social, cultural, political and organisational influences (Health and Safety Executive 2007, Waring et al. 2016)

ORGANISATIONAL SAFETY CULTURE

“The essence of culture lies in the pattern of basic underlying assumptions, and once one understands those, one can easily understand the other more surface levels” (Schein, 2004 p.36)



RESEARCH QUESTION

How is responsibility for safety negotiated in the management of 'at risk' or 'dependent' residents?

RESEARCH METHODS

Narrative Ethnographic Case Study

200 hours observation across 2 organisations

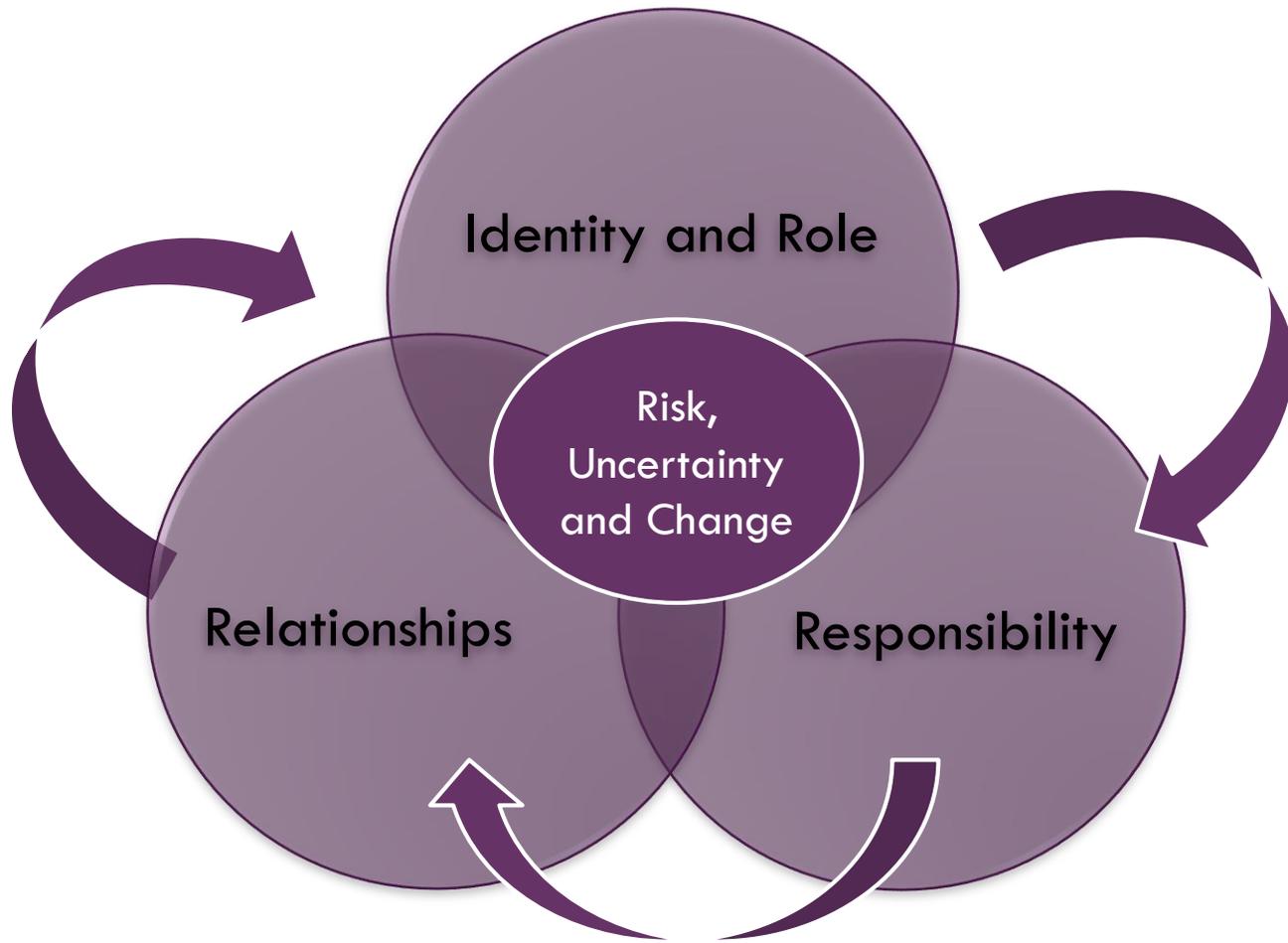
Informal discussion

50 Interviews

30 Staff

10 Residents

10 Relatives

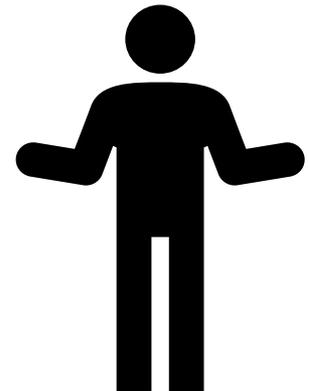


PRELIMINARY FINDINGS

Safety Culture in Care Homes

NARRATIVE ETHNOGRAPHY

Today you will meet:
Margaret and John



UNCERTAINTY AND CHANGE



Cultural Norms, beliefs, symbols, rules

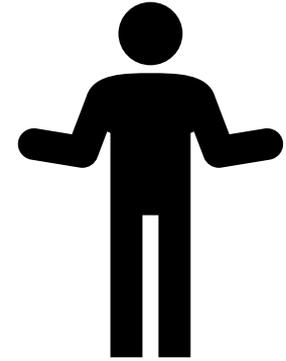
Vastly different to the lives known

Dramatic Physical (self and environment) and Social change

Identity Crisis

“That’s when my life here began. So it’s a separate story from the rest of my life, because I have this feeling that this is a part of my life that I never foresaw. I was able to look along the lines of my future, towards my future at many different stages, with objectives of various kinds, but then suddenly I hadn’t really thought about what it would be like to be living somewhere where I didn’t know anybody else, I have no goals and no purpose. So that’s the end of the road.”
(Betty, Resident, Site 2, Formal Interview)

WHAT ABOUT SOMEONE WITH DEMENTIA?



Unfamiliarity

New Environment, Faces, Routine

Changing Relationships with Relatives

Adjustment period – Gets worse before it gets better

“They all take their time to settle in. One new resident changes the dynamics of the whole care home, everyone reacts to each other”

(Angie, Nurse, Site 1, Formal Interview)

“Where am I? Why am I here? You’re looking after me. Why are you looking after me, why can’t I look after myself, or why can’t I be in with somebody I know?”

(Joy, Resident, Site 1, Formal Interview)

HANDING OVER SAFETY AT THE DOOR



Rules, Risk Assessment,
Processes, Social
Norms



Physical Ability

EVERYBODY IS DIFFERENT!!!



Cognitive Ability

PHYSICAL ABILITY



Enabling them to act in regards to safety- or taking their own person centered risks

Less
Physically
Able

Independence
and Autonomy

More
Physically
Able

Responsibility

COGNITIVE ABILITY



No Safety perception

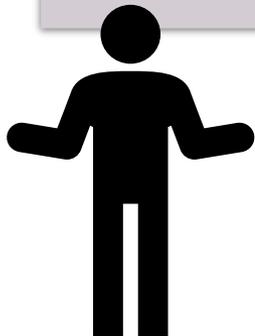
Enact Safety for themselves, but also less cognitively able residents

Less Cognitively Able

Safety perception

More Cognitively Able

Responsibility



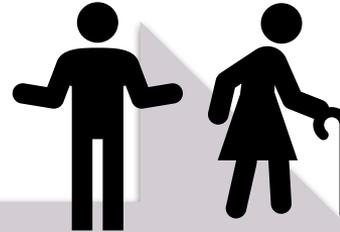
RESPONSIBILITY



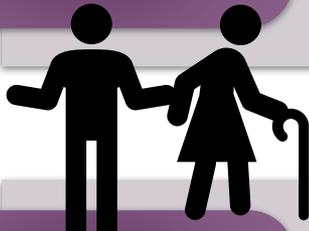
Less
Physically
Able



Independence
and
Autonomy



More
Physically
Able



Less
Cognitively
Able



Safety
perception



More
Cognitively
Able



SO WHAT DOES THIS MEAN FOR NEGOTIATING RESPONSIBILITY FOR SAFETY?

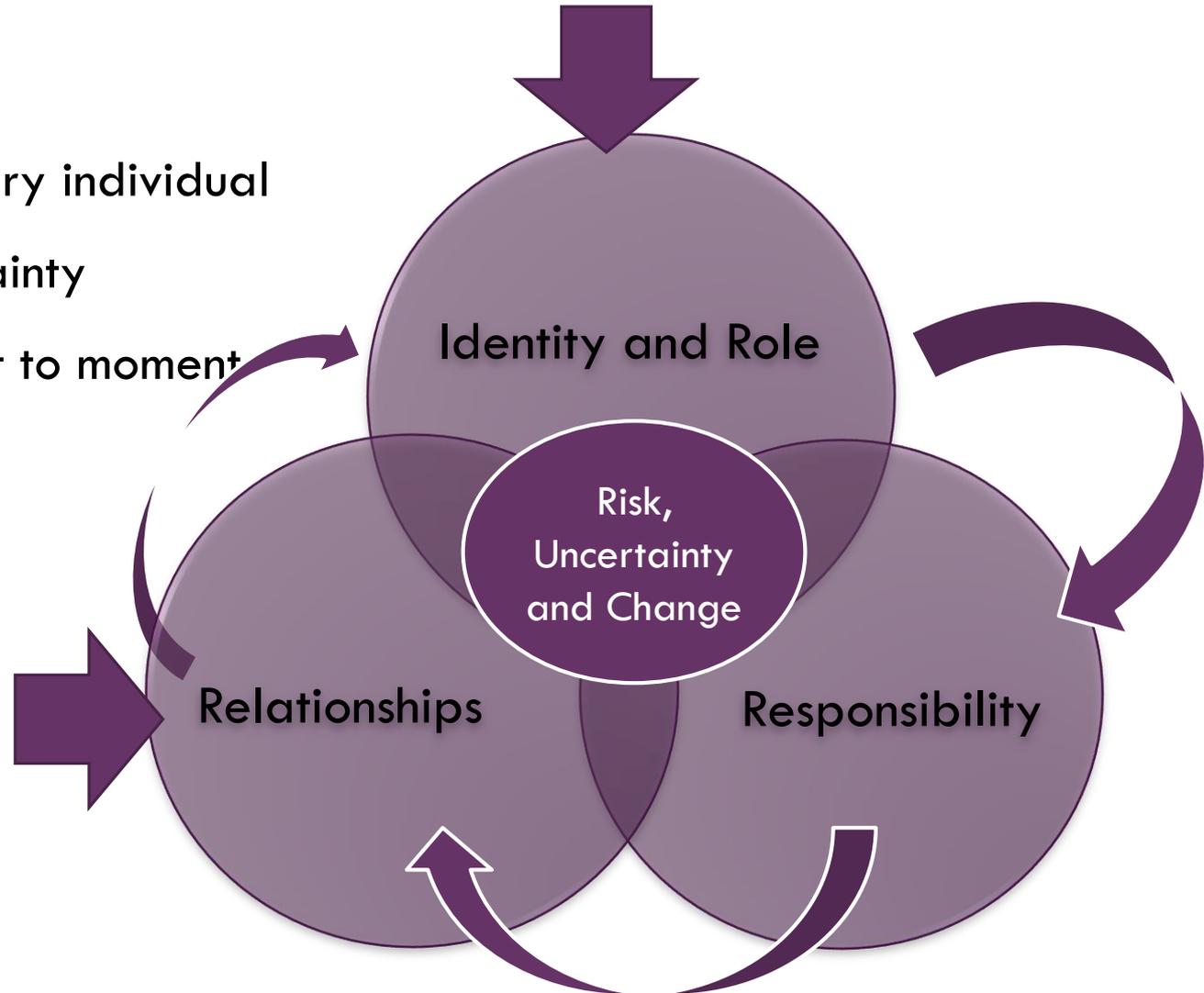
Different for every individual

Life with Uncertainty

Changes moment to moment

COMPLEX

Person Centred
Safety through
relationships,
community,
family



THANK YOU

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