



Research on mistreatment of older adults in Quebec: summaries of scientific articles



Mistreatment in Institutions: Reflection on the Care Given to the Older Adults.

REFERENCE

Beaulieu, M. (1992c). Mistreatment in Institutions: Reflection on the Care Given to the Older Adults. *International Review of Community Development (RIAC)*, 28(68), 163-170.

TEXT TYPE

Format: Scientific article

Content: Empirical

DISCUSSED THEMES

Definition, forms of elder abuse in nursing homes, risk factors, vulnerability factors, perpetrators of abuse, laws, prevention, screening, intervention, burden and stress, training, work organization, rules of operation and institutional procedures, intervention policy.

GOAL OR RESEARCH QUESTION

This article explores the practices of current intervention in care settings for seniors. Based on a study, we want to understand how managers and employees define abuse and how they respond to it. Also discussed are the limitations of the practice as viewed by the actors and their strategies in dealing with them. The article also attempts to identify their level of knowledge with this issue in order to better understand their actions.

PROBLEM

Although our society is more and more concerned with the place of seniors in society and services intended for them, several seniors living in nursing homes still report being victims of abuse from the staff. In the current social and legal contexts, formal complaints are the only means of controlling the quality of care and services in nursing homes in Quebec. Although the Canadian Criminal Code and codes of professional corporations guide the conduct of practitioners on certain aspects, it is very little used in nursing homes. It is rather up to nursing homes to manage situations of abuse.

METHODOLOGY

The study mentioned in this article has been carried out with about thirty (middle and senior) executives from a corporation of three public nursing homes, through qualitative interviews. Managers surveyed represent services offered as a whole in these homes. Only abuses committed by employees, managers or caused by the rules of operation of the nursing home are analyzed for this article.

RESULTS

First influenced by their moral values, managers perceive abuse along two axes: the individual responsibility (flaws in the relationship between the practitioner and the senior) and the institutional responsibility (resulting from the institutional system or working conditions). For them, prevention is aimed at the transformation of individual behaviours, but also values and institutional practices. At the screening and intervention levels, they mention various strategies to detect and respond to cases of abuse perpetrated by the staff, but they talk very little about institutional abuse. They assert that the seriousness of the action and the employee's record will determine the subsequent consequences. Managers are divided about the idea of an intervention policy and rules of formal procedures in case of abuse. They also highlight the contradiction between the desire to give priority to the resident and the obligation to comply with budgets.

DISCUSSION

The discussion is integrated with the results presented above.

CONCLUSION

Elder abuse seems to be a new concern in nursing homes. Intervention practices are focused on the quality of care and services offered to residents, but also on productivity. In terms of abuse, these practices still informal and not very well defined are in development. Managers react to abuse according to a human criterion and also according to a management criterion. We rarely questioned the nursing home's operations following poor service; rather, the staff is being blamed. The author questions the lack of involvement from seniors, on the abuse as an excuse to exclude certain employees and on the possible feeling of powerlessness of managers regarding the structure of the institution.

AVENUES FOR PRACTICE AND RESEARCH

The author does not mention any practice or research avenue in this article.

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