

# **NATIONAL AUTISTIC SOCIETY**

## **SERVICE USER PROTECTION PROCEDURE**

### **INCLUDING COMPLAINTS**

#### **I Guidelines**

The following procedure has been revised for the Adult Services after consultation with service users, staff and relatives. Prior to issuing copies to staff and service users, the model in Appendix I must be completed in respect of the information relevant to your establishment.

Service users should additionally be provided with a copy of the statement of Entitlements of the Individual served by NAS Establishments (see Section 8 of the Staff Information Manual).

#### **1 INTRODUCTION**

- 1.1 It is recognised that many complaints or concerns will not surface through 'official' channels or, if they do, that procedures can produce stressful or adversarial situations.

It is also recognised that often concerns exist which may not give rise to complaint for fear of the consequences. In such cases it is important to shift the emphasis from the need to 'prove' or justify a concern toward a "duty" to bring to the attention of NAS any matter which conflicts with the interests of any individual service user.

- 1.2 In drafting procedure the following elements were considered essential:-

- 1 Clarity (easy to understand and use)
- 2 Integration (into other legal duties)
- 3 Accessibility (user friendly - reflect different needs and understanding)
- 4 Positive (directly related to improving standards and emphasise the duty of care)
- 5 Effective (the procedure must work and be seen to work)

#### **2 OVERALL AIMS**

##### **2.1 Primary**

2.1.1 To protect and promote the physical, emotional and social well-being of service users.

2.1.2 To protect and promote the rights and entitlements of the service users.

## **2.2 Secondary**

2.2.1 To protect and promote the physical, emotional and social well-being of staff and relatives/carers.

2.2.2 To protect and promote the rights, entitlements and responsibilities of service users and staff, relatives/carers.

## **3 CONSIDERATIONS**

3.1 Impartiality. All actions to flow from overall aims.

3.2 Confidence - the procedure must engender confidence in service users, their relatives/carers. staff and others.

## **4 TRAINING AND AWARENESS**

### **The policy and procedure:-**

4.1 Must be supported by training and awareness programmes relating to this policy for service users, relatives/carers/advocates/staff.

4.2 Must contain a clear statement of rights and entitlements.

4.3 Must be pro-active in upholding the rights and entitlements of the individual.

4.4 Must have a preventative function in terms of possible abuse/neglect/inappropriate treatment.

4.5 Must emphasise at all times the duty of care of the NAS and its staff toward service users.

## **5 INTERVENTIONS WHICH IMPINGE ON CIVIL RIGHTS**

### **Interventions which impinge on civil rights:-**

- 5.1 Must be formally agreed and recorded.
- 5.2 Must emphasise the duty of staff to uphold the policy and to bring to the attention of managers or others any examples or concerns that the policy is not being upheld. The consequences of failing to uphold the policy will be deemed a disciplinary matter.
- 5.3 Must be considered at case :conference or review and reported to the Director - Services.
- 5.4 Must be notified to the Director - Services. In the case of emergency or urgent actions taken to ensure the safety of individuals, the action should be reported to the Director - Services as soon as possible and followed up by a written report. The need for a full case conference will be considered. Parents/carers/sponsoring agencies will be informed at the earliest opportunity by the Manager of the service.