



STANDARDS FOR INFORMATION & ADVICE WORK

A cardinal principle when giving or receiving information is that the originator is always entitled to its access.

Advice work can include information-giving, advice-giving, advocacy, representation and sometimes counselling. Fundamentally any advice will inevitably involve problem solving.

The level of service which Age Concern Organisations in Spain can offer depends, of course, on the standard and number of trained interviewers. Age Concern in Spain is fortunate in having a sufficient number of trained personnel, or is able to draw on like-minded organisations, to meet current demand.

The principles of advice work referred to in paragraph 2 are:

1. Confidentiality.
2. Ability to offer fact, truth and reality in a way that beneficiaries may make their own decisions.
3. The ownership of information about an individual given to an Age Concern Organisation remains with the individual imparting it. Any use of the information gathered must be agreed with the client, who has the right of access to that information.
4. Age Concern Organisations should be specific in identifying their limitations so far as advice service is concerned and should state the boundaries of service.
5. All advice should be based on up-to-date accurate information provided by an appropriate data base.
6. Acceptable interviewing skills.
7. Case records should be kept secure and confidential.

BASIC PRINCIPLES FOR WORKING WITH OLDER PEOPLE WHO NEED CARE

Age Concern's policy is to challenge any negative attitude towards older people, either in retirement or when nearing the end of a career.

People may vary in the way in which they manifest ageing: health – mental and physical – of course plays an important part. Age Concern believes that the older generation should be accorded a place in society in which it can contribute the benefit of its long experience and thereby claim dignity and respect.

With this criterion in mind, a carer working with an older person must respect his/her needs and aspirations specifically as an individual.

Age Concern Organisations in Spain are unlikely to physically handle older people but it is important that firm persuasion should be made on every establishment that provides care to adopt the aforementioned principles.

In practice, older people in care should have freedom to choose:

- Their own habits and lifestyles.
- When to eat, sleep and wake.
- To be private.
- To handle their own money.
- To be able to go out.
- To have shared and single space.
- What to wear.
- How to be addressed.
- To perform one's ablutions, etc., in private.
- To decide their own washing habits.
- To be consulted if they have to move.



España

Amigos de la Gente de Edad

STANDARDS OF CONFIDENTIALITY

Age Concern Organisations, at all levels, must have a confidentiality policy to ensure that all recipients of services, potential users divulging or receiving information should have the right of privacy. Only by observing such policy, can an organisation receive trust and confidence.

Further, the principle of confidentiality should extend to information concerning the internal affairs of an Age Concern Organisation which affects or is related to the business of the organisation.

A confidentiality policy provides:

8. Protection to the interests of all involved.
9. Added credibility and confidence in an organisation.
10. Protection where certain contract requirements are involved.
11. Compliance (where applicable) with any Data Protection regulations (where computer records are maintained).

Standards of confidentiality require:

1. Permission for access to information.
2. That information should not be divulged to a third party without consent and situations must be clearly established in which information may be released.
3. That for information received into an Age Concern Organisation, clear guidelines should be established for recording and disclosure.
4. That information should be accessible only to those with a right to see it (as established, for instance, at an AGM or EGM).
5. Effective disposal (shredding or incinerating) of redundant records, with date of disposal recorded.
6. That breaches of confidentiality are regarded as a serious offence.

COMPLAINTS PROCEDURE

A complaints procedure is intended not only to provide opportunity for persons dealing with Age Concern España to raise a grievance but also to improve the quality of service provided by being responsive to the views of people affected by the service. It also guards against arbitrary decisions being taken by individuals.

In short, it is an additional means for monitoring the performance of the organisation apart from its more obvious function.

Procedure

A complaint of any nature should first be made at local level, to the Executive Committee of the Age Concern Organisation concerned. It will consider all evidence, extenuating circumstances, the possibility of misunderstanding, etc.

The Executive Committee's decision should be conveyed in writing to the person concerned. Should that person be dissatisfied with that decision he/she has the right of appeal to the Board of the Federation of Age Concern España whose decision shall be final and which shall also be conveyed in writing.

The date and finding regarding a complaint should be recorded for future reference.