

DR GIRALDI HOME INQUIRY

LIST OF ISSUES

23 JULY 2013

1. The Inquiry will investigate the issues listed in paragraph 4 below (being issues which derive from allegations contained in the witness statements referred to in paragraph 1(a) of the Inquiry's Terms of Reference and/or from documentary material which the Inquiry has examined) and the Terms of Reference are accordingly widened pursuant to paragraph 2 thereof to the extent necessary to include such issues.
2. The Inquiry will limit its investigations to the period since November 2002, which was the date at which the Social Services Agency ("the SSA") assumed operational management of the Dr Giraldi Home ("the Home") save that the Inquiry will also investigate the specific allegations made in witness statements by Ms Mandy Spencer which relate to an earlier period.
3. Generally, the Inquiry reserves its position as to any further extension of the Terms of Reference.
4. The issues:
 - (1) Did the SSA provide sufficient support for senior management at the Home?
 - (2) Did the SSA and senior management provide sufficient support for social service workers working at the Home?
 - (3) Was there an adequate recruitment process in place for social service workers working at the Home?
 - (4) Were the staff at the Home sufficiently (a) trained, (b) organised, (c) supervised and (d) appraised?
 - (5) Were there sufficient procedures in place in respect of internal reporting and record keeping at the Home?
 - (6) Were there proper care plans for those using the service provided by the Home, whether on a permanent, temporary, or respite basis (together, "residents")?
 - (7) Were the working relationships between members of staff at the Home satisfactory in relation to:
 - a. the provision of adequate care for residents; and/or

- b. the efficient performance of their allocated duties.
- (8) Were appropriate arrangements made for the care of younger residents and residents of differing genders?
 - (9) Was there sufficient communication between members of staff and relatives of residents?
 - (10) Were the physical facilities at the Home satisfactory?
 - (11) Was the care provided to residents of a satisfactory standard with regard to their mental and physical health and their social development?
 - (12) Was appropriate provision made for the safety of residents?
 - (13) Was there a satisfactory regime in place at the Home with regard to the control and administering of medication?
 - (14) Was the standard of hygiene at the Home satisfactory?
 - (15) Were there any instances of abuse of or cruelty towards residents, including punishment?
 - (16) Were there any instances of members of staff instigating or encouraging inappropriate behaviour between residents?
 - (17) Were there any instances of misconduct by members of staff in the form of (a) sexual misbehaviour, (b) unlawful consumption of drugs (c) alcohol abuse (d) bullying of residents or other members of staff, (e) misappropriation of medication, (f) theft of petty cash or (g) sleeping while on duty?
 - (18) What complaints were made to the senior management concerning alleged incidents at the Home?
 - (19) What complaints were made to the SSA, to Ministers, to the Royal Gibraltar Police and/or to the Attorney General's Chambers (together, "the Authorities") concerning alleged incidents at the Home?
 - (20) How did the Authorities respond to, or otherwise conduct themselves in relation to, any such complaints?
 - (21) Did the SSA promulgate a code of conduct for members of staff at the Home and, if so, were copies readily available to staff?
 - (22) Were disciplinary procedures adequate to deal with proved misconduct or breaches of the code of conduct (if promulgated)?

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