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MIRVA LOHINIVA-KERKELÄ:**LEGAL DIMENSIONS OF ENSURING CUSTOMER SAFETY IN SOCIAL CARE**

The article examines customer safety in social care from a legal viewpoint, broken down into providers and professionals whose work is related to the customers' rights. It also examines supervision as the last safeguard of customer safety. Legislation, government proposals and materials produced by supervisory authorities, are used as materials. Guaranteeing customer safety is a key starting point in social care legislation. Initially, regulation focuses on the requirements for different activities, such as facilities, personnel and operating practices. In terms of content, customer safety is linked to customer rights and the quality of social care. The regulation of and guidance for ensuring customer safety generally emphasise action in the immediate client situation, but the customer safety risks included in decision-making have

been raised less often. The problem with regulation is that obligations relating to the planning, implementation and monitoring of patient and customer safety are common and scattered across a number of laws, regulations and guidelines, which makes it difficult to apply them in practice.

SANNA LÄHTEINEN & AINI PEHKONEN & ANNELI POHJOLA:**DIMENSIONS OF CLIENT SAFETY IN SOCIAL WELFARE**

The article examines the dimensions of client safety in social welfare through expert interviews (n=15). The research question is how health and social welfare experts analyse client safety in social welfare. Interview data was analysed by content analysis. As a result of the analysis, we formed four categories that embody the dimensions of client safety, which were designated as the Strategy, Responsibility, Sanction and Ethos categories. In the

Strategy category, activities are based on ensuring the structural conditions for client safety, the organisation of social services in the Responsibility category, the conduct of risk assessment in the Sanctioning category and professional activities in the Ethos category. The categories are intertwined to embody the multidimensionality of client safety. As a whole, the dimensions are built upon tasks, expectations and responsibilities at the societal level, organisational and community levels, as well as at the individual level.

ANNE-MARI JAAKOLA & TARJA PÖSÖ:

ASSESSING THE CHILD'S SITUATION IN CHILD WELFARE: ANALYSIS FROM THE POINT OF VIEW OF CLIENT SAFETY

The article focuses on social workers' views on assessment and its quality in child welfare. The assessment of the child's situation is a crucial point in social work as it guides the next steps in working and related decisions. Assessment practices studied from the point of view of quality as well as errors and mistakes. The analysis is based on a survey of social workers (N=210). The quality of assessment is connected to factors such as fulfillment of the rights of the client and by the sufficient use of time in an assessment. The social workers regard the quality of the assessments as being quite high although there are no agency-based guidelines or practices to define good quality or its shortcomings or the informants do not know whether they existed. This raises the question of social workers' and

agencies' awareness of quality and errors. Therefore, it is essential to clarify what good quality assessments and competencies are as part of developing practices to promote client safety.

HELI VALOKIVI & HELENA HIRVONEN:

CLIENT SAFETY IN SERVICES FOR OLDER PEOPLE

This article analyses how client safety is defined in policy documents concerning ageing and services for older people. Recent public scandals concerning shortages in the quality of care for older people call for an investigation of the services in terms of client safety. This article approaches client safety as a question of trust in society and in relationships. According to the results of our analysis, the content and significance of the concepts of client and patient safety are intertwined and constantly evolving. Moreover, client safety is understood in the documents primarily as service providers' responsibility to develop a culture of safety and as an urge to implement technology-assisted means to improve client safety, particularly at home. These measures are expected to prevent clients' feelings of insecurity. However, attention should also be given to stability in interpersonal care relationships because it reinforces trust between clients and service providers and strengthens organisational and institutional trust in the service system.

AINO KÄÄRIÄINEN:

**DOCUMENTATION AS PART OF CLIENT
SAFETY**

The article examines documentation of client work as part of client safety in social care. In social work, one key tool for knowledge production is written documents. Analyzing the Ombudsman's complaints solutions ($n = 41$) sheds light to the problem of documentation of client work in complaints to the Ombudsman. Based on the content analysis, the

following document-related comments were found from the data: 1) partial documentation of client work, 2) errors in data collection, failure to request information and misuse of information, and 3) deficiencies in plans and errors in decision making. Documentation of social work is central to retrospectively evaluating social work and in the use of clients' remedies. In particular, vulnerable social care clients need to be able to rely on the correctness and fairness of the services they receive and equal treatment in services.