

|   |  |                                   | 合計<br>n=426 | 特養<br>n=71 | 老健<br>n=36 | 療養型<br>n=6 | GH<br>n=48 | ショート<br>n=119 | 小多機<br>n=52 | 養護<br>n=1 | 有料(介護付)<br>n=13 | 有料(住宅型)<br>n=33 | サ高住<br>n=24 | ケアハウス<br>n=23 |
|---|--|-----------------------------------|-------------|------------|------------|------------|------------|---------------|-------------|-----------|-----------------|-----------------|-------------|---------------|
| 1<br>管理者の知識・意識  | ① 虐待の5つの種類を知っている                             | はい                                | 96.5%       | 98.6%      | 94.4%      | 83.3%      | 100.0%     | 96.6%         | 100.0%      | 100.0%    | 100.0%          | 87.9%           | 95.8%       | 91.3%         |
|   |  | いいえ                               | 3.5%        | 1.4%       | 5.6%       | 16.7%      | 0.0%       | 3.4%          | 0.0%        | 0.0%      | 0.0%            | 12.1%           | 4.2%        | 8.7%          |
|   | ② 虐待は基本的人権の侵害である                             | はい                                | 99.5%       | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 100.0%        | 98.1%       | 100.0%    | 100.0%          | 97.0%           | 100.0%      | 100.0%        |
|   |  | いいえ                               | 0.5%        | 0.0%       | 0.0%       | 0.0%       | 0.0%       | 0.0%          | 1.9%        | 0.0%      | 0.0%            | 3.0%            | 0.0%        | 0.0%          |
|   | ③ 虐待が確認された場合、管理者として取るべき方策を知っている              | はい                                | 93.4%       | 95.8%      | 91.7%      | 66.7%      | 95.8%      | 95.0%         | 90.4%       | 100.0%    | 84.6%           | 100.0%          | 83.3%       | 95.7%         |
|   |  | いいえ                               | 6.6%        | 4.2%       | 8.3%       | 33.3%      | 4.2%       | 5.0%          | 9.6%        | 0.0%      | 15.4%           | 0.0%            | 16.7%       | 4.3%          |
|   | ④ 虐待の通報先を知っている                               | はい                                | 95.5%       | 98.6%      | 91.7%      | 50.0%      | 95.8%      | 98.3%         | 98.1%       | 100.0%    | 92.3%           | 90.9%           | 87.5%       | 100.0%        |
|   |  | いいえ                               | 4.5%        | 1.4%       | 8.3%       | 50.0%      | 4.2%       | 1.7%          | 1.9%        | 0.0%      | 7.7%            | 9.1%            | 12.5%       | 0.0%          |
|   | ⑤ 身体拘束禁止の11項目を知っている                          | はい                                | 61.5%       | 64.8%      | 63.9%      | 50.0%      | 64.6%      | 63.9%         | 73.1%       | 100.0%    | 61.5%           | 60.6%           | 12.5%       | 56.5%         |
|   | いいえ  | 38.5%                             | 35.2%       | 36.1%      | 50.0%      | 35.4%      | 36.1%      | 26.9%         | 0.0%        | 38.5%     | 39.4%           | 87.5%           | 43.5%       |               |
| 2<br>組織体制   | ⑥ 職員のストレスや疲労の蓄積は、虐待につながる可能性がある               | はい                                | 99.5%       | 100.0%     | 97.2%      | 100.0%     | 97.9%      | 100.0%        | 100.0%      | 100.0%    | 100.0%          | 100.0%          | 100.0%      | 100.0%        |
|   |  | いいえ                               | 0.5%        | 0.0%       | 2.8%       | 0.0%       | 2.1%       | 0.0%          | 0.0%        | 0.0%      | 0.0%            | 0.0%            | 0.0%        | 0.0%          |
|   | ⑦ 介護に関する技術や経験が未熟だと利用者への虐待や不適切なケアにつながり易い      | はい                                | 94.1%       | 93.0%      | 97.2%      | 100.0%     | 95.8%      | 93.3%         | 94.2%       | 100.0%    | 92.3%           | 90.9%           | 100.0%      | 91.3%         |
|   |  | いいえ                               | 5.9%        | 7.0%       | 2.8%       | 0.0%       | 4.2%       | 6.7%          | 5.8%        | 0.0%      | 7.7%            | 9.1%            | 0.0%        | 8.7%          |
|   | ⑧ 利用者の安全や保護のためたととしても、身体拘束・行動制限は行わない          | はい                                | 73.9%       | 76.1%      | 69.4%      | 50.0%      | 72.9%      | 72.3%         | 80.8%       | 100.0%    | 61.5%           | 75.8%           | 75.0%       | 78.3%         |
|   |  | いいえ                               | 26.1%       | 23.9%      | 30.6%      | 50.0%      | 27.1%      | 27.7%         | 19.2%       | 0.0%      | 38.5%           | 24.2%           | 25.0%       | 21.7%         |
|   | ⑨ 常に不適切なケアの改善を意識しており、より良いケアを職員に指導している        | はい                                | 82.4%       | 80.3%      | 86.1%      | 83.3%      | 87.5%      | 77.3%         | 82.7%       | 100.0%    | 76.9%           | 84.8%           | 87.5%       | 91.3%         |
|   |  | いいえ                               | 17.6%       | 19.7%      | 13.9%      | 16.7%      | 12.5%      | 22.7%         | 17.3%       | 0.0%      | 23.1%           | 15.2%           | 12.5%       | 8.7%          |
|   | 3<br>職場の実態                                   | ① 理念、倫理綱領、行動規範等を定め、職員に周知徹底ができています | はい          | 49.3%      | 40.8%      | 47.2%      | 16.7%      | 68.8%         | 38.7%       | 63.5%     | 0.0%            | 61.5%           | 48.5%       | 50.0%         |
|   |  | いいえ                               | 50.7%       | 59.2%      | 52.8%      | 83.3%      | 31.3%      | 61.3%         | 36.5%       | 100.0%    | 38.5%           | 51.5%           | 50.0%       | 34.8%         |
| ② 人権尊重など基本的な職業倫理に関する教育(研修)を充分おこなっている                    |  | はい                                | 46.5%       | 45.1%      | 41.7%      | 16.7%      | 62.5%      | 41.2%         | 59.6%       | 100.0%    | 46.2%           | 39.4%           | 37.5%       | 47.8%         |
|   |  | いいえ                               | 53.5%       | 54.9%      | 58.3%      | 83.3%      | 37.5%      | 58.8%         | 40.4%       | 0.0%      | 53.8%           | 60.6%           | 62.5%       | 52.2%         |
| ③ 虐待防止や不適切ケア防止に関する研修を充分行っている                            |  | はい                                | 59.6%       | 59.2%      | 61.1%      | 33.3%      | 70.8%      | 56.3%         | 65.4%       | 100.0%    | 61.5%           | 48.5%           | 50.0%       | 69.6%         |
|   |  | いいえ                               | 40.4%       | 40.8%      | 38.9%      | 66.7%      | 29.2%      | 43.7%         | 34.6%       | 0.0%      | 38.5%           | 51.5%           | 50.0%       | 30.4%         |
| ④ 身体拘束は行わない原則を徹底した上で、緊急やむを得ない場合の身体拘束等の手続き、方法を明確に文書化している |  | はい                                | 83.6%       | 95.8%      | 91.7%      | 100.0%     | 79.2%      | 92.4%         | 65.4%       | 100.0%    | 92.3%           | 78.8%           | 50.0%       | 69.6%         |
|   |  | いいえ                               | 16.4%       | 4.2%       | 8.3%       | 0.0%       | 20.8%      | 7.6%          | 34.6%       | 0.0%      | 7.7%            | 21.2%           | 50.0%       | 30.4%         |
| ⑤ フロア・事業所の入り口などに施錠がされていない                               |  | はい                                | 68.1%       | 64.8%      | 52.8%      | 66.7%      | 79.2%      | 54.6%         | 92.3%       | 100.0%    | 61.5%           | 69.7%           | 70.8%       | 91.3%         |
|   |  | いいえ                               | 31.9%       | 35.2%      | 47.2%      | 33.3%      | 20.8%      | 45.4%         | 7.7%        | 0.0%      | 38.5%           | 30.3%           | 29.2%       | 8.7%          |
| ⑥ 利用者・家族からの苦情や要望に対応するシステムが明確になっている                      |  | はい                                | 96.5%       | 98.6%      | 97.2%      | 100.0%     | 95.8%      | 97.5%         | 88.5%       | 100.0%    | 92.3%           | 100.0%          | 100.0%      | 95.7%         |
|   | いいえ  | 3.5%                              | 1.4%        | 2.8%       | 0.0%       | 4.2%       | 2.5%       | 11.5%         | 0.0%        | 7.7%      | 0.0%            | 0.0%            | 4.3%        |               |
| 3<br>職場の実態  | ⑦ 第三者委員の積極的活用など、施設が閉鎖的にならないように努力している         | はい                                | 65.5%       | 77.5%      | 38.9%      | 33.3%      | 85.4%      | 59.7%         | 82.7%       | 100.0%    | 38.5%           | 51.5%           | 41.7%       | 87.0%         |
|   |  | いいえ                               | 34.5%       | 22.5%      | 61.1%      | 66.7%      | 14.6%      | 40.3%         | 17.3%       | 0.0%      | 61.5%           | 48.5%           | 58.3%       | 13.0%         |
|   | ⑧ 職員の不満・ストレスを常時キャッチし、相談できる体制がある              | はい                                | 67.1%       | 52.1%      | 75.0%      | 50.0%      | 87.5%      | 57.1%         | 71.2%       | 100.0%    | 69.2%           | 72.7%           | 83.3%       | 78.3%         |
|   |  | いいえ                               | 32.9%       | 47.9%      | 25.0%      | 50.0%      | 12.5%      | 42.9%         | 28.8%       | 0.0%      | 30.8%           | 27.3%           | 16.7%       | 21.7%         |
|   | ⑨ 職場の業務改善に向けて、職員の提案や意見を取り入れて運営している           | はい                                | 94.4%       | 94.4%      | 94.4%      | 83.3%      | 95.8%      | 95.0%         | 90.4%       | 100.0%    | 92.3%           | 90.9%           | 100.0%      | 100.0%        |
|   |  | いいえ                               | 5.6%        | 5.6%       | 5.6%       | 16.7%      | 4.2%       | 5.0%          | 9.6%        | 0.0%      | 7.7%            | 9.1%            | 0.0%        | 0.0%          |
|   | ⑩ 事業所の運営に職員の意見を取り入れ、参加を積極的に進めている             | はい                                | 75.1%       | 67.6%      | 58.3%      | 33.3%      | 85.4%      | 68.9%         | 86.5%       | 100.0%    | 84.6%           | 78.8%           | 87.5%       | 95.7%         |
|   |  | いいえ                               | 24.9%       | 32.4%      | 41.7%      | 66.7%      | 14.6%      | 31.1%         | 13.5%       | 0.0%      | 15.4%           | 21.2%           | 12.5%       | 4.3%          |
|   | ⑪ 事業所情報を積極的に公表している                           | はい                                | 75.4%       | 73.2%      | 61.1%      | 50.0%      | 91.7%      | 72.3%         | 80.8%       | 100.0%    | 61.5%           | 78.8%           | 83.3%       | 73.9%         |
|   |  | いいえ                               | 24.6%       | 26.8%      | 38.9%      | 50.0%      | 8.3%       | 27.7%         | 19.2%       | 0.0%      | 38.5%           | 21.2%           | 16.7%       | 26.1%         |
|   | 3<br>職場の実態                                   | ① 職員は全員、虐待の種類と身体拘束禁止11項目を知っている    | はい          | 16.9%      | 12.7%      | 38.9%      | 16.7%      | 10.4%         | 12.6%       | 15.4%     | 0.0%            | 46.2%           | 6.1%        | 25.0%         |
|   |  | いいえ                               | 83.1%       | 87.3%      | 61.1%      | 83.3%      | 89.6%      | 87.4%         | 84.6%       | 100.0%    | 53.8%           | 93.9%           | 75.0%       | 73.9%         |
| ② 利用者に対して人格を傷つける態度や言葉を使っていない(指示的口調・子ども扱い)               |  | はい                                | 57.3%       | 53.5%      | 55.6%      | 66.7%      | 52.1%      | 48.7%         | 71.2%       | 0.0%      | 38.5%           | 60.6%           | 75.0%       | 82.6%         |
|   |  | いいえ                               | 42.7%       | 46.5%      | 44.4%      | 33.3%      | 47.9%      | 51.3%         | 28.8%       | 100.0%    | 61.5%           | 39.4%           | 25.0%       | 17.4%         |
| ③ 職員間で利用者に対する態度や言葉づかいを相互に注意できている                        |  | はい                                | 61.0%       | 60.6%      | 58.3%      | 33.3%      | 62.5%      | 55.5%         | 55.8%       | 0.0%      | 61.5%           | 66.7%           | 79.2%       | 87.0%         |
|   |  | いいえ                               | 39.0%       | 39.4%      | 41.7%      | 66.7%      | 37.5%      | 44.5%         | 44.2%       | 100.0%    | 38.5%           | 33.3%           | 20.8%       | 13.0%         |
| ④ 上司や先輩が積極的に声をかけ、悩みを聞いている                               |  | はい                                | 78.9%       | 78.9%      | 72.2%      | 83.3%      | 89.6%      | 73.9%         | 82.7%       | 100.0%    | 76.9%           | 78.8%           | 91.7%       | 69.6%         |
|   |  | いいえ                               | 21.1%       | 21.1%      | 27.8%      | 16.7%      | 10.4%      | 26.1%         | 17.3%       | 0.0%      | 23.1%           | 21.2%           | 8.3%        | 30.4%         |
| ⑤ 関連する法律や規定についての知識が職員間で身についている                          |  | はい                                | 16.0%       | 14.1%      | 25.0%      | 0.0%       | 20.8%      | 11.8%         | 19.2%       | 0.0%      | 7.7%            | 12.1%           | 12.5%       | 30.4%         |
|   |  | いいえ                               | 84.0%       | 85.9%      | 75.0%      | 100.0%     | 79.2%      | 88.2%         | 80.8%       | 100.0%    | 92.3%           | 87.9%           | 87.5%       | 69.6%         |
| ⑥ 介護サービス計画に基づいたケアが実践できている                               |  | はい                                | 88.3%       | 84.5%      | 91.7%      | 100.0%     | 95.8%      | 84.9%         | 88.5%       | 100.0%    | 76.9%           | 90.9%           | 91.7%       | 91.3%         |
|   | いいえ  | 11.7%                             | 15.5%       | 8.3%       | 0.0%       | 4.2%       | 15.1%      | 11.5%         | 0.0%        | 23.1%     | 9.1%            | 8.3%            | 8.7%        |               |
| 3<br>職場の実態  | ⑦ 利用者に日常的な情報提供ができています(職員の異動退職の事前伝達、勤務者、予定など) | はい                                | 58.2%       | 43.7%      | 30.6%      | 16.7%      | 70.8%      | 50.4%         | 84.6%       | 100.0%    | 69.2%           | 75.8%           | 66.7%       | 69.6%         |
|   |  | いいえ                               | 41.8%       | 56.3%      | 69.4%      | 83.3%      | 29.2%      | 49.6%         | 15.4%       | 0.0%      | 30.8%           | 24.2%           | 33.3%       | 30.4%         |
|   | ⑧ 個々の利用者の生活リズムを尊重したケアを提供できている                | はい                                | 77.9%       | 67.6%      | 63.9%      | 50.0%      | 91.7%      | 68.9%         | 90.4%       | 0.0%      | 69.2%           | 93.9%           | 95.8%       | 95.7%         |
|   |  | いいえ                               | 22.1%       | 32.4%      | 36.1%      | 50.0%      | 8.3%       | 31.1%         | 9.6%        | 100.0%    | 30.8%           | 6.1%            | 4.2%        | 4.3%          |
|   | ⑨ 利用者・家族から要望や苦情が活発にあり、対応できている                | はい                                | 79.1%       | 78.9%      | 77.8%      | 66.7%      | 77.1%      | 78.2%         | 84.6%       | 100.0%    | 84.6%           | 78.8%           | 75.0%       | 82.6%         |
|   |  | いいえ                               | 20.9%       | 21.1%      | 22.2%      | 33.3%      | 22.9%      | 21.8%         | 15.4%       | 0.0%      | 15.4%           | 21.2%           | 25.0%       | 17.4%         |
|   | ⑩ 職員は利用者から呼び止められたら、必ず立ち止まり話を聞いている            | はい                                | 54.7%       | 31.0%      | 58.3%      | 66.7%      | 62.5%      | 42.0%         | 76.9%       | 100.0%    | 38.5%           | 63.6%           | 83.3%       | 82.6%         |
|   |  | いいえ                               | 45.3%       | 69.0%      | 41.7%      | 33.3%      | 37.5%      | 58.0%         | 23.1%       | 0.0%      | 61.5%           | 36.4%           | 16.7%       | 17.4%         |
|   | ⑪ ボランティアが活発、面会が頻回、見学がいつでもできるなど事業所が開放的である     | はい                                | 93.4%       | 94.4%      | 61.1%      | 100.0%     | 97.9%      | 96.6%         | 92.3%       | 100.0%    | 92.3%           | 100.0%          | 100.0%      | 100.0%        |
|   |  | いいえ                               | 6.6%        | 5.6%       | 38.9%      | 0.0%       | 2.1%       | 3.4%          | 7.7%        | 0.0%      | 7.7%            | 0.0%            | 0.0%        | 0.0%          |