149 - FORMALIZED TYPES OF COMPLAINTS FROM ELDERLY PROTECTION SERVICES

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I - THE THEME AND ITS INTEREST IN HEALTH

The growing population of older people there is a concern of governments of various countries by the complexity of this phenomenon. The various problems arising therefrom can be exemplified in the impact it produces on health services in welfare and infrastructure services in general are not prepared to contemplate the consequent demand for it produced (VERAS & PARAHYBA, 2007; BATICH, 2004; SOUZA et al, 2008).

However, they are remarkable social and economic inequalities between developing and industrialized countries, as well as the social gap of each nation with the effects on the health conditions of the population. In the face of such concern to WHO calls attention on the situation of Brazil, noting that 2025 will occupy the sixth position in the largest number of elderly people, requiring thus a particular attention from the Brazilian government to create social policies for the elderly with aim to prepare the company for that reality (OMS, 2005). Linked to this reality, not least, there is a low level of awareness on the rights of elderly and aging in itself, particularly in Brazil, confirmed by research from the organs of protection to elderly ups for non-practice of citizenship, demonstrated by the low demand for those services (FONSECA & GONÇALVES, 2003). It appears, given that fact that the elderly and their coming do not feel free to seek those services, whether by misinformation, fear, shame and little reception at the time of performing their complaints.

Such policies have momentum in the 80s, with the reformulation of the health system included in the SUS (Unified Health System). In this process, there is the beginning of a greater concern for the elderly, with the restructuring of the health system and assistance based on a programmatic perspective, emerging The pass (Program of Health Care in Aging) (CASTANHEIRA, 1995). This program offers a model of integrated care, addressing the aging process as a vital social and by encouraging respect for the rights of the elderly. Also, take into consideration the process of population aging, the demands generated by this phenomenon, in front of a specific legislation (BORGES & MOURA, 2005) that ensures social rights for the elderly, to create conditions for promotion of independence and social integration that population.

Accordingly, the Rules of Aging (2003) values the citizenship of the elderly, to explain their fundamental rights: the right to life, freedom, respect and dignity, health and nutrition, education, culture, sports and leisure; Housing and transportation. You may also, of the measures of protection, policy on care of the elderly and access to justice. Thus guarantees and expands the rights of Brazilians over 60 years, establishing penalties for the failure or neglect of the elderly. (BORGES & MOURA, 2005).

From the arguments, the issue of this study focuses on the following question: what are the types of complaints filed with the bodies of protecting the elderly, particularly in health, and who are the complainants?

Geared to this question, this study has the objective of characterizing the types of complaints with the services of protection to the elderly and noted the complaints filed in the health field.

II METHODOLOGY

This is a documentary study on the complaints filed by the elderly, their families or curators, the organs of protection of their rights.

Data collection for this study was performed on records from the notifications recorded in the Curator of the Citizen and the Police station in João Pessoa, that serve elderly, from January 2006 to December 2007.

The data compiled were transcribed in full, as each complaint and then formally submitted to the technique of thematic content analysis of categorical, (BARDIN, 2003) due to the following steps: formation of the corpus (number of records of notifications of two years, N = 190), selection of units of context (paragraph) and record (themes, defined by the complaint); coding; grouping, the categorization process, inference and interpretation of results presented in themes and context.

III COMPLAINTS AND COMPLAINANTS

During the period, obtained a whole has 190 complaints, with a predominance of registered during the years of 2006 and 2007. The content analysis of these documents enabled the empirical configuration of seven categories: health, legal, violence, social welfare, public policy and complaint.

In that dominated the whole health category (66 complaints), followed by legal (64 complaints) and violence (44 complaints) and fewest another complaint with only a complaint.

In *health* category, the most frequent content related to solicitation of drugs (19) as the largest number of complaints, followed by Clarification on the negative tests (16) and Medical malpractice (15), representing 75.8% of the claims in that subset.

Of the categorized as *legal*, it is abandonment of the elderly by family members (23), followed by non-compliance with the status of the elderly (14), followed by disregarding the right of the elderly (13), representing 78.1% of the records that subset. Breach of regulations and disrespect for the rights set the same offense.

The records whose content category composed the *violence*, prevailed complaints of ill-treatment of elderly (29) and verbal aggression (09).

In content categorized as *social*, complaints that stand out are more requests for certificate of death for older (07), as complaints since the family was denied to provide in that often the work of private institutions had to shoulder the responsibility. Then come the problems relating to the removal of acarretados elderly (3), with complaints similar to complaints related to the death certificate.

The *pension* category presents the record of five complaints, mainly the contents on applications for retirement (04).

In *public order*, all content is directed to complaints about noise sound at home (04) who have elderly neighbors.

Yet if complaint notes when complaint is made about services for the construction carried out in homes of the elderly.

Such complaints can be viewed in Table 1, below.

TYPES OF COMPLAINTS	OCCURRENCES	2006	2007	Nÿ
HEALTH	- Ordering drugs	10	09	19
	- Clarification on the negative tests	09	07	16
	- Medical malpractice	11	05	15
	- Request for exams	03	05	08
	- Retention card benefit	00	02	02
	- Refusal to permit examination of	01	04	05
	- Request for care for elderly	03	02	05
	- Request for prosthesis	00	02	02
	- Bad service	01	00	01
	- Internal mother in shelter	02	01	03
	- Internal in psychiatric hospital	00	01	01
	- Lack of medical	01	00	01
	Subtotal	41	38	66
LEGAL	- Neglect of elderly by family	**11**	**12**	**23**
	- Breach of statute	**09**	**05**	**14**
	- Racial Discrimination	**00**	**02**	02
	- Disregard the right of the elderly	**06**	**07**	**13**
	- Bad use of retirement	**02**	**05**	07
	- Cancellation of Retirement	**01**	**03**	04
	- Measuring loan for elderly	**03**	**05**	08
	Subtotal			64
VIOLÿNC E	- Physical abuse to the elderly	**15**	**14**	**29**
	- Verbal assault	**06**	**03**	09
	- Failure of distress and negligence	**04**	**02**	06
	Subtotal			44
SOCIAL	- Request for certificate of death	**02**	**05**	**07**
	- Removal of elderly	**00**	**03**	03
	Subtotal			10
RETIREMENT	- Request for retirement	**01**	**03**	**04**
	- Insurance policy (life)	**01**	**00**	01
	Subtotal			05
PUBLIC ORDER	- Noise of sound in residence	03	01	04
OTHER COMPLAINT	- Building problems	01	00	01
GRAND TOTAL			190	

Table 1 - Distribution of types of complaints and events. Joao Pessoa, Paraíba. 2006/2007

As described (table 1), there is significant number of notifications relating to ill-treatment in elderly (29), both by family members as care received in services, followed by application of medicines (19) and malpractice (16).

The fulfillment of the rights of the elderly means respecting the rights of the citizen to take refuge in the Federal Constitution, the Brazilian Civil Code and the National Policy for the Elderly SNDH: National Secretariat for Human Rights (1998), Law No. 8842, to January 4 1994 (BRAZIL, 1998) which covers the legal aspects (legal) rights of the elderly. So the Brazilian Constitution of 1988 (BRAZIL, 1998), in its Article 1, raises the citizenship as one of the foundations of democratic rule. It involves the citizenship rights on Tuesday, and accept, in contrast, the performance of duties in the society in which they want to live.

It is in this study characterize the types of complaints with the services of protection to the elderly and noted the complaints filed as part of health supported the Brazilian Civil Code, included in the Brazilian Constitution and the National Program for Human Rights. (BRAZI, 1998).

V FINAL CONSIDERATIONS

It is evident that the rights of health are present in the notifications as: *lack of doctors, neglected in health care, medical error, medicines solicitation*, among others, most of them are geared towards health claims - making clear that the right to health for the elderly also set up a utopia in the country, since their security in general happens upon complaint to the competent bodies, as a result of lawsuits.

To understand the elderly, it is necessary to reflect their own aging, with special attention to the unequal distribution of rights and duties, trying minimize the crisis that brought the public the lack of credibility, as suggested by Brazilian society in the state of law, ie , In democratic institutions. While it understands the government's attention to the care of elderly in the Basic Health Units identified in the “Covenant for Life ", as an attempt to answer this population.

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FORMALIZED TYPES OF COMPLAINTS FROM ELDERLY PROTECTION SERVICES

ABSTRACT

The study has the objective of characterizing the types of complaints with the services of protection to the elderly and emphasizing the complaints filed, particularly in the health field. This is a documentary study conducted on the basis of complaints filed documents in the years 2005 and 2006, next to the bodies of protecting the elderly, based on the rights protected in the Constitution, Civil Code and Brazilian National Policy of Aged, in particular, the rights to health. The material collected was subjected to content analysis thematic categories. The results showed six categories of analysis: social, public order, health, welfare, violence, legal and other claims.

Keywords: Complaints; Elderly Rights; Health

FORMALISER LES TYPES DE PLAINTES DE SERVICES VISANT A PROTEGER LES PERSONNES AGEES.

ABSTRACT

L'étude a pour objectif de caractériser les types de plaintes avec les services de protection aux personnes âgées et mettant l'accent sur les plaintes déposées, en particulier dans le domaine de la santé. Ce documentaire est une étude réalisée sur la base de plaintes déposées documents dans les années 2005 et 2006, à côté des organes de la protection des personnes âgées, sur la base des droits protégés par la Constitution, Code civil brésilien et de la politique nationale Personnes âgées, en particulier, les droits à la santé. Le matériel collecté a été soumis à analyze catégories thématiques. Les résultats ont montré six catégories d'analyze: sociale, de l'ordre public, la santé, le bien-être, la violence, juridiques et autres créances.

Mots-clés: Plaintes, droits des personnes âgées, la santé

FORMALIZACIÓN DE LOS TIPOS DE QUEJAS DE LOS SERVICIOS PARA PROTEGER A LAS PERSONAS DE EDAD AVANZADA.

RESUMEN

El estudio tiene el objetivo de caracterizar los tipos de denuncias con los servicios de protección a las personas de edad avanzada y haciendo hincapié en las denuncias presentadas, en particular en el ámbito de la salud. Este documental es un estudio realizado sobre la base de las denuncias presentadas en los documentos de los años 2005 y 2006, junto a los organismos de protección de las personas de edad avanzada, sobre la base de los derechos protegidos en la Constitución, Código Civil brasileño y Política Nacional de Años de edad, en particular, los derechos a la salud. El material recolectado fue sometido a análisis de contenido temático categorías. Los resultados mostraron seis categorías de análisis: social, el orden público, la salud, el bienestar, la violencia, jurídicas y otras reclamaciones.

Palabras clave: Quejas; Derechos de las Personas de Edad; Salud

TIPOS DE RECLAMAÇÕES FORMALIZADAS JUNTO AOS SERVIÇOS DE PROTEÇÃO AO IDOSO.

RESUMO

O estudo tem os objetivos de caracterizar os tipos de reclamações junto aos serviços de proteção ao idoso e salientando as queixas formalizadas, em particular, no âmbito da saúde. Trata-se de um estudo documental realizado, a partir de queixas formalizadas nos documentos dos anos de 2005 e 2006, junto aos órgãos de proteção do idoso, tomando-se por base os direitos amparados na Constituição Federal, Código Civil Brasileiro e Política Nacional do Idoso, em particular, os direitos à saúde. O material colhido foi submetido à análise de conteúdo temática categorial. Os resultados apontaram seis categorias de análise: social; ordem pública; saúde; previdenciária; violência; jurídica e outras queixas.

Palavras chave: Reclamações; Direitos dos Idosos; Saúde.