



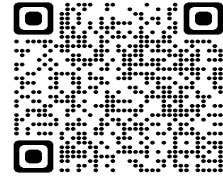
Fact Sheet – Organisational Abuse

1. What is Organisational Abuse and Neglect?

Organisational abuse (sometimes referred to as institutional abuse) is neglect and poor care practice within an institution or specific care setting such as a hospital or care home and can include care provided in a person's own home.

Scan the QR code (on the right) to watch a video about Organisational Abuse or click the link below:

<https://www.tsab.org.uk/key-information/safeguarding-explained-videos/>



2. Why it's Important

Everyone has a right to live in safety, free from abuse and neglect. The safeguarding duty under the Care Act 2014 applies to any adult who:

- has needs for care and support (whether or not the Local Authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect;
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

People who meet the criteria above are less likely to identify themselves as being abused. Safeguarding is Everyone's Business and we all have a responsibility to recognise and report abuse and neglect.

3. Spotting the Signs of Organisational Abuse and Neglect

The list below is not exhaustive:

- Run-down or poor facilities, including the standard of heating and ventilation
- Abusive and disrespectful attitudes towards people using services
- Lack of flexibility and choice for people using the service
- Lack of respect for dignity and privacy
- Not providing adequate food or drink
- Not promoting independence, poor moving and handling practices
- Misuse of medication
- Unexplained bruising without body mapping evidence
- High staff turnover resulting in poor quality care
- Discouraging/refusing visits or involvement of relatives, friends or carers
- Lack of personal items, clothing or possessions
- Few social, recreational and educational activities

Prevention is key in ensuring that organisational abuse does not occur. Fully meeting people's care and support needs keeps them as healthy and as happy as possible for as long as possible. Prevention is also about empowering people to protect themselves and listening to them about what they want to happen.

4. More Information on Organisational Abuse and Neglect

<https://www.tsab.org.uk/key-information/general-public/organisational-abuse-2/>

5. What to do if you suspect Organisational Abuse may be occurring:

Contact your local adult social care team:

<https://www.tsab.org.uk/report-abuse/>

Hartlepool
01429 523 390
iSPA@hartlepool.gov.uk

Stockton-on-Tees
01642 527 764
FirstContactAdults@stockton.gov.uk

Middlesbrough
01642 065 070
adultaccessteam@middlesbrough.gov.uk

Redcar & Cleveland
01642 771 500
AccessAdultsTeam@redcar-cleveland.gov.uk

Evenings & Weekends
01642 524552

If you believe that a crime has occurred and the police are not already aware they must be notified by calling 101, in cases of emergency call 999.