

Fact Sheet | Organisational Abuse



1 Background:

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. This can range from a one off incident to on-going ill-treatment, incidents between residents, and can occur as a result of neglect or poor professional practice because of the structure, policies, processes and practices within an organisation.

2 Why it's important:

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. The safeguarding duty under the Care Act 2014 applies to any adult who:

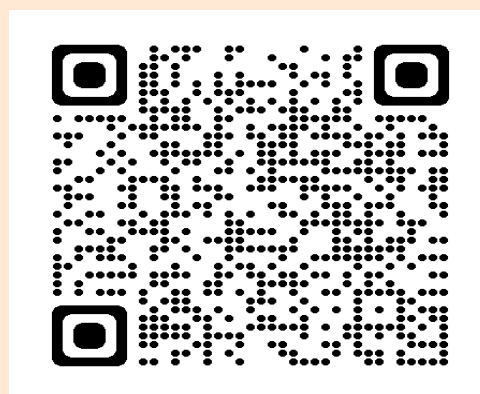
- has needs for care and support (whether or not the Local Authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect;
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

People who meet the criteria above are less likely to identify themselves as being abused! Safeguarding is Everyone's Business and we have a responsibility to ensure we apply the six principles of Adult Safeguarding

- **Empowerment**
- **Prevention**
- **Proportionality**
- **Protection**
- **Partnership**
- **Accountability**

3 What is Organisational Abuse and Neglect?

Scan the QR code to watch a video which explains organisation abuse :



Or click the link below:

[Safeguarding Explained: Videos | Teeswide Safeguarding Adults Board \(tsab.org.uk\)](https://www.tsab.org.uk/Safeguarding-Explained-Videos)

4 Spotting the Signs:

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

5 More Information on Organisational Abuse:

What a Good Organisation looks like:

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

Information on types of abuse and when concerns should be reported:

<https://www.tsab.org.uk/key-information/policies-strategies/>

Incidents between Residents - Advice for Local Authority Professionals:

<https://www.tsab.org.uk/key-information/policies-strategies/>

Incidents between Residents - Powerpoint presentation:

<https://www.tsab.org.uk/key-information/policies-strategies/>

7 Other useful resources:

If you're concerned about the quality of care, you can also report it to the Care Quality Commission. <https://www.cqc.org.uk/>

<https://www.scie.org.uk/>

<https://www.tsab.org.uk/key-information/links-to-other-websites/>

<https://www.anncrafttrust.org/institutional-abuse-definitions-signs-symptoms/>

<https://www.tsab.org.uk/key-information/newsletters/>

6 What to do:

Ensure your organisation has a Safeguarding Adults Policy and Procedure in place and all staff are aware of how to report any concerns if they suspect organisational abuse may be occurring.

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

Hartlepool

01429 523 390

iSPA@hartlepool.gov.uk

Middlesbrough

01642 065 070

adultaccessteam@middlesbrough.gov.uk

Redcar & Cleveland

01642 771 500

AccessAdultsTeam@redcar-cleveland.gov.uk

Stockton-on-Tees

01642 527 764

FirstContactAdults@stockton.gov.uk

Evenings and Weekends

01642 524 552

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 an emergency call 999.