Organisational Abuse

Organisational Abuse refers to neglect and poor care practice within an institution or specific care setting.

Types of Organisational Abuse

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Insufficient staff or high turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately

Signs and Indicators

- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities
- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support

Support Services

- If someone is in immediate danger call the Police on 999.
- To make a safeguarding referral visit: Report abuse/neglect of a vulnerable adult or contact the Community Adult Front Door on 01942 828777.

Organisational Abuse

What is Organisational Abuse?

Organisational abuse refers to inadequate care practices within institutions that lead to the mistreatment of individuals, often affecting their physical, emotional, and mental well-being.

Key Characteristics

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care
- Inappropriate use of restraints
- Not providing adequate food and drink.

Signs and Indicators:

- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Missing documents

Legal Framework

- The Care Act 2014
- Care Quality Comission