

Organisational or institutional abuse can involve more than one abuser, and there might also be a number of people experiencing the same abuse e.g. hate crime against particular groups or several family members mistreating a dependent.

What can you do if you come across Organisational Abuse?

There are several ways in which you can try and address Organisational Abuse, you can:-

- Talk to the Manager of the service or make a complaint using their complaints process
- If the service is regulated you can contact the regulator such as the Care Quality Commission on 03000 616161.
- Make a referral to Adult Safeguarding Team at the Multi-Agency Safeguarding Hub (MASH) on 0800 137 915.
- If you think a crime has been committed you should contact the police on 101 or if in an emergency on 999.

It is important that you report any abuse that you may see as it is only when issues are raised that services can be changed and the lives of service users improved.



ORGANISATIONAL ABUSE



This leaflet has been designed by Buckinghamshire's Safeguarding Adults Board to provide advice and guidance to those working with adults with care and support needs. Further details on how to support people who are being abused can be found in the BSAB Multi-Agency Policy and Procedures which can be found on our website.

<http://www.buckinghamshirepartnership.co.uk/safeguarding-adults-board/professional-resources/>

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What is Organisational Abuse?

Organisational or institutional abuse is the mistreatment of people brought about by poor or inadequate care or support, or systematic poor practice that affects the whole care setting. It occurs when the individual's wishes and needs are sacrificed for the smooth running of a group, service or organisation. Organisational abuse includes:

- neglect
- poor care practice within an institution or specific care setting such as a hospital or care home
- poor practice in relation to care provided in one's own home

This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.



Potential indicators of organisational abuse.

It is important not to jump to the wrong conclusions too quickly but the following list may be possible indicators of institutional abuse:

- no flexibility in bedtime routine and/or deliberate waking
- people left on a commode or toilet for long periods of time
- inappropriate care of possessions, clothing and living area
- lack of personal clothes and belongings
- un-homely or stark living environments
- deprived environmental conditions and lack of stimulation
- inappropriate use of medical procedures such as enemas, catheterisation
- batch care - lack of individual care programmes
- illegal confinement or restrictions
- inappropriate use of power or control
- people referred to, or spoken to with disrespect

- inflexible services based on convenience of the provider rather than the person receiving services
- inappropriate physical intervention
- service user removed from the home or establishment, without discussion with other appropriate people or agencies because staff are unable to manage the behaviour



Why does it happen?

In formal settings Organisational or institutional abuse is more likely to occur where staff are:

- inadequately trained
- poorly supervised
- not supported by management
- have poor communication skills
- part of a 'closed' culture, for example a care setting where new ideas, visitors, care management or other professional involvement is discouraged