

# ORGANISATIONAL OR INSTITUTIONAL ABUSE

ADULTS



## What is organisational or institutional abuse?

Organisational abuse occurs when an organisation's priorities, policies and practices are more important than individuals' needs and wishes.

It includes a failure to ensure that the necessary standards are in place to protect and maintain good standards of care according to individual choice.

## Types of organisational or institutional abuse:



- 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
- abusive and disrespectful attitudes towards people using the service
- inappropriate use of restraints
- lack of respect for dignity and privacy
- failure to manage residents with abusive behaviour
- 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
- interference with personal correspondence or communication
- failure to respond to complaints



## Possible indicators of organisational or institutional abuse:



- 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

(Social Care Institute of Excellence, 2018)



Your Parish Safeguarding Officer is: