

# Safeguarding Adults Week 2020

## 7-minute briefings

### Background

Organisational abuse includes neglect and poor care practice within a specific care setting. This could be a hospital or a care home, but also care received in the home. It is also known as 'institutional' abuse and is one of the 10 types of harm defined within the Care Act.

The abuse can range from one off incidents to ongoing ill-treatment and can occur as a result of neglect or poor professional practice because of the structure, policies, processes and practices within an organisation.

### Why it matters

People with care and support needs such as older people or people with disabilities are more likely to be abused or neglected. They are less likely to be able to identify and/or report the abuse.

### Information

Organisational abuse doesn't have to involve physical violence; it can be something like insisting that a person in care drinks their tea at the same time every day. This may seem a small thing but taking away someone's right to choose can count as abuse.

### What to do

It's important that organisations have a Safeguarding Adults Policy & Procedure in place so they are prepared to respond if abuse or neglect has occurred. Such a policy also promotes the importance of safeguarding throughout the whole organisation.

If you suspect that organisational abuse is happening you should report it to Halton's Integrated Adult Safeguarding Unit by calling 0151 907 8306.

If you're concerned about the quality of care, you can also report it to the [Care Quality Commission](#).

If someone is in immediate danger, you should call 999 for emergency assistance.



Abuse can take many forms, including:

- Physical / verbal abuse, including a disrespectful attitude;
- Financial abuse;
- Inappropriate use of power/control;
- Inappropriate confinement or restraint;
- Not providing food/drink (or assistance with it);
- Limiting choice (e.g. over food or environmental factors such as heating) or flexibility with routines (e.g. bed time);
- Taking away an individual's clothing or possessions;
- A run-down/overcrowded care setting;
- Insufficient staffing leading to poor quality care.

[SCIE](#) outline some signs of organisational abuse such as people being hungry/dehydrated, poor record-keeping/missing documents, absence of visitors, limited social/recreational activities, absence of care plans, lack of personal clothing/possessions and inadequate staffing/procedures/management.