

## Organisational Abuse

Organisational (formerly known as Institutional Abuse) can be defined as abuse or mistreatment by a regime as well as by individuals within any building where care is provided.

Abusive Action	Signs & Symptoms
<ul style="list-style-type: none"> <li>• <b>Poor care standards</b></li> <li>• <b>Lack of response to specific needs</b></li> <li>• <b>Rigid routines</b></li> <li>• <b>Inadequate staffing</b></li> <li>• <b>Poorly trained staff.</b></li> </ul>	<ul style="list-style-type: none"> <li>• lack of flexibility/choice/options;</li> <li>• lack of opportunity for drinks or snacks; lack of choice or consultation over meals;</li> <li>• lack of dignity;</li> <li>• pressure sores; skin tears; dehydration;</li> <li>• person is unkempt and smells;</li> <li>• inappropriate use of communal items e.g. clothing or toiletries;</li> <li>• inappropriate restraint;</li> <li>• lack of satisfactory procedures for financial management;</li> <li>• staff member has a history of moving job; high staff turnover;</li> <li>• lack of privacy, including intercepting mail, restricting visits, control of phone;</li> <li>• derogatory remarks overheard;</li> <li>• public discussion of personal matters;</li> <li>• inadequate or delayed response to medical requests or requests for assistance or support;</li> <li>• missing documentation;</li> <li>• entering rooms without knocking/seeking permission;</li> <li>• Staff have an overly controlling relationship with service users and service users' activities;</li> <li>• Staff not available;</li> <li>• Service users are abusive to staff and other service users.</li> </ul>

**NOTE:** The following lists under each category of abuse contain examples of possible indicators. The presence of one or more of these signs or symptoms does not necessarily confirm abuse. Remember if you are ever uncertain you can contact the Diocesan Safeguarding Team for advice, guidance and support.