

ORGANISATIONAL ABUSE FACTSHEET



Did you know?

According to [World Health Organisation](#) rates of abuse of older people are high in institutions such as nursing homes and long-term care facilities.

What is Organisational Abuse?

Organisational abuse occurs when an organisation or service such as a hospital, care home or mental health hospital, or an organisation like a care agency, fail to provide a standard of care and treatment which causes harm to a person.

Organisational Abuse is different to neglect as it is about the throughout the organisation; sometimes with lots of people being affected.

Why can it happen?

In formal settings organisational 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

Organisational abuse can involve more than one abuser, and there might also be a number of people experiencing the same abuse.

Signs of Organisational Abuse

Signs may include:

- treating adults like children
- decision-making by staff group, service or organisation
- strict/inflexible routines or schedules for daily activities such as mealtimes, bed / awakening times, bathing / washing, going to the toilet
- lack of privacy, dignity, choice or respect for people as individuals
- unsafe or unhygienic environment
- inappropriate use of power or control
- inappropriate confinement, restraint or restriction
- lack of choice or options with food and drink, dress, possessions, daily and social activities
- failure to manage residents with abusive behaviour
- misuse of medication
- Poor record keeping

Report a Concern

If you believe someone may be at risk of organisational abuse or any other abuse/neglect raise a concern by completing a [referral form](#) or contact Knowsley MASH team on Tel: **0151 443 2600**.

If you believe a person is in immediate risk of harm, you should contact the police by ringing 999.