

# Early Warning Signs of Possible Institutional Abuse

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# How concerns come to light

- In Care Reviews
- During visits to services (anyone including the public)
- In Discussions with managers, staff or residents
- Information from families
- Information from the Care Quality Commission
- Information from any health or social care staff.
- As a result of an adult protection alert
- In the Community from a member of the public
- From the Police



# Sharing Concerns

- **Thresholds that identify a spread or range of indicators is not proof of abuse but it may help us to consider that all may not be well in the service. Issues include:**



# Indicators 1

- Concerns about management and leadership
- Concerns about staff skills, knowledge and practice
- Concerns about residents' behaviours and wellbeing
- Concerns about the service resisting the involvement of external people and isolating individuals
- Concerns about the way services are planned and delivered



# Indicators 2

- Concerns about the quality of basic care and the environment
- Poor overall management
- Poor or unhelpful communication between managers and their staff
- Poor standards of cleanliness
- Low staffing levels over protracted period
- High staff turnover
- Inadequate levels of supervision and support



# Lack of respect for dignity can take many forms and may differ from person to person.

## It may include:

- Being treated more as an object than a person
- Being addressed in ways they find disrespectful e.g. by first names or nick names
- Generally being rushed or ignored when asking for help
- Not being listened to
- Lack of privacy e.g. dressing in front of others
- Expectations of care are very low
- No control over what happens to them



# What may the Person Experience 1

## Examples may include:

- Feeling neglected or ignored whilst receiving care
- Feeling lonely and isolated
- Feeling cold
- Feeling hungry or thirsty
- Feeling sore and uncomfortable
- Feeling pain
- Feeling frightened to complain, to ask for help



# What may the Person Experience

## 2

- No access to their own money
- No ability to exercise choice or make decisions
- Being frightened of the people who live with you because staff are not able to protect you.
- Unwanted sexual advances/assault
- Medication –too much—unable to function and have distressing side effects
- Medication too little—in pain, physically unwell, or extreme behaviors jepordising welfare





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# Dignity Challenge

- Treating people with respect will reduce the likelihood of abuse in care settings
- Respecting their privacy
- Having zero tolerance of all forms of abuse
- Providing person centred care
- Giving information, choice and independence
- Alleviating loneliness and isolation
- Listening and responding to people's wants and needs
- Involving the patient and their carer
- Responding to complaints
- Helping confidence and self-esteem



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