

AVOIDABLE HARM IN MENTAL HEALTH SOCIAL CARE

IMPACTS

Evidence from mental health social care service users suggests that avoidable social and psychological harm can be experienced as:

- Stress
- Fear
- Psychological and emotional distress
- Trauma
- Suicidality
- Disempowerment
- Deterioration in mental and/or physical health
- Loss of independence
- Loss of trust
- Reduction in quality of life and living circumstances
- Financial hardship

SOURCES OF HARM

- Barriers or burdens caused by systems and bureaucracy.
- Stigma and discrimination.
- Fragmented services and lack of joined-up working.
- Disruption to or lack of appropriate support.
- Oppressive, controlling or defensive organisational cultures and systems.

RECOMMENDATIONS

- Improved assessment and care planning (#2)
- Better monitoring and regulation (#6a)
- More accessible and responsive complaints processes (#6b)
- Independent advocacy and user-led support (#7)

- Restorative practice (#1)
- A service-user generated set of practice principles (#4)
- Enhanced understanding of risk (#8)

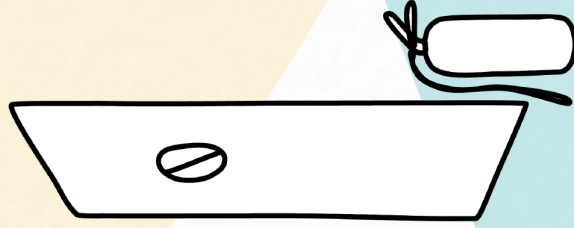
- Serious misconduct or sexual abuse by staff.
- Neglectful, defensive or controlling frontline practice.

- Better frontline practice (#3)
- Improvements in practitioner recruitment, education, and training (#5)

- Stigma and discrimination.

SYSTEMIC

RELATIONAL



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