

**Some indicators that  
something is not right...**

## **This is not meant as an exhaustive list. You may have thought of many more**

- environmental concerns (staffing issues, for example, not enough staff or agency staff being used at a detriment to client wellbeing)
- a change in the person you support. This could be changes in behaviour and/or physical appearance (for example seeming withdrawn, sleepy, weight loss)
- increase or high level of incidents of self-harm

- increase or high level of the use of restraint and/or segregation
- increase or high level of incidents of bullying between service users
- lots of allegations that abuse is happening, *including those that are not upheld - not being upheld only means that there wasn't any evidence, it doesn't necessarily mean it didn't happen*
- *increase or high level of reports of bullying from other service users*

- difficulties seeing people independently
- CQC reports. However, even when rated 'good' there may be histories to care environments that ring alarm bells. Problematic institutions can vacillate between good, requires improvement and inadequate
- poor access to health care. For example, no records of when a dentist was last seen
- staff approach, are they open and friendly, or do they seem defensive or indifferent?

- behaviours that challenge are seen as being about the person not their environment. The CQC guidance states that many behaviours that challenge are a communication of unmet needs. If there is an increase in such behaviours, what are they communicating, what is the unmet need?
- is the physical environment appropriate/conducive to wellbeing? For example, is there a lot of noise and how does this impact on the people using the service?