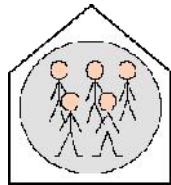

Guidance for Staff who Witness Inappropriate Practice (Whistleblowing) Policy



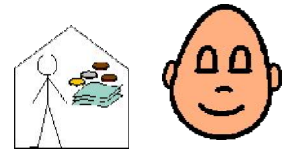
July 2010

This accessible policy has been produced to assist the people we support to understand our policy framework within the context and best practice of inclusive communication. This accessible policy is not a substitute for the full policy document and therefore staff and managers must make themselves familiar with the full policy document.

The complete policy statement can be found within the Guidance for Staff on Inappropriate Practice – Whistleblowing Policy document available from the Admin Team at the Consortium Office.

Introduction

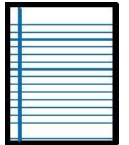
The Consortium provides a service to people who are very vulnerable to personal abuse and neglect.



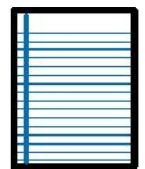
The Consortium also employs a number of staff who depend upon the good running of the organisation.

Policy Statement

For these reasons it is important that staff talk about things they witness which may be:



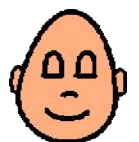
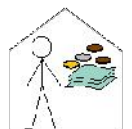
- Dishonest
- Dangerous
- In breach of the law, company policy and guidelines
- Ignoring a reasonable direction from a line manager



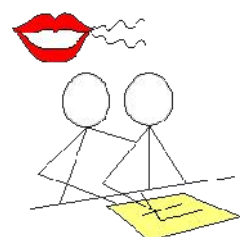
As stated in the Care Council for Wales Code of Practice for Social Care Workers, you have a responsibility to recognise abuse or inappropriate practice because:



- You have a duty to up-hold a Service User's basic rights
- You have a duty to ensure Service Users' safety and well being

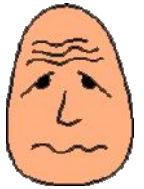


- You have a duty to make proper use of the trust given in your position.
- You are working with vulnerable people.

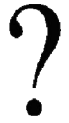
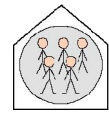


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It is your duty to report any concerns you may have in relation to abuse or inappropriate care.



What should staff do if they witness inappropriate practice?

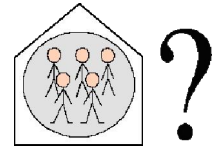


- Speak up quickly
- Don't think that someone else will report it
- Be clear about what is gossip and what is fact
- If someone else tells you they have witnessed inappropriate practice, ask them to report it themselves.
- If there are no other witnesses or evidence it is still very important to report any incident of concern.

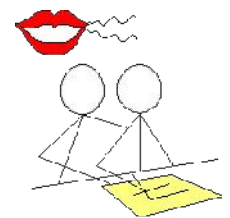
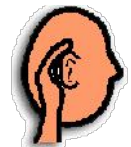
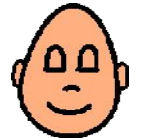


WhistleBlowing

What should staff do if a Service User tells them they are being treated inappropriately?



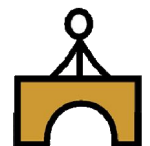
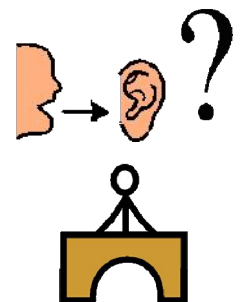
- Let the Service User speak
- Ensure that they are safe
- Listen carefully (and sympathetically)
- Don't ask leading questions
- Don't promise absolute confidentiality
- Tell them that the allegation will be taken seriously.
- Don't rush in with comments or interrupt
- Remember as much as you can
- Report as soon as possible



Do Not Investigate

Who do you tell?

Where appropriate you should contact your immediate line manager.



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If you cannot contact your line manager, or feel that this is not the appropriate person to speak to there are other people you can speak to

- Other managers within your network
- Any Contract Manager
- Operations Manager
- Designated Lead Manager (POVA)

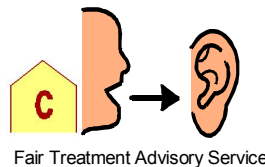


POVA

- Chief Executive or Director



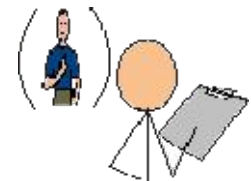
- Fair Treatment Advisors



- Members of the Management Committee



- Care Co-ordinators within the local social services departments.

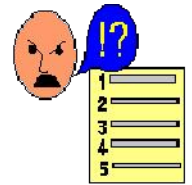


- If none of the above are appropriate or available you can contact the:

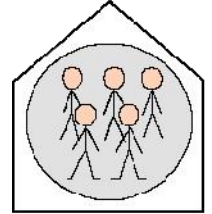
Adult Protection Unit of the South Wales Police.

WhistleBlowing

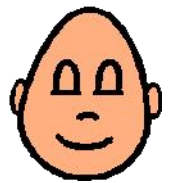
Your concerns will be investigated in line with Consortium and inter agency policy (In Safe Hands) It will be necessary for all witnesses to be involved in that investigation.



The Consortium will take every step to ensure that people making allegations are protected from victimisation and harassment in line with the Public Interest Disclosure Act 1998 (Whistleblowers Rights)

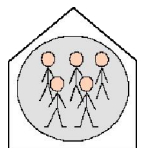


We are also committed to ensuring that staff are consulted about how their concerns are addressed. Although if these concerns lead to disciplinary action the outcome may be confidential and would not be shared.



IF STAFF DO NOT REPORT INAPPROPRIATE PRACTICE THEY THEMSELVES WILL FACE DISCIPLINARY ACTION.





Staff who try to stop the reporting of inappropriate practice or try to bully, scare or discriminate against a colleague in these circumstances will be dealt with under disciplinary proceedings. A Whistleblower who feels themselves subject to unfriendly action from colleagues should inform their manager immediately. However, any allegations against colleagues which are found to be flippant or malicious may also render the person who made them liable to disciplinary action.



WhistleBlowing



Useful phone numbers

	The Consortium	01792 646640
	City and County of Swansea	01792 636000
	Neath & Port Talbot County Borough Council	01639 763333
	CSIW	01792 310420