

Angels Homecare and Community Services

Policy Statement

Angels Homecare Service's whistleblowing policy guides staff in raising concerns about misconduct, risks, or unethical behaviour. Staff are encouraged to report issues that may affect service users, colleagues, or the public. This policy aligns with Care Quality Commission (CQC) standards and relevant legislation, supporting transparency and safeguarding.

Safe: Learning Culture

We foster an environment where staff feel safe to speak up, knowing their concerns will be addressed appropriately and records maintained for improvement.

Well-led: Freedom to Speak Up

Staff voices are valued, and open communication is promoted.

This policy complements the complaints procedure; whistleblowing differs as it involves employees raising internal concerns.

Principles

- Services operate transparently, inviting staff to report poor practice.
- Employees are positioned to identify and report issues.
- Genuine concerns must be taken seriously; there should be no retaliation.
- All concerns receive full investigation and protection under the Public Interest Disclosure Act.
- Management at all levels are fully equipped and trained to respond to whistleblowing concerns promptly and appropriately, ensuring the process is handled with professionalism and care.

Procedures

Reporting Misconduct, Risks, or Wrongdoing

Staff must report harm or risk to vulnerable adults or colleagues, including breaches of professional conduct. Reports go to line managers, who protect confidentiality and prevent retaliation. Concerns may be escalated to senior managers or external authorities (police, CQC, safeguarding) if unresolved internally.

To further support this process, all members of management have been trained in how to deal with whistleblowing concerns, from initial disclosure to resolution. The management team continually refreshes its training to remain updated on best practices and legal requirements relating to whistleblowing.

Casey Goodchild, the Registered Manager, is the designated primary point of contact for handling whistleblowing investigations. Casey oversees the receipt, investigation, and resolution of all whistleblowing disclosures, ensuring each case is managed impartially, confidentially, and efficiently. Staff are encouraged to approach Casey directly if they wish to report a concern or require guidance on the process.

Commitment to Staff

All concerns are impartially and confidentially investigated; staff can raise issues verbally or in writing, with support if needed. Serious incidents are reported to safeguarding authorities and the CQC.

Management's commitment extends to providing ongoing support and feedback to whistleblowers throughout the process. Additional measures are in place to ensure that anyone raising concerns feels safe, supported, and empowered to contribute to a culture of openness.

Handling Investigations

Managers follow safeguarding procedures and protect whistleblower identities. Failure to act or deter reporting leads to disciplinary action. External authority reports are fully supported.

The Registered Manager, Casey Goodchild, personally oversees all investigations, ensuring adherence to policy and maintaining strict confidentiality. Where appropriate, Casey collaborates with other senior managers or external agencies to reach a fair outcome.

Retaliation

Interference with whistleblowing or hostility toward whistleblowers results in disciplinary action. Whistleblowers facing victimisation should contact management or organisations like Protect.

The organisation assures staff that retaliation or attempts to undermine a whistleblower will never be tolerated. Any such actions should be immediately reported to Casey Goodchild or another senior manager for swift investigation.

Unjustified Reports

Malicious or false claims result in disciplinary measures.

Information

Resources for confidential reporting include:

- Whistleblowing Helpline: 08000 724 725; enquiries@wbhelpline.org.uk
- Care Quality Commission: 03000 616161; enquiries@cqc.org.uk
- Local Safeguarding Authority / MASH: *[Add details]*
- CQC leaflet (Raising a Concern with CQC)
- Protect offers further guidance

If you are unsure about whom to approach, contact Casey Goodchild, Registered Manager, as your first point of call for all whistleblowing matters.

Training

New staff receive whistleblowing training at induction, with regular updates.

Ongoing professional development ensures all management personnel, including line managers and senior staff, maintain comprehensive knowledge and skills in dealing with whistleblowing concerns. Training covers not only legal responsibilities but also best practices in empathetic listening, confidentiality, and procedural fairness, reinforcing the culture of safety and openness at Angels Homecare Service.

Review:

Please Sign to state you understand Angels Homecare Policy

Staff Name: _____

Date: _____

Staff review date: _____