

## Harrow Shared Lives Scheme Policy & Procedure No. 43

### Whistle Blowing

The Harrow Shared Lives Scheme promotes the health, safety and well being of all the people who are part of it or using it. One way of doing this is to make sure that the people who are working in the service can report any concerns they have about the way the service is run, or about the way that care or support is provided for people in Shared Lives (SL) arrangements.

#### How would this happen?

People who are working in a service are sometimes in a position to notice poor practice or bad practice. It is really important that they feel they can report this without worrying about whether they will be blamed or punished in some way for bringing attention to the issue.

The Harrow Shared Lives Scheme will protect SL Carers or other workers from reprisals and negative consequences, provided they are raising their concerns in good faith and are not acting maliciously.

The kinds of concerns might be: -

- a criminal offence;
- abuse of someone in a Shared Lives arrangement ;
- endangering the health or safety of people;
- the standard of care falling below acceptable levels;
- breaches of confidentiality;
- theft or misuse of money;
- misconduct of SL Carers or workers in the service.

SL Carers with concerns should contact their SL Worker or the Manager of the service who will try to resolve the problem informally if possible. If this isn't possible, or the matter is very serious, an appropriate formal procedure will be followed. This could be the procedure for Complaints and Concerns, or for Safeguarding against Abuse or Neglect, or Disciplinary Proceedings, for example.

Workers in the service should contact their line manager in the first instance or, if the concern is about that person, the next most senior manager.

The concern will be investigated and the SL Carer or worker who has raised the concern will be told the outcome. If he or she cannot be told the outcome for legal reasons or for reasons of confidentiality, he or she will still receive confirmation that the investigation has been completed and the reasons why no further information can be shared.

If the SL Carer or worker is not satisfied that the concern has been looked in to properly and appropriate action taken, he or she can report the matter outside the service, for example to the Care Quality Commission or other relevant regulatory body. There is also a charity that provides information and assistance for people in this position, called 'Public Concern at Work'. Contact details are 020 7404 6609.

**See these other policies and procedures and documents for further information on:**

- Complaints and concerns
- Confidentiality
- Health and safety
- Safe working practices
- Restrictive physical intervention
- Restriction of liberty
- Harassment and bullying
- Safeguarding against abuse and neglect.
- Safe friendships and relationships
- Personal care
- Management of people's money, valuables and financial affairs
- Making choices and decisions
- Equal opportunities
- Standards of conduct and practice
- Continuous improvement in the service