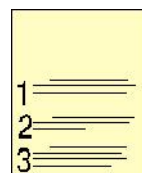


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# **Organisational Response to Inappropriate Practice (Whistleblowing) Policy**

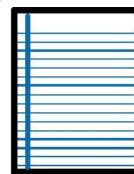
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**January 2007**

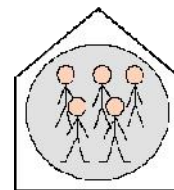
*This accessible policy has been produced to assist the people we support to understand our policy framework within the context and best practice of inclusive communication. This accessible policy is not a substitute for the full policy document and therefore staff and managers must make themselves familiar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

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

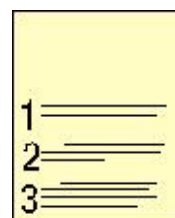


### Policy Statement

It is the duty of all staff to report any disclosures they hear, actions they witness or concerns they may have in relation to abuse and inappropriate practice as outlined in Guidance for Staff who Witness Inappropriate Practice (Whistleblowing).



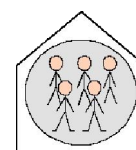
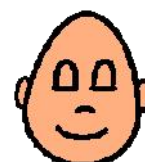
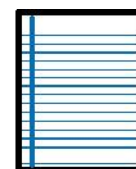
The Consortium policy and procedure for dealing with allegations should be followed at all times in line with the inter-agency policy, Protection of Vulnerable Adults.



Any incidents, disclosures or concerns should be reported to the appropriate line manager or on-call Contract Manager.



- Incidents and disclosures must be reported within 24 hours.
- This information will be recorded on form VA1- (Referral of alleged abuse and/or inappropriate care) and signed by the line manager.
- The absence of a VA1 form must not stop the reporting of the incident.
- Your manager may need you to tell other professionals such as CSIW and L.A. Commissioning Support Unit.
- Your manager may need you to gather relevant information regarding the alleged victim.
- Ensure that the service user is safe and not at risk of further abuse, neglect or other harm.
- Staff may be suspended from duty or moved to another location whilst any investigation takes place.



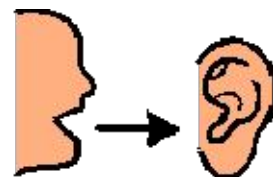
(See paragraph 9.32 – 9.35 Inter-agency PoVA Policy)

## Response to Whistleblowing

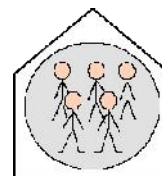
### DO NOT INVESTIGATE



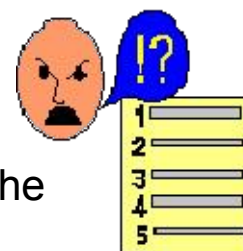
- The line manager will tell the Consortium Designated Lead Manager without delay and within 24 hours. . (See attached flow chart, boxes 1 – 10 Appendix 1).
- In the absence of the Designated Lead Manager a named Contract Manager will be available
- The CSIW must also be told within 24 hours
- The line manager will be responsible for sending the VA1 form to the relevant Designated Social Services Lead Manager.
- A copy will also be given to the Consortium Designated Lead Manager.



### **Inappropriate behaviour or improper conduct by staff which does not constitute a direct risk to a service user.**



- All staff have a responsibility to bring any inappropriate behaviour or improper conduct to the notice of their line manager, even if service users are not directly at risk due to that conduct.
- Where a breach of discipline may have occurred, the line manager will inform the Operations Manager.
- If the Operations Manager considers that a breach of discipline may have occurred an investigation will be undertaken in line with Consortium Disciplinary Policy (paragraph 2).



### **The CSIW should always be notified if any of the following incidents occur:-**

- Any allegation of abuse, neglect or other harm



## Response to Whistleblowing

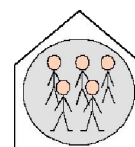
- Any errors in the administration of a service users medication.



- Serious injury sustained by a service user whilst in Consortium premises.



- Serious injury sustained whilst receiving personal care from staff.



- Any incident that happens whilst in Consortium premises and is reported to and investigated by police.
- Any allegation of misconduct by any member of staff working for the Consortium, including the registered person.
- All incidents should be reported within 24 hours.
- Oral notification should be confirmed in writing within 48 hours.



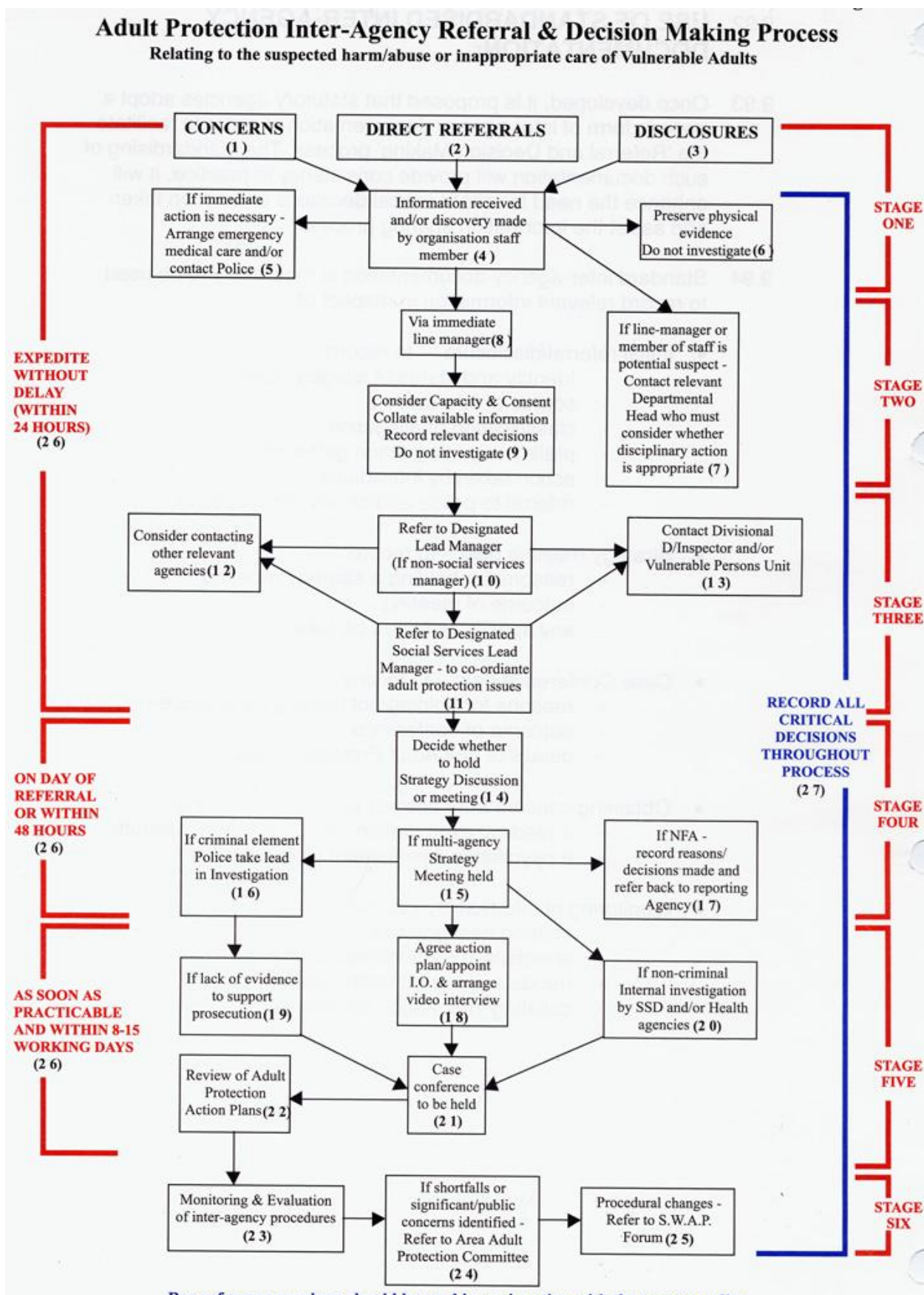
## Reference Source

Protection of Vulnerable Adults – Interagency Policy and Procedures  
In Safe Hands  
C.L.C. Disciplinary Policy

1	_____
2	_____
3	_____

# Response to Whistleblowing

## Appendix 1



'Community Lives Consortium is regulated as a Domiciliary Care Agency by the Care and Social Services Inspectorate Wales'