

Whistleblowing and Duty of Candour via Zoom

Date & Time: Wednesday 3rd February 2021: 9:30am - 12:30pm

Cost: £40 per person. This course is eligible for Herts Care Providers Association (HCPA) funding at £20 per person for HCPA members. Completed claims paperwork will be provided after the training takes place.

Format: Zoom. A link and full instructions on accessing the sessions will be provided. The training is much more than a PowerPoint style webinar with video clips, polls/surveys, open discussions, use of white board, Q&A and exercises/case studies in break out rooms.

Handouts: All exercises, comprehensive handouts, additional resources and certificates of attendance are included and will be sent by email.

Who should attend this half day course

Managers and front line staff working with adults in any care or support setting

Introducing Faiers Training

Faiers Training uses over thirty years of experience in the care & support sector to deliver training that is both professional & practical

COURSE OVERVIEW

'It is necessary only for the good man to do nothing for evil to triumph.'
Edmund Burke (1729-1797). Safeguarding Adults from Abuse is everyone's responsibility. This half day course, (which can be used as a Safeguarding refresher) recognises the fact that an organisation can have excellent Safeguarding procedures and yet workers still lack the confidence to blow the whistle on abuse, neglect, bad practice or report notifiable incidents under the duty of candour. The course aims to encourage whistleblowers and as a result enhance the Safeguarding Adults agenda.

COURSE CONTENTS

1. An open culture: The dangers of a blame culture v the benefits of a learning culture. Positive outcomes gained from welcoming complaints, admitting mistakes and blowing the whistle on bad or abusive practice.

2. Whistleblowing

- **What is whistleblowing?** including definitions of Whistleblowing, Reasonable Belief, Acting in the Public Interest etc
- **When to whistleblow** e.g. Highlighting poor practice and genuine mistakes as well as blatant abuse
- **Why is whistleblowing important in a care setting?** including real cases of what can happen when no-one speaks up
- **How whistleblowing improves outcomes for vulnerable clients** including real cases of positive outcomes following Whistleblowing)
- **Common barriers to whistleblowing**
- **The compelling arguments for whistleblowing**
- **Protection for whistleblowers** including current legal protection and best practice checklist for your policy
- **Practical steps to take**

3. Duty of Candour

- **Background and purpose of the duty:** Francis report, date of introduction, ensure providers are open and transparent with clients and other 'relevant persons' in relation to care and treatment
- **Likely areas of concern within our service**
- **Definitions:** Openness, transparency, candour, apology, thresholds of harm (moderate, severe etc)
- **Informing clients about the incident:** what needs to be included when providing truthful information both in person and in writing including an apology
- **Duty to provide support:** Internal &/or external support, role of advocacy etc
- **CQC inspections:** Specific KLOEs under the safe and well-led questions relevant to the duty of candour
- **A practical step by step guide to whistleblowing and Duty of Candour** Linking this to your policies and procedures
- **Sources of Support & Advice** including contact details for helplines

Nigel Faiers
01442 404971 / 07986 837463
admin@faierstraining.co.uk
www.faierstraining.co.uk

