

Whistleblowing and Duty of Candour – 4 Hours

Who should attend this half day course

Managers and front line staff working with adults in any care or support setting including freedom to speak up guardians, ambassadors and champions

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 staff to speak up 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** & how to overcome them
- **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 your 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 and consideration of how to plan for likely reactions when breaking the news
- **Duty to provide support:** Internal &/or external support, role of advocacy etc
- **A practical step by step guide to whistleblowing in your organisation**
This links in to your organisation's Whistleblowing & Duty of Candour procedures
- **Sources of Support & Advice** (including different helplines and where applicable the roles of freedom to speak up guardians, ambassadors and champions or whistleblowing buddies)

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Whistleblowing – Half Day

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COURSE CONTENTS

- **What is Whistleblowing?** (including definitions of Whistleblowing, Reasonable Belief, Acting in the Public Interest etc)
- **When to Whistleblow** (e.g. Highlighting poor practice as well as blatant abuse)
- **Why is Whistleblowing important in a Social 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 the Public Interest Disclosure Act, Enterprise and Regulatory Reform Act and internal encouragements offered by the employer)
- **A practical step by step guide to Whistleblowing in your organisation** (this links in to your organisation's Whistleblowing procedure)
- **Sources of Support & Advice** (including Public Concern at Work, NHS & Social Care Helpline and NSPCC Whistleblowing Helpline launched in February 2016)

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The logo for Faiers Training, featuring the word 'Faiers' in a large, red, serif font with a horizontal line underneath it, and the word 'training' in a smaller, red, sans-serif font below the line.

Whistleblowing Buddies and Freedom to Speak Up Guardians, Ambassadors & Champions

Who should attend this four hour course

Organisations introducing a Whistleblowing Buddy/Champion scheme and in particular anyone training to be a Whistleblowing Buddy and their managers. Also provides valuable information for Freedom to Speak Up Guardians, Ambassadors and Champions

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In an open culture service providers want to know when things are going wrong and will therefore do everything possible to support their staff to pass on complaints, admit mistakes and blow the whistle on all forms of malpractice including abuse. A Whistleblowing Buddy scheme reassures workers that someone will protect their back if they speak out.

COURSE CONTENTS

- An overview of the open culture including welcoming complaints, admitting mistakes (duty of candour) and whistleblowing
- Common barriers to speaking up
- Attributes needed to be a whistleblowing buddy
- Knowledge required by a whistleblowing buddy
 - Support offered by UK whistleblowing legislation
 - Support offered by the organisation's policy
- The key roles of a whistleblowing buddy
 - When the whistleblower first speaks out
 - During any subsequent enquiries
 - Following closure of the enquiry

- Regularly checking the whistleblower is safe and feels supported
- Dealing with any inappropriate treatment of the whistleblower
- Supporting the whistleblower in meetings
- Accessing appropriate advice for the whistleblower

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