

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

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 (PART A)

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 the Public Interest Disclosure Act, Enterprise and Regulatory Reform Act and internal encouragements offered by the employer)

COURSE CONTENTS (PART B)

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)
- **The relationship between the statutory and professional duty of candour** duties of regulated bodies and individuals who are professionally registered whilst ensuring all other staff are also supported to report their concerns about notifiable incidents.
- **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 in your organisation** (this links in to your organisation's Whistleblowing & Duty of Candour procedures)
- **Sources of Support & Advice** (including different helplines)

Nigel Faiers
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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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