

WHISTLEBLOWING

2020-21



Vista Care Solutions Ltd trading as Sunlight Care Newham. Registered in England. Company No: 11353031.
Registered Office: 3-9 Balaam Street, London, E13 8EB

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AUTHOR: SHAK HABIB
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Mr Shak Habib

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Introduction

This policy aims to provide a means to employees or residents or their relatives to raise concerns and receive feedback on any matter or incident which occurs in Sunlight Care, or which relates to a resident, and in respect of which the person concerned wishes to keep his or her identity confidential.

The purpose of this document is to explain how that person may take the matter further, what that person can do if he or she is dissatisfied with Sunlight Care's response, and what will be done to reassure the person concerned that he or she will be protected from reprisals or victimisation for whistleblowing in good faith.

How is Whistleblowing Handled?

Sunlight Care believes in the importance of openness and transparency when delivering its service but recognises there are some situations which require to be handled in a different manner.

There are existing procedures in place to enable employees to lodge a grievance relating to his or her employment. This whistleblowing policy is intended to cover concerns that fall out with the scope of that procedure.

The concern may be about something, which is unlawful or falls below established standards or practice or might amount to improper conduct.

Sunlight Care recognises that the decision to report a concern can be a difficult one to make, not least because of the fear of reprisal from those responsible for the alleged malpractice or improper behaviour.

Sunlight Care will not tolerate harassment or victimisation and will take action to protect the person making the complaint when that is raised in good faith. Employees, who raise genuine concerns about inadequate, harmful, or improper practices, which they come across in their work must be, and will be, taken seriously by Sunlight Care.

Sunlight Care will use reasonable endeavours to protect the identity of the person making the complaint whenever the concern is raised. There may however be circumstances where the investigation process may reveal the source of the information. If that happens Sunlight Care will use reasonable endeavours to notify the complainer in advance and to provide guidance and assistance in handling any issues, which might subsequently arise.

Sunlight Care's policy is to encourage the person making the complaint to put his or her name to any allegation made. Concerns expressed anonymously are much less powerful, but they will be considered at the discretion of Sunlight Care, which will have regard to the seriousness of the issues raised, the credibility of the concern raised, and the likelihood of the allegation being

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confirmed by verifiable sources.

Sunlight Care will assess and investigate any concerns or report from a whistle blower impartially and objectively, so that it can be fair to all parties concerned and will seek to clarify the facts before deciding what further action, if any, should be taken.

If an allegation is made in good faith, but it is not confirmed by the investigation, no action will be taken against the person making the complaint. If allegations are made which are malicious or which are made simply to cause anger, irritation or distress, disciplinary or other forms of action may be taken against the person making the complaint.

Can a Whistle Blower take Further Action?

Sunlight Care accepts the right and obligation of any person, who thinks that their concerns are not being responded to or addressed, to report their concerns to an outside agency.

This could be the police, the local safeguarding adults' authority, or the regulatory authority. Each of these organisations can be expected to respond in line their respective procedures. Sunlight Care will not penalise or victimise any person who responsibly reports their concerns in any of these ways.

Dealing with Victimisation of a Whistle Blower

Any member of staff who attempts to prevent someone from reporting their concerns to the Manager or who bullies, attempts to intimidate, or discriminates against a colleague or other person in these circumstances will be dealt with under Sunlight Care's disciplinary procedures.

A whistle blower who considers he or she is being subjected to hostile or intimidating action from colleagues should inform the Manager, who will if necessary, on either a temporary or permanent basis take such reasonable as may be necessary so as to protect them from that, and that may include altering shifts or work schedules.

Training

All new members of staff will receive training on this policy about whistleblowing as part of their induction training. All staff will be given updated training as this policy changes and refresher sessions.