

**Safe, compassionate care is everyone's business. Speaking out safely and responding to concerns is something that we should all comfortably be able to do. But we know that being able to speak out is not always as easy as it sounds. The way in which we respond to someone seeking to "speak up" is very important.**

This step by step guide will help to support Managers to listen to staff who speak up. This guidance should be read in conjunction with the Procedure for NHS Staff to Raise Concerns, NHS Wales Dignity at Work Policy and NHS Wales Grievance Policy.

**[www.cardiffandvaleuhb.wales.nhs.uk/freedom-to-speak](http://www.cardiffandvaleuhb.wales.nhs.uk/freedom-to-speak)**

### What is raising a concern?

When a member of staff raises a concern about a possible risk, or wrongdoing its usually because it threatens or poses a risk to others (e.g. patients, colleagues or the public).

This may include:

- Systematic failings that result in patient safety being endangered, e.g. poorly organised emergency response systems, or inadequate/broken equipment, inappropriately trained staff;
- Poor quality of care;
- Acts of violence, discrimination or bullying towards patients or staff;
- Malpractice in the treatment of, or ill treatment or neglect of, a patient or client;
- Disregard of agreed care plans or treatment regimes;
- Inappropriate care of, or behaviour towards, a child /vulnerable adult;
- Welfare of subjects in clinical trials;
- Staff being mistreated by patients;
- Inappropriate relationships between patients and staff;
- Illness that may affect a member of the workforce's ability to practise in a safe manner;

- Substance and alcohol misuse affecting ability to work;
- Negligence;
- Where a criminal offence has been committed / is being committed / or is likely to be committed (or you suspect this to be the case);
- Where fraud or theft is suspected;
- Disregard of legislation, particularly in relation to Health and Safety at Work;
- A breach of financial procedures;
- Undue favour over a contractual matter or to a job applicant has been shown;
- Information on any of the above has been / is being / or is likely to be concealed

### Raising a concern is not the same as a complaint or a grievance.

If an employee is complaining that they have personally been poorly treated, for instance involving a breach of employment rights or issues with working conditions, these matters must be dealt with through the relevant UHB HR policies and procedures. If you are not sure if your complaint comes under the UHB Raising Concern policy there are a number of ways to seek advice:

GOFALU AM BOBL, CADW POBL YN IACH  
CARING FOR PEOPLE, KEEPING PEOPLE WELL



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

**FREEDOM  
TO SPEAK  
UP SAFELY**

**Together  
we can  
make a  
difference**

### Step 1 - Tell Someone

Raise your concern directly with a member of staff e.g. your line manager, shift supervisor, mentor, volunteer co-ordinator. You may also wish to involve a trade union representative or HR. Do not forget to complete an incident form (Datix) at: <http://cav-dax03/datix/live/index.php>

### Step 2 - Escalate Your Concern

If you are unable for any reason to take step 1, or have taken it but not had a satisfactory reaction, then please escalate your concern to a senior manager within your department, or clinical board, a trade union representative or HR.

### Step 3 - Discuss your concerns with someone else

If you are dissatisfied with the outcome of stage 1 and 2, or feel the matter is so serious you cannot discuss it with any of the above, then please email the "Freedom To Speak Up" support team on [F2SUCAV@wales.nhs.uk](mailto:F2SUCAV@wales.nhs.uk) or telephone them on 02921 846000.

Care } Trust } Respect } Personal Responsibility } Integrity } Kindness  
Gofal } Ymddiriedaeth } Parch } Cyfrifoldeb Personal } Uniondeb } Caredigrwydd

**Our  
values  
into action**  
Gwerthoedd ar waith

