

Raising Concerns, Freedom to Speak Up and Whistleblowing

WHAT CONCERN MUST YOU REPORT?

- If you think someone is at risk of harm
- If you think someone has been harmed or abused
- If you think someone's health has been put in danger either because of something that has been done or because something hasn't been done
- Damage has been caused to the environment
- An employer fails to follow the law (e.g. not having the correct insurance)

WHAT TO DO IF YOU ARE NOT SURE HOW YOU WANT TO REPORT YOUR CONCERN?

- If you feel you can't speak to anyone within Superior Healthcare, you can contact the following for advice:
 - **Whistleblowing Helpline for NHS and Social Care (Speak Up)** on **08000 724 725** you can also visit their website and complete a 'contact us' form: www.speakup.direct/contact-us
 - You can also call the independent whistleblowing charity **Protect (Formerly Public Concern at Work)** for free and confidential advice on **020 3117 2520**

WHEN MUST YOU REPORT?

- You must report any concerns straight away
- **If someone is in immediate danger, you must contact the Police on 999**

REPORTING YOUR CONCERN

- In the first instance, if this is possible, please speak to your **Line Manager** or **Care Coordinator**
- You can also contact our **Designated Safeguarding Lead** – Julie Moore on **07720 161983** or email: juliemoore@superiorhealthcare.co.uk
- You can speak to our **Freedom to Speak Up** **Guardian** Jo Rychlik on **07702 363969** or email: jorychlik@superiorhealthcare.co.uk
- You can email: concerns@superiorhealthcare.co.uk
- You can use the **QR Code** below and raise your concerns via our online **Feedback Form**

ESCALATING YOUR CONCERN

- If you have followed our reporting procedure and feel your concerns have not been addressed the right way or at all, you can contact our **CEO Stewart Thorp** on: stewartthorp@superiorhealthcare.co.uk
- Alternatively you can contact our **Regulator**, the **Care Quality Commission**:
 - Call on: **03000 616161**
 - Email: enquiries@cqc.org.uk
- Report online at: www.cqc.org.uk/GiveFeedback

