

# Raising Concerns, Freedom to Speak Up and Whistleblowing

## WHAT CONCERNS 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)

## 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 CONCERNS

- 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: **juliamoore@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**

## 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](http://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**

## ESCALATING YOUR CONCERNS

- 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](mailto:stewartthorp@superiorhealthcare.co.uk)**
- Alternatively you can contact our **Regulator, the Care Quality Commission**:
- Call on: **03000 616161**  
Email: **[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**
- Report online at: **[www.cqc.org.uk/GiveFeedback](http://www.cqc.org.uk/GiveFeedback)**



**Superior  
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Group**

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