



# Rachel Cares Ltd

## Whistleblowing Policy

Rachel Cares have an atmosphere of open communication and commitment to high standards of work, within which criticisms can be frankly made and thoroughly investigated where staff are encouraged to report on bad practice

It is required of employees that they observe the agency's work carefully and report diligently on anything which causes them concern. We believe that teamwork and loyalty to colleagues should not be allowed to deter employees from reporting bad **practice when they observe it. Rachel Cares adheres fully to:**

**Regulation 65 Part 15 of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017** ensuring individuals are protected by a service that works proactively to secure their care and support and safeguard their rights and well-being by:

- 1) The service provider must have arrangements in place to ensure that all persons working at the service (including any person allowed to work as a volunteer) are able to raise concerns about matters that may adversely affect the health, safety, or well-being of individuals for whom the service is provided.
- (2) These arrangements must include—
  - (a) having a whistleblowing policy in place and acting in accordance with that policy, and
  - (b) establishing arrangements to enable and support people working at the service to raise such concerns.
- (3) The provider must ensure that the arrangements required under this regulation are operated effectively.
- (4) When a concern is raised, the service provider must ensure that—
  - (a) the concern is investigated.
  - (b) appropriate steps are taken following an investigation.
  - (c) a record is kept of both the above.

Rachel Cares has an accessible whistleblowing policy and procedure in place. This includes the procedure for raising a concern; the safeguards in place for staff who raise a concern; and how concerns will be investigated.

At Rachel cares staff are aware of, and have had training in, how to raise concerns including safeguarding concerns with mechanisms and support available to enable them to do this.

Wherever, Rachel Cares will gain practicable consent to the disclosure of the details of a complaint, where necessary, to enable an effective investigation to take place. Confidentiality will be maintained during the complaints process unless there are professional or statutory obligations which would not make this possible, such as those in relation to safeguarding.

Rachel Cares will ensure Individuals do not suffer victimisation or any other disadvantage as a result of making their concerns known.

Rachel Cares will ensure all allegations, incidents or evidence of abuse, neglect or improper treatment are followed up promptly in line with the safeguarding policy and procedures and local safeguarding arrangements.

Rachel Cares have systems in place to make sure that all safeguarding concerns are considered without delay in line with the safeguarding policy and procedures.

This includes:

- undertaking a review to establish the level of investigation and immediate action required, including referral to appropriate authorities for investigation. (This may include seeking advice from the service regulator or local authority safeguarding staff).
- where areas for improvement or service failures are identified, acting upon these without delay.
- ensuring staff and others involved in the investigation of understand the processes relating to safeguarding and responding to concerns.
- records of concerns are maintained and monitored to identify trends and areas of risk which may require pre-emptive action. Actions taken as a response to whistleblowing are subject to reporting within governance arrangements

### **Raising Concerns about the Service & Whistle Blowing**

All staff have a responsibility to report things that they feel are not right, are illegal or if anyone at work is neglecting their duties. Rachel Cares want to know about any concerns **no matter how small**.

### **How and When to Escalate any Concerns that you might have (Whistleblowing)**

*“Whistleblowing is when a worker report suspected wrongdoing at work. Officially this is called ‘making a disclosure in the public interest’ and may sometimes be referred to as escalating concerns. You must report things that you feel are not right, are illegal or if anyone at work is neglecting their duties”.*

**Whistleblowing is ....** “The act of reporting concerns about malpractice, wrongdoing, or fraud. The concern must be a genuine concern about a crime, criminal offence, miscarriage of justice, dangers to health and safety and of the environment – And the cover up of any of these.”

**A whistle-blower is ....** “a person who raises a concern about a wrongdoing in their workplace (e.g., social care setting). If a person wishes to raise their concerns, they should obtain a copy of the organisations whistleblowing policy and see advice.”

**Whistleblowing is not....** “The same as a complaint. Complaints from clients, relatives or representatives would not be classed as whistleblowing. These would need to be raised using the service’s complaints procedure. Social Care employees that have complaints regarding pay, hours, bullying (unless as a direct result of whistleblowing) and general grievances would need to raise their complaints using their organisations grievance procedure. Whistleblowing can only refer to situations that have arisen within a current or ex-workplace.

### **Types of Concerns that Must be Reported**

The Public Disclosure Act 1998 protects whistle blowers and ensures they cannot be victimised by an employer for reporting:

- Abuse or any other illegal acts
- Making disclosures about a criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health or safety of any individual caused by work activity
- Damage to the environment by work activity
- Deliberate covering up of information in relation to any of the above matters.

To be protected by the Act, the worker giving the information has to be able to show that they reasonably believe that one or more of the above matters is happening now, took place in the past, or is likely to happen in the future. It doesn't matter if the worker proves to be wrong, as long as they can show they had reason to believe it to be so.

The Public Interest Disclosure Act 1998 offers some protection for employees who report abuse and are concerned about victimisation or losing their job as a result. For more information on this contact the charity, Protect (formerly Public Concern at Work), or solicitor.

Usually, staff feel able to express concerns to their manager but occasionally this is prevented from happening (they may feel they will not be believed or taken seriously or maybe their manager gives them cause for concern). Please be assured that Rachel Cares do appreciate staff coming forward and raising concerns internally, we value this as a way of improving the quality and safety of service delivered to our clients.

If Staff have a concern with one of the management team the other member of management will deal with the matter. If this is not to their satisfaction, they can contact CIW / Social Care Wales / PSOW for further advice.

### **Whistleblowing Process**

All concerns raised will be acknowledged within **2 working days**. An investigation will commence within **5 working days**, and the whistleblower will receive feedback on the outcome where appropriate.

If the concern involves the line manager, staff must escalate directly to the **Responsible Individual**. If the concern involves senior management, staff may report directly to external bodies such as CIW or safeguarding authorities.

### **Care Inspectorate Wales (CIW)**

Southwest Wales office  
Government Buildings  
Picton Terrace  
Carmarthen SA31 3BT  
Tel: 0300 7900 126  
Email: [ciw@gov.wales](mailto:ciw@gov.wales)

Website: <https://careinspectorate.wales/>

**Social Care Wales (SC Wales)**

**South Gate House,**

Wood Street,

Cardiff CF10 1EW

Tel: 02920 780545

Email- [ftp@socialcarewales.org.uk](mailto:ftp@socialcarewales.org.uk)

Website: <https://www.socialcare.wales>

**Public Services Ombudsman Wales (PSOW)**

1 Ffordd Yr Hen Gae

Pencoed

CF35 5LJ

Tel: 0300 790 0203

Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

Website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

**Anonymous Reporting**

Rachel Cares accepts anonymous whistleblowing concerns. While anonymity may limit feedback, all concerns will be taken seriously and investigated appropriately.

**Whistleblowing Governance**

All whistleblowing concerns are logged confidentially and reviewed as part of governance systems to identify patterns, risks, or service improvements. Outcomes are reported within management oversight processes.

**Whistleblowing Lead**

The Registered Manager is responsible for ensuring whistleblowing procedures are followed and for overseeing investigations.

**Staff Training**

All staff receive whistleblowing training at induction and refresher training at least annually.

**Reviewed by Rachel Young**

**Date: 26/01/2026**

**Next Review: January 2027**

## WHISTLEBLOWING CONCERNS LOG

**Whistleblowing Lead (Registered Manager/RI):**  
**Confidential Document – Restricted Access**

Ref No.	Date Concern Raised	How Raised (verbal/email/anon)	Nature of Concern	Safeguarding? Y/N	Immediate Risk?	Investigation Lead	Actions Taken	Outcome	Feedback Given to Whistleblower	External Agency Involved	Lessons Learned / Service Improvement	Date Closed
---------	---------------------	-----------------------------------	-------------------	-------------------	-----------------	--------------------	---------------	---------	------------------------------------	-----------------------------	--	-------------

### Guidance for Completion

#### Nature of Concern:

Short factual summary (e.g., medication practice, neglect risk, poor staff conduct).

#### Immediate Risk:

Indicate if urgent protective action was required.

#### Actions Taken:

Examples:

- Safeguarding referral
- Staff supervision
- Care plan review
- Training delivered
- Policy update

#### Outcome:

Substantiated / Not substantiated / Ongoing.

#### Feedback Given:

Date and method feedback provided (unless anonymous).

#### Lessons Learned:

What changed to reduce risk? (system, training, environment, supervision).

#### Confidentiality Note

This log must be stored securely and only accessible to the Registered Manager, Responsible Individual, or authorised governance personnel.

#### Governance Use

Review this log:

- Monthly (management meeting)
- Quarterly (governance review)

## WHISTLEBLOWING INVESTIGATION RECORD FORM

### Confidential Document

#### Section 1 – Concern Details

Item	Details
Reference Number (from log)	
Date concern raised	
How concern was raised	<input type="checkbox"/> Verbal <input type="checkbox"/> Written <input type="checkbox"/> Email <input type="checkbox"/> Anonymous
Person receiving concern	
Nature of concern	

#### Section 2 – Risk Assessment

Question	Details
Immediate risk to client/staff?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Safeguarding concern?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Immediate protective action taken	
Date safeguarding referral (if applicable)	

#### Section 3 – Investigation Plan

Action	Responsible Person	Target Date
Evidence to be gathered		
Staff interviews		
Record reviews		
Other		

#### Section 4 – Investigation Findings

**Summary of facts established:** (Stick to evidence, not opinion)

#### Section 5 – Outcome

Finding	Tick
Substantiated	<input type="checkbox"/>
Partially substantiated	<input type="checkbox"/>
Not substantiated	<input type="checkbox"/>
Ongoing monitoring required	<input type="checkbox"/>

#### Section 6 – Actions Taken

Action	Completed By	Date
Care plan amended		
Staff supervision		
Disciplinary process		
Training provided		
Policy/procedure updated		
Environmental change		

## Section 7 – Feedback

Question	Details
Was feedback given to whistleblower?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Date feedback provided	
Method (if not anonymous)	

## Section 8 – Learning & Service Improvement

What have we learned?	
System changes required	
Training needs identified	
Shared at management/team meeting?	<input type="checkbox"/> Yes <input type="checkbox"/> No

## Section 9 – External Reporting

Authority	Yes/No	Date
Safeguarding authority		
CIW		
Police		
Other		

## Section 10 – Case Closure

Item	Details
Date investigation completed	
Case closed by	
Signature	

## Storage Note

- Keep this record securely with restricted access in line with confidentiality requirements.