

Benefits to the Care Provider

- Helps to prevent, deter and avoid major care failures
- Presents opportunities for early interventions
- Helps to develop and support an open communications culture
- Will support positive CQC assessment in 'leadership and good governance' and 'safe care'.
- Will enhance reputation amongst staff and service users
- Helps to reduce avoidable costs associated with care failures, poor service delivery and poor CQC assessments and suspension of placements
- Will enhance measures to prevent abuse and will provide tangible support to legal defence in any 'corporate' ill-treatment or neglect allegations thereby significantly reducing financial risks.
- Supports 'Duty of Candour' and transparency arrangements.
- Care provider retains management lead on all issues raised

Benefits to Care Staff

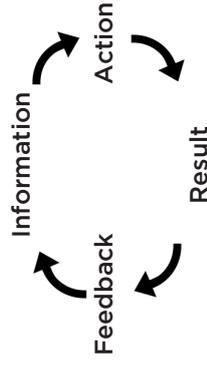
- Signals that their employer recognizes that listening to staff is important
- Includes all staff
- Provides opportunities for all workplace concerns to be addressed to create an improved working environment
- Provides an independent and impartial means to speak candidly direct to senior leaders of their organization

Benefits to Care Service Users/families

- Demonstrates that the standard of care delivery is top priority of the provider
- Reassurance that their care provider is being proactive to keep them safe and to maintain and improve standards



Process Cycle



Say So understands how important the internal cycle of information is to maintaining and improving standards

Endorsements

'The reluctance of care staff to report concerns is one of the biggest barriers to ending abuse and neglect of adults at risk and a major failing in our social care system. I am delighted that Say So will provide essential support for care workers and help to ensure the best standards of care for some of the most vulnerable people in society.'

John Williams

Professor of Law - Aberystwyth University

'My experience of the care sector definitely supports the need for open communication. I know how difficult it is for care staff to speak out and for care companies to provide suitable arrangements for them to do so. This new service doesn't just impact positively upon safety and leadership but can contribute to every area of care service delivery. I am pleased to recommend Say So.'

Bhavna Keane-Rao - BKR Consultancy Ltd



Driving change, empowering people

**Specialist information services
for Care Providers**

- **Improve Safety**

- **Improve your internal communications culture**

- **Improve your CQC performance ratings**

- **Improve staff retention and recruitment**

PROTECT YOUR BUSINESS

**0800 321 3546
www.say-so.co.uk**

Reducing Risks, Raising Standards

Understanding Workplace Concerns

Contact us to discuss how we can help you to release the vital information trapped within your company:

**0800 3213546
enquiries@say-so.co.uk
www. say-so.co.uk**

Background

Say So was created by Paul Adams and Shaun Keep who were motivated by their frustration at the regular cases of serious service failures and abuse of vulnerable people receiving health and social care. Their experience and research showed them that information capable of preventing such incidences was often known to care staff but was not passed on due to a number of inhibiting factors.

It is emphasised that we acknowledge and applaud the excellent work done day in, day out by the majority of dedicated and conscientious care workers and support staff.

However, Paul and Shaun have seen from their safeguarding and investigations background that care providers do not regularly recognize the problems that their staff face in getting valuable risk information to an accountable person. Consequently, opportunities to deter, prevent or avoid poor care provision by early interventions were, and are still, being missed.

Using their management of sensitive and confidential information skills gained over many years of complex investigations they have designed a service that can accommodate all types of reports, positive suggestions or negative concerns. It can manage reports in confidence or from people who wish to remain anonymous and in these cases no information capable of identifying the reporter will be passed on.

We ask Care Providers to note that:

University research using information supplied anonymously reported in 2018 that abuse or potential abuse was known to care staff to have occurred in 92% of care locations. **(PLOS one July 2018)** This readily shows that when staff feel comfortable about reporting they provide vital risk information.

The Crown Prosecution Service has resources in place for up to 250 prosecutions of care staff per year for the offence of Ill Treatment/Wilful Neglect. Sec 20 Criminal Justice and Courts Act 2015 **(Hansard)** Any one of these prosecutions occurring in a care organisation will severely impact its business.

Over 80% of prosecutions of care staff occur within care provider companies that have NOT experienced such an event before. So those care providers who say 'we're ok, its never happened here' are statistically more at risk.

Many notable studies, research and surveys have established that care staff are reluctant to report their concerns about others due to a number of reasons:

- Lack of confidence in, or poor relationship with, management.
- Unwillingness to become involved in an accusatorial scenario of evidence, tribunals, courts etc.
- Fear of being poorly treated/ostracised by colleagues.
- Fear of being victimized by management.
- Stigma often attached to speaking out especially for immigrant workers who are concerned about anything that might threaten their continued employment status in the UK

Say So can help access this information.



How can Say So help?

There is a trend developing across all business sectors of industry for ever more open communication and candour. Legislation, regulations and codes of practice all place high expectation on healthcare professionals to report concerns. The Freedom to Speak Out Campaign in the NHS exemplifies that this is an important issue and it that needs significant effort from management to release this 'trapped' information.

One of the key factors that prevents important information reaching accountable persons is that existing facilities are in-house, lack appropriate skills and do not afford the confidence of staff that their information will be treated carefully or will be kept secure where desired. The existing policies and processes for speaking up do not overcome the fundamental barriers of intimidation, stigma, fear of detrimental action and relationship issues present in many workplaces.

Say So is an independent service and enables care providers to access this vital risk information by:

- Providing care staff with a reporting service that is accessible by telephone (freecall) or via an online reporting tool.
- Offering staff options to report confidentially or anonymously
- Working with care staff and management by visiting care locations to build complete understanding of the service and the benefits it provides to all parties
- Providing leaflets, posters, digital media, pens, mugs etc. to ensure the service is fully promoted and access is available to all staff no matter what their role.
- Offering fully secure data management processes
- Utilising skilled and experienced safeguarding professionals to handle reports

Examples of Say So reports causing significant improvement or avoidance of risk

- 1 Information identifying a care staff member who was seen to lose their temper and become aggressive towards a service user
- 2 Information identifying an unfairness issue that enabled senior leadership to reflect on the impact on staff morale and retention
- 3 Information identifying a 'lives at risk' issue caused by a procurement decision that caused significant delay in the re-use of life saving equipment
- 4 Information enabling early intervention to develop a care staff member's skills thus avoiding continuing poor practice.

How does Say So work?

On receipt of reports, Say So staff will securely edit and manage them to remove any information capable of identifying the originator (where appropriate) and after a QA process the final report will be made available to a Single Point of Contact (SPOC) in our client organisations. SPOC's will receive separate notification of all new reports and view the final reports through secure access to our website portal. The client organisation's management will then assess and take action as necessary to address the concern raised. Say So will provide feedback on our 'report status' facility whereby those reporting can view the progress of the issues that they have raised.

Say So is a 'bolt-on' service that does not impact upon any existing arrangements or obligations.

Say So would be pleased to provide a free and confidential review of any internal reporting policies and 'Duty of Candour' arrangements in your organization.

To discuss your individual needs or for a visit, full presentation and/or quote from Say So please contact us;

- by telephone: 0800 321 3546 (option 2)
- by email: info@say-so.co.uk

Please also see FAQs, research, relevant legislation and further information on our website

