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

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
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 organisation.

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 FAQ’s, research, relevant legislation and further information on our website www.say-so.co.uk