

Purpose

SpiroSense is committed to maintaining a culture of openness, honesty and transparency.

This policy explains how concerns about unsafe practice, wrongdoing or risks to patient safety can be raised without fear of disadvantage or victimisation.

All concerns will be taken seriously and investigated appropriately.

This policy supports compliance with the Care Quality Commission's expectations regarding **openness, transparency and duty of candour**.

Legal and National Framework

This policy operates in line with:

Public Interest Disclosure Act 1998

Employment Rights Act 1996

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

Regulation 20 – Duty of Candour

Care Quality Commission Guidance

What Is Freedom to Speak Up

Freedom to Speak Up means raising concerns about:

- Patient safety
- Unsafe clinical practice
- Poor standards of care
- Risks to health or safety
- Professional misconduct
- Fraud or financial wrongdoing

- Breaches of confidentiality
- Failure to comply with legal or regulatory requirements

Raising concerns early helps ensure problems are addressed before harm occurs.

Who Can Raise Concerns

Concerns can be raised by:

- Staff
- Contractors
- Temporary workers
- Volunteers
- Patients
- Members of the public

Concerns may be raised confidentially.

Protection for Individuals Raising Concerns

SpiroSense will ensure that anyone raising a genuine concern:

- Is treated with respect
- Will not suffer discrimination or disadvantage
- Will not be dismissed or treated unfairly

Victimisation of someone raising a concern will not be tolerated.

Raising a Concern

Concerns should normally be raised with:

Freedom to Speak Up Lead / Registered Manager

Catherine Bridges

☎ 07919 376230

✉ cathybridges@hotmail.co.uk

Concerns can be raised verbally or in writing.

Information provided should include:

- The nature of the concern
 - Any relevant dates or events
 - Any evidence available
 - Names of individuals involved (if known)
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Raising Concerns About the Registered Manager

SpiroSense is a **sole practitioner service**.

If the concern relates to the Registered Manager, it should be raised directly with the **Care Quality Commission** or another appropriate external authority.

Care Quality Commission

<https://www.cqc.org.uk/contact-us>

Other appropriate organisations may include:

- Professional regulators
 - The local safeguarding authority
 - NHS bodies where relevant
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How Concerns Will Be Handled

Once a concern has been raised:

1. The concern will be acknowledged.
2. An initial review will take place.
3. Appropriate action or investigation will be carried out.
4. Advice may be sought from external authorities if necessary.
5. Findings will be documented.
6. Improvements will be implemented where required.

Where possible, feedback will be provided to the individual raising the concern.

Confidentiality

Concerns will be handled sensitively and confidentially.

However, information may need to be shared if:

- Patient safety is at risk
 - A legal obligation exists
 - An investigation requires disclosure
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Record Keeping

All concerns raised under this policy will be:

- Recorded factually
- Stored securely
- Retained in accordance with data protection legislation

Records will be used to identify learning and improve service quality.

Learning and Improvement

SpiroSense is committed to learning from concerns raised.

Where issues are identified, actions may include:

- Review of procedures
 - Additional training
 - Changes to practice
 - Reporting to relevant authorities where required
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Legislation and Guidance Log

Public Interest Disclosure Act 1998

<https://www.legislation.gov.uk/ukpga/1998/23/contents>

Employment Rights Act 1996

<https://www.legislation.gov.uk/ukpga/1996/18/contents>

Regulation 20 – Duty of Candour

<https://www.legislation.gov.uk/uksi/2014/2936/regulation/20/made>

Care Quality Commission – Duty of Candour Guidance

<https://www.cqc.org.uk/guidance-providers/regulations/regulation-20-duty-candour>

Care Quality Commission – Contact Information

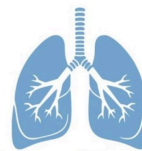
<https://www.cqc.org.uk/contact-us>

Policy Review

This policy is reviewed annually or following changes to legislation or guidance. Legislation and guidance links are checked and updated as part of the annual policy review.

Last review date: 04/02/26

Next review date: 03/02/27



SpiroSense

Independent Respiratory Diagnostics