

May 2017

## Freedom to Speak Up News

### A message from Henrietta



*Dr Henrietta Hughes (centre) with Anita Vincent, Freedom to Speak Up Guardian for Croydon Health Services NHS Trust (second from far left)*

Since the conference in March we have been reflecting on all we learned from the speakers and workshops. Thank you to everyone who asked questions, we have published the answers [here](#).

I have continued enjoying visiting trusts to learn about how you are implementing your role and to hear about your innovations, challenges and achievements. Thank you very much to everyone that has hosted us and to all your staff who have generously given up their time to speak with me and

the team. I would also like to say thank you to the Freedom to Speak Up Guardians who have updated us with their contact details.

On 20 March 2017 the Department of Health published its consultation on the draft Employment Rights Act 1996 (NHS Recruitment - Protected Disclosure) Regulations, which will prohibit an NHS employer from discriminating against an applicant because it appears to the NHS employer that the applicant has made a protected disclosure. We have published our response to the consultation, which closed on 12 May and this is available on our [webpages](#).

### Save the date

We are also planning our next Freedom to Speak Up Guardians day which will be a full day event held on Thursday 19 October 2017 in central London. We will include your feedback from the March conference and if you have further thoughts or ideas to make the day relevant and useful we would really like to hear from you.

*Dr Henrietta Hughes, the National Guardian for the NHS*

## National Guardian's Office prepares for case review launch

We will shortly be launching a 12 month trial of our case review process, a key recommendation of Sir Robert Francis' Freedom to Speak Up Report.

We will review the handling of concerns raised by NHS workers, and the treatment of those who spoke up where there is evidence that this has not followed good practice.

Following a review, where we find that trusts have not appropriately supported their workers to speak up, we will make recommendations of how they can improve this. We will ask trusts to draw up action plans to implement those recommendations and closely monitor how they do so and work with regulators to ensure that trusts complete this work. Where we find evidence of trusts' positive support for speaking we will also highlight this to ensure good practice is encouraged and widely shared.

We will publish our case reviews and ensure that they are shared with all interested parties, including the person or body who referred the case to us, as well as those involved in raising the original concern.

We will accept referrals to review cases from a variety of sources, including Freedom to Speak Up Guardians and the people that they support. It is therefore important that all Guardians are fully up-to-date on these developments.

For further information on submitting cases, visit our webpages (which will be updated soon with further information) or get in touch with the office. A summary of the process is available [here](#)

## New 'foundation' training workshops available

We will be delivering a series of in-house workshops for foundation training at our London office. These are for Freedom To Speak Up Guardians who are new to the role, or who did not attend the previous 'introductory' workshops.

We expect all Freedom To Speak Up Guardians to have received initial training. The workshops will:

- help you understand the background and expectations of the role and its importance in working towards a culture where speaking up is business as usual.
- help you understand more about speaking up and how best to support the people who come to you.
- allow you to 'buddy up' with fellow Freedom To Speak Up Guardians.
- be an opportunity to reflect on your feelings about the role and next steps to take.

For more information and to book a FREE place please click [here](#)

## Guardian helps pilot speaking up guidance for CQC inspections



*Caroline Owens, Freedom to Speak Up Guardian for Brighton and Sussex University Hospitals NHS Trust*

Caroline Owens, the Freedom to Speak Up Guardian (FTSU) for Brighton and Sussex University Hospitals NHS Trust, helped pilot the first CQC inspection of speaking up. Speaking up will form an important part of CQC's assessment of the Well-Led domain and the guidance that CQC will be using has been created in partnership with the National Guardian's Office, CQC and FTSU Guardians. Caroline shares her account of the pilot, below.

“Four months, two weeks and three days into a new sector, organisation and role and I am having a conversation with CQC as part of their 3-day inspection of my Trust. The inspectors are looking to get under the skin of the Guardian role, how it is being implemented and how effective it is as part of the well led domain of the inspection. Thankfully, I am a great believer in being honest and open, especially when there is an opportunity to learn and improve.

As the hour flashed by, CQC asked about how FTSU Guardians are supported, how concerns are handled and how the speaking up culture is being embedded throughout the organisation. I was able to talk about growing relationships, explain the responses to speaking up matters, describe how I am working to ensure staff across the organisation know about the FTSU Guardian role, and what I am doing to support and empower staff to speak up and respond effectively if concerns are raised with them.

It can only be a good thing that the Freedom to Speak Up Guardians play a role in the inspections, so roll on next time, when I will have plenty more to draw on.”

*Caroline Owens, Freedom to Speak Up Guardian for Brighton and Sussex University Hospitals NHS Trust*

## Reflections on trust visits in Merseyside



*From left to right: Lucy Lavan, Director of Corporate Affairs at LHCH and Freedom to Speak Up Exec Sponsor, Dr Henrietta Hughes, Jane Tomkinson, Chief Executive at LHCH, Liz Pritchard, Freedom to Speak Up Guardian and Head of Leadership & Organisational Development at LHCH, Neil Large, Chairman at LHCH, Lorraine Turnell, National Engagement Manager for the National Guardian's Office*

Trust visits are a great way to find out about the fantastic work that is being done locally to embed the Freedom to Speak Up Guardian role and the broader speaking up culture, as well as getting some sense of the different identities of each trust and its particular strengths and challenges. For me, there is something both humbling and inspiring about seeing staff in action in the unique environment that is Healthcare.

This was really brought home to me recently, during a visit with the National Guardian to Merseyside, where we had the great pleasure of visiting Aintree University Hospitals, The Clatterbridge Cancer Centre and

Liverpool Heart and Chest Hospital (LHCH).

We received a very warm welcome from Jeff, Linda, Pauline, Liz and Lucy and their teams. I was hugely impressed by all of the initiatives being adopted, which are too numerous to mention in full but included the ACE status awarded in recognition of sustained excellence on a ward at Aintree and the specialist cardiac clothing developed in-house at Liverpool Heart and Chest to enhance patient experience. The quiet zones had massage chairs where patients can retreat if they need to. I was also particularly impressed by the morning safety huddle in the Chief Executive's office that is so well attended, it spills out into the corridor and the HALT campaign used by staff to stop any action that could result in harm to patients or staff.

At Clatterbridge we were shown the 'fast chairs' which have served to ensure that patients attending for a 5 minute treatment are seen and treated much more quickly than before and the stories of how patients ring a bell when they have completed their last session of radiotherapy treatment and everyone claps and cheers; as well as the fantastic way devised by staff to comfort children having radiotherapy by the use of a home-made, very long loom band held by the child in the treatment room and the parents outside in the waiting room, so that their physical connection is never lost, really tugged at my heart strings.

I feel extremely privileged to be a part of the process in working with Guardians and supporting staff on the journey towards making speaking up business as usual in the

NHS. Liverpool has changed a lot since I was last there but is still as fun and friendly as I remember!

*Lorraine Turnell, National Engagement Manager for the National Guardian's Office*

## You asked, we did

### **You asked for further foundation training sessions**

Further training sessions are now available – and these have been made more bespoke to the FTSUG role.

### **You said that it can be difficult to travel to meetings**

We hosted webinars on case reviews and are planning webinars for other topics. Please let us know what you are interested in.

### **You asked for our responses to the questions submitted via Sli.do at the conference**

The answers are available [here](#)

### **You asked to be on a distribution list for our newsletter**

We offer distribution lists for HR directors, communications teams and other interested parties.

### **You asked for back issues of our newsletter to be available on our webpages**

The newsletters are available on our webpages [here](#)

If you have a news story or would like to share a personal or professional achievement for our newsletter, we would love to hear about it so please get in touch. If you have any feedback or queries about the contents of this newsletter, please contact us on [enquiries@nationalguardianoffice.org.uk](mailto:enquiries@nationalguardianoffice.org.uk)