



## A Whistleblowing Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

### 1. Purpose

To encourage staff to report concerns about wrongdoing, risks, or malpractice within CARERS' HANDS H C A LTD, and to ensure that such concerns are handled confidentially, fairly, and without fear of victimisation.

### 2. Scope

This policy applies to all employees, agency workers, contractors, volunteers, and students involved with CARERS' HANDS H C A LTD.

### 3. Definition of Whistleblowing

Whistleblowing is the disclosure of information which relates to suspected wrongdoing or dangers at work. This may include:

- Criminal activity
- Miscarriages of justice
- Danger to health and safety
- Risk or actual damage to the environment
- Failure to comply with legal obligations
- Safeguarding concerns
- Deliberate concealment of any of the above

### 4. Legal Protection

Under the Public Interest Disclosure Act 1998, whistleblowers are protected by law against dismissal or mistreatment, provided the disclosure is made in good faith and in the public interest.

### 5. How to Raise a Concern

Concerns should be raised as soon as possible to:



- The Registered Manager: Chanyuka Dhlakama  
Phone: 07535 8524917  
Email: [carershandsagency@gmail.com](mailto:carershandsagency@gmail.com)

If the concern involves the manager or is not resolved, you may contact:

- CQC: 03000 616161
- Whistleblowing Helpline for Social Care: 08000 724 725
- Local Authority Safeguarding Team

## 6. Confidentiality

All disclosures will be treated in confidence, and every effort will be made to protect the identity of the whistleblower. Anonymous disclosures will be considered, but may be more difficult to investigate.

## 7. Investigation Procedure

- The concern will be acknowledged within 5 working days
- A preliminary investigation will be conducted
- The whistleblower will be informed of the outcome within 28 days, where possible
- Outcomes may include internal disciplinary action, referrals to external bodies, or system reviews

## 8. Protection and Support

We do not tolerate harassment or victimisation of whistleblowers. Any retaliation will be treated as a disciplinary matter. Support will be provided through confidential meetings and external helplines.

## 9. Malicious or Unfounded Allegations

Staff making deliberately false allegations may be subject to disciplinary action. However, no action will be taken against any employee raising concerns in good faith, even if they are mistaken.

## 10. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or best practice occur. Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission



(CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:

☎ **Call the Office:** 07535 8524917

✉ **Email:** [carershandsagency@gmail.com](mailto:carershandsagency@gmail.com)

### **Signature and Declaration**

**Signed:**

Chanyuka Dhlakama

**Designation:** Registered Manager

**Date:** 01/06/2025

**Next Review Due:** 01/06/2026