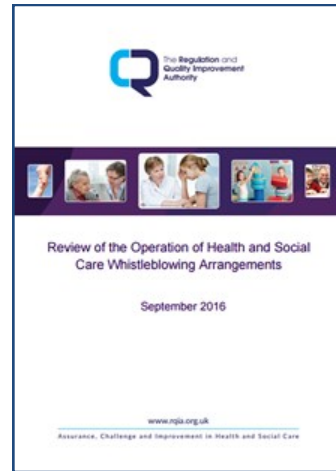


## Find Out More

You can read the full report of our findings and recommendations for improvement on our website, or by clicking on the image of the report.



Our reviews are undertaken as part of RQIA's Three Year Review Programme 2015-2018. Read more about the areas we are reviewing by visiting our website or by clicking on this image.



## Contact us

- ✉ RQIA,  
9th Floor Riverside Tower  
5 Lanyon Place,  
Belfast, BT1 3BT
- ☎ (028) 9051 7500
- 💻 [info@rqia.org.uk](mailto:info@rqia.org.uk)
- 🌐 [www.rqia.org.uk](http://www.rqia.org.uk)

Follow us on Twitter: [@RQIANews](https://twitter.com/RQIANews)



## RQIA Review of the Operation of Health and Social Care Whistleblowing Arrangements in Northern Ireland

In December 2014, the Department of Health, Social Services and Public Safety published Sir Liam Donaldson's report, *The Right Time the Right Place*, which recommended a review of the whistleblowing arrangements across health and social care in Northern Ireland.

In response, RQIA was commissioned to carry out a review of the whistleblowing arrangements in health and social care organisations.

RQIA's review identified the need to encourage staff to raise concern or whistleblow openly as part of day-to-day practice, as this is an important part of improving quality of service and providing assurance of patient safety.

**The review makes 11 recommendations to improve whistleblowing arrangements within health and social care organisations in Northern Ireland.**



## Methodology

- RQIA's review team considered the responses to questionnaires from each of the 14 health and social care organisations under review.
- We met with professional regulatory and representative organisations to obtain their views about the current whistleblowing arrangements.
- We engaged the national whistleblowing charity - Public Concern at Work - who facilitated focus groups with a range of staff and managers to obtain their views about the current whistleblowing arrangement in their organisations, and how these could be enhanced. We also obtained staff views via an online questionnaire.
- We met with the senior managers to discuss the current whistleblowing arrangements, and how these could be enhanced.
- RQIA's recommendations for enhancing the whistleblowing arrangements were presented and discussed at a stakeholder event with representatives of organisations under review.
- The findings from the review, which includes 11 recommendations for improvement were published on [RQIA's website](#) in September 2016.

## Recommendations

RQIA made recommendations to improve the whistleblowing arrangements across health and social care, which included:

- The development of a model regional policy for raising concerns/whistleblowing.
- Increasing awareness of raising concerns/whistleblowing among all staff, and encouraging more staff to speak out.
- Introduce a pilot scheme for a confidential helpline to provide independent advice and support for those wishing to raise concerns/whistleblow.
- The provision of appropriate training for staff and managers, including regional eLearning.
- Improving the oversight and management of concerns/whistleblowing, including:
  - the appointment of a non-executive board member with responsibility for oversight of the culture of raising concerns within their organisation
  - appointing an appropriate number of advisers/advocates to signpost and provide support to those wishing to raise a concern
  - providing feedback to staff in relation to concerns raised, and how they were resolved