

Who do I tell?

This group activity will help workers to understand where to find support in their role and how and who to report challenges or issues in the workplace. It could also lead to a discussion about whistleblowing.

Duration: 25 minutes

Resources: One set of support cards (blue) and one set of query cards (red).

What core skills does this address?

- English skills
- Accountability

What Care Certificate standards does this address?

- 1.1 Understand their own role
- 1.4 Work in partnership with others
- 3.3 Demonstrate how to respond to comments and complaints
- 7.3 Support an individual's right to make choices
- 13.1 Understand own responsibility
- 14.1 Handle information

Introduce the activity

- Give each group a set of each of the cards.
- Explain that the red cards are queries that a care worker might come across, where they might need to ask for help or report an incident. The blue cards represent sources of support where care workers can go for more help.
- Ask workers to match the source of support (blue cards) to the query (red cards).
- As they complete the task, ask them to discuss other sources of support in your workplace and what else they might do in each situation.

Feedback and discussion

Ask each group in turn to choose two query cards and to justify the decisions they had made about the most appropriate source of support.

You could use these questions to structure the discussion:

- what can make it difficult for us to report concerns or complaints at work?
- is it best to wait until you have firm evidence before you raise a concern?
- have there been times when you have had to deal with an angry relative - how did you deal with the situation and what did you learn from the incident?
- how do we decide whether something is a minor or a serious incident?
- how could we make it easier for staff to report concerns or complaints?

Care Quality Commission	The manager insists that we have to carry out moving and handling jobs on our own if we're short staffed.
Senior Healthcare Assistant	We know we might have a CQC inspection but we aren't sure how that'll involve us.
Housekeeping or domestic team	Mrs D has asked if all her photos and ornaments can be dusted.
Maintenance team	I almost tripped on the carpet - the duct tape had come off.
Manager	We did training on the Mental Capacity Act but a lot of us felt the trainer wasn't very well prepared.
Chef or kitchen workers	Mr K said his porridge was cold this morning.
Activities worker	Mr C said she felt she did not get enough exercise.
Receptionist or administration worker	Mr K mentioned that his daughter rang and left a message but no one had got back to her.
A light bulb wasn't working on the stairs.	I went in to support Mrs J out of bed this morning but found that her bed was wet and she had two continence pads on.

Mrs N said that she was not happy that her daughter had made changes to her care plan regarding her weekly outing.	Mrs J's daughter told me that the morning carer didn't wear gloves when emptying the bedpan.
Mr T said the window in his room was draughty.	Mrs R said there were no towels in her bathroom this morning.
We are having our staff party tonight in the lounge. The manager is giving some residents sleeping pills so they don't get up.	Mrs Jones wasn't happy as she wanted to have the chocolate mousse as well but she couldn't as she is diabetic.
Mrs M said he was finding the afternoon music sessions a bit noisy.	The chiropodist says she can never find a space in the car park.