## **Freedom to speak up**

### Well-led will look at the support you put in place to create a culture where people are empowered to speak up. This will apply as much to your staff team as the people you support.

### The CQC inspection focus is likely to look for practical examples of how you have supported individuals to raise issues and concerns, both within your service and potentially to other audiences in the wider community. Inspectors may also look at how you respond to issues that have been raised by people speaking up and how you have learned from them.

### Recommendations checklist

These recommendations act as a checklist to help you consider what you could potentially evidence, but it’s not intended as a definitive list. We hope they help you reflect on what evidence you might wish to share with the CQC.

|  | Yes | No | N/A | How we evidence | Action |
| --- | --- | --- | --- | --- | --- |
| Our open and transparent culture provides a safe environment and learning culture that is receptive to people speaking up. |  |  |  |  |  |
| We can evidence how we ensure the people we support and our staff team are empowered to speak up. |  |  |  |  |  |
| Our managers fully understand their responsibilities around Duty of Candour and adhere to this at all times. |  |  |  |  |  |
| We can evidence that we actively promote and encourage whistleblowing. |  |  |  |  |  |
| We audit each of the people we support so we know their ability to speak up and understand the different mechanisms to help empower them where needed. |  |  |  |  |  |
| We build confidence and provide opportunities to the people we support and staff team to speak up. |  |  |  |  |  |
| We can evidence how we encourage and empower the people we support to share a view about the service (including challenging practice and performance). |  |  |  |  |  |
| We ensure our staff are committed to seeking feedback from the people they support, listening to their concerns and ensuring these are escalated appropriately. |  |  |  |  |  |
| Our staff are an important part of our improvement journey, and their thoughts and views help us to strengthen the quality of care we deliver. |  |  |  |  |  |
| Whether reporting to ourselves or other agencies, we treat these issues with equal importance. |  |  |  |  |  |
| We invest time in developing and promoting open communication channels (e.g., newsletter contributions, website, social media, surveys etc.). |  |  |  |  |  |
| We regularly review how we engage with people, looking for the most effective ways for them to contribute to the continued development of the service. |  |  |  |  |  |
| We can provide documented evidence of how we have supported people and staff to speak up, as well as our associated investigations and response. |  |  |  |  |  |
| We enable people to connect with guardians, advocates and groups that can help them to amplify their voice and concerns. |  |  |  |  |  |
| We will work with other organisations to help people to speak up at a local and/or national level against inequalities and other issues. |  |  |  |  |  |
| We can evidence how we respond to issues that have been raised, demonstrating how we have learned and changed as a result. |  |  |  |  |  |

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| Resources to help **GO Online: Inspection toolkit**  Learn more about how this is inspected via a short film, practical examples and resources [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/inspection-toolkit/Topic-focus.aspx?services=&kloe=well-led-2&topic=freedom-to-speak-up).  **Recommendations checklists** Access the full range of all Recommendations Checklists, exclusively available to Skills for Care Registered Manager Members [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Support-for-registered-managers/GO-guide-SAF.aspx).  **Good and Outstanding care support** Skills for Care’s Good and Outstanding care resources include practical e-learning modules, guidance and seminars to support you to meet CQC expectations. Learn more about what is available [here](https://www.skillsforcare.org.uk/go). |