Speaking up to keep people safe

Gillian Baranski, Chief Inspector, Care Inspectorate Wales and Alun Jones, Interim Chief Executive, Healthcare Inspectorate Wales are calling on all staff working in health and social care in Wales to "speak up" about the excellent care that is being provided, but also about care that does not meet the required standard.

"Over the past year, we have experienced an unprecedented health crisis and we want to thank health and care staff all over Wales for your dedication in caring for people, and your hard work in tackling the many challenges you have faced. We know this has been, and continues to be, an extremely stressful and difficult time for everyone.

"Whilst health and care services have had to adapt and change in response to the pandemic, people's safety and well-being must remain central to their delivery. Everyone who has a role in providing care needs to be vigilant so that we can reduce the risk of avoidable harm to people.

"We have heard many accounts of excellent care and support, with staff going above and beyond to promote people's well-being. However, we are also aware of a small number of instances where this is not the case.

"Speaking up is an essential element of a safe culture and should be 'business as usual' for everyone working in care, regardless of their role. There are many ways you can report concerns about people's safety and well-being being compromised or put at risk - this may be through local improvement or risk management processes; discussion with your line manager or a leader in your organisation; or by telling our organisations. This is your professional responsibility."

If you work in social care, you can provide feedback on services and report concerns to Care Inspectorate Wales, by visiting by **careinspectorate.wales/contact-us** or calling 0300 7900 126.

If you work in healthcare, you can contact Healthcare Inspectorate Wales by visiting **hiw.org.uk/contact-us** or calling 0300 062 8163

If you prefer, your anonymity can be protected in line with the Public Interest Disclosure Act. For more information, visit **hiw.org.uk/whistleblowing** or **https://careinspectorate.wales/contact-us/raise-concern**