

Whistleblowing Policy

1. Policy Statement

Moonlight Homecare is committed to maintaining the highest standards of honesty, accountability, and transparency. We believe all individuals have the right to live safely and be free from harm. This Whistleblowing Policy aims to empower staff to speak up about concerns related to the safety and wellbeing of vulnerable adults and children without fear of reprisal. It reflects the organisation's duty under the Care Act 2014, Children Act 1989/2004, and the Public Interest Disclosure Act 1998.

2. Scope

This policy applies to all:

- Employees
- Volunteers
- Students on placement
- Contractors and consultants

It covers concerns involving:

- Abuse or neglect of vulnerable adults or children
- Unsafe care practices
- Criminal offences (e.g. theft, assault)
- Fraud or financial misconduct
- Breaches of statutory duties
- Deliberate concealment of wrongdoing

3. Definition of Whistleblowing

Whistleblowing is when someone reports a concern that affects others — such as abuse, misconduct, or unsafe care. It differs from a grievance, which is a personal complaint. Whistleblowing helps safeguard those who may not be able to protect themselves.

4. Principles

- All concerns will be treated seriously and investigated fairly.
- Staff who raise genuine concerns will be protected from victimisation.
- Confidentiality will be maintained where possible.
- Malicious or knowingly false allegations may result in disciplinary action.

5. How to Raise a Concern

You can raise your concern verbally or in writing. Steps to follow:

Step 1:

Report your concern to your Line Manager.

Step 2:

If uncomfortable or unresolved, escalate to the Designated Whistleblowing Officer:

Nassir Hassan (Registered Manager)

Email: moonlight.homecare@outlook.com | Phone: [internal phone]

Step 3:

If the concern remains unresolved, report externally to:

- Local Authority Safeguarding Team 020 8825 8000. email

sscallcentre@ealing.gov.uk

- Care Quality Commission (CQC): 03000 616161 / www.cqc.org.uk

- Public Concern at Work (Protect): 020 3117 2520 / www.protect-advice.org.uk

6. Investigation Process

- The concern will be acknowledged within 5 working days.
- A confidential investigation will be conducted.
- Findings will be shared where appropriate.
- Immediate action will be taken if someone is at risk.

7. Protection and Support

- Staff will not be penalised for raising concerns in good faith.
- Anonymous concerns are accepted but may limit the investigation.
- Support will be offered to all whistleblowers, including pastoral and professional support if needed.

8. Monitoring and Review

Whistleblowing reports are monitored by senior management to ensure accountability and continuous improvement. This policy will be reviewed annually or following any major incident.

Last Reviewed: April 2025

Next Review Due: April 2026

Approved by: Nassir Hassan, Registered Manager