

Cover page

Meeting	Trust Board
Paper Title	FTSU report (Special Covid-19 Report)
Date of meeting	28 th May 2020
Date paper was written	19 th May 2020
Responsible Director	Dr Arne Rose, Medical Director, Executive Lead for FTSU
Author	Kate Adney, Lead Freedom to Speak Up Guardian

Executive Summary

This report provides a summary of activity, feedback and themes of concerns raised to the Freedom to Speak Up (FTSU) Guardians.

Due to the current situation, this report will focus on the concerns raised through FTSU with actions in relation to Covid-19. Recording of FTSU Covid-19 related concerns dated from 20th March 2020 to 19th May 2020, the date this report was written.

Covid-19 related concerns have fallen into 8 categories.

Category	Number of cases
Working from home	4
Pregnancy	2
Shielding	1
PPE/IPC	12
Emotional and well- being support	4
Redeployment	2
Behaviours	19 (14 not Covid-19 related)
Patient Safety	4
Total	48 (34 Covid-19 related)

Details of action taken in relation to concerns raised are in the main body of this report.

Every concern has been escalated and appropriate action taken in a timely manner with additional communications and support for staff to speak up.

FTSU is part of the Covid-19 support network, with a structured approach linking in with the Well-Being Team, IPC, BAME/Inclusion and Diversity Lead, OD Team, our FTSU Advocates, FTSU Midlands Network, Senior Leaders and both clinical and non-clinical colleagues throughout the Trust.

Summary of FTSU activity is detailed along with developments and actions that have been taken to

further imbed the FTSU role and to encourage a culture of speaking up to be 'business as usual'.

Previously considered by

The Board is asked to:

<input type="checkbox"/> Approve	<input type="checkbox"/> Receive	<input checked="" type="checkbox"/> Note	<input type="checkbox"/> Take Assurance
To formally receive and discuss a report and approve its recommendations or a particular course of action	To discuss, in depth, noting the implications for the Board or Trust without formally approving it	For the intelligence of the Board without in-depth discussion required	To assure the Board that effective systems of control are in place

Link to CQC domain:

<input checked="" type="checkbox"/> Safe	<input type="checkbox"/> Effective	<input type="checkbox"/> Caring	<input checked="" type="checkbox"/> Responsive	<input checked="" type="checkbox"/> Well-led
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Link to strategic objective(s)	<p>Select the strategic objective which this paper supports</p> <ul style="list-style-type: none"> <input type="checkbox"/> PATIENT AND FAMILY Listening to and working with our patients and families to improve healthcare <input checked="" type="checkbox"/> SAFEST AND KINDEST Our patients and staff will tell us they feel safe and received kind care <input type="checkbox"/> HEALTHIEST HALF MILLION Working with our partners to promote 'Healthy Choices' for all our communities <input type="checkbox"/> LEADERSHIP Innovative and Inspiration Leadership to deliver our ambitions <input checked="" type="checkbox"/> OUR PEOPLE Creating a great place to work
Link to Board Assurance Framework risk(s)	No

Equality Impact Assessment	<ul style="list-style-type: none"> <input type="radio"/> Stage 1 only (no negative impact identified) <input checked="" type="radio"/> Stage 2 recommended (negative impact identified and equality impact assessment attached for Board approval)
Freedom of Information Act (2000) status	<ul style="list-style-type: none"> <input type="radio"/> This document is for full publication <input type="radio"/> This document includes FOIA exempt information <input checked="" type="radio"/> This whole document is exempt under the FOIA
Financial assessment	No

Due to the current situation, this report will focus on the concerns raised through FTSU with actions in relation to Covid-19. Recording of FTSU Covid-19 related concerns dated from 20th March 2020 to 19th May 2020, the date this report was written.

Themes emerging from concerns raised

Covid-19 concerns raised through FTSU Guardians have fallen into 8 categories. As detailed below:

Category	Number of cases
Working from home	4
Pregnancy	2
Shielding	1
PPE/IPC	12
Emotional and well- being support	4
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Patient Safety	4
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FTSU Concerns are acknowledged within 48 hours with action and expected outcome agreed with the colleague that has raised the concern.

Every concern has been escalated with appropriate action taken accordingly and fed back to those that raised a concern in a timely manner. A weekly summary to Executives and Senior Leaders and those that is relevant to (such as OD, Workforce, Head of Nursing) has also been provided.

Further detail on each of the categories and concerns raised are provided in the next section.

FTSU Action in relation to concerns raised

Working from home

Clarification provided on the guidelines on working from home. To ensure support form Line Manager to enable working from home where possible. Increased communications from Workforce Director on the guidelines from working from home.

Pregnancy

Clarification to staff who are pregnant and working in a clinical area. Nicola Wenlock our Director of Midwifery ensured there was some FAQ's on the website and intranet for those that are pregnant at work and also for those that will be soon delivering their baby and what to expect.

All pregnant mums have been contacted by letter to inform them of changes and what to expect when they go into labour to offer reassurance and guidance.

Shielding

Additional information provided to staff who may be living with a vulnerable adult. Support has been given by Line Managers, with advice from HR in order to ensure those that are living with vulnerable adults, or need to shield themselves are fully supported.

PPE/IPC

Any concerns and queries relating to PPE/IPC have been responded to in a timely manner offering clarification on correct use, fully supported by the IPC team. IPC team on hand to answer any queries that came through FTSU in a timely manner. IPC team provided up to date information to FTSU Guardians so we were able to advise staff accordingly. FTSU Guardians have direct link with IPC team to ensure that we are feeding back any concerns that are raised through FTSU regarding PPE.

Emotional/Well-Being Support

FTSU Guardians are part of the Covid-19 support network. We are here to offer emotional and well-being support in addition to those that wish to raise concerns. We have ensured that our FTSU Advocates have information on Well-Being that they can share with their colleagues. FTSU Guardians have support the Well-Being Rooms, ensuring that there are materials available that advise staff on how to raise a concern as well as useful information on gaining support. FTSU regularly in contact with our OD Team, feeding back any well-being information that we are hearing from our colleagues.

Redeployment

Staff have contacted FTSU Guardians if they are unsure about the process around being redeployed, what is expected of them and queries around training should they be required to carry out a different role. FTSU Guardians have been able to offer guidance and support, clarify the process around redeployment. This was supported by our Workforce Director who ensured that there was clear communication around redeployment as well as useful information shared by the Corporate Education Department.

Behaviours

FTSU Guardians encourage staff to speak up and promote an open culture. To challenge inappropriate behaviours. Concerns raised around behaviours have been escalated accordingly, with the consent of those that have raised the concern. This has been fed back to the person that raised the concern and they have been thanked for speaking up.

Patient Safety

Ensured that staff are recording patient safety concerns in the correct manner, via Incident Reporting and raising the concern with their Line Manager. Patient safety concerns have been escalated in a timely manner to the appropriate member of staff. Action has been fed back to the member of staff that raised the concern.

FTSU Covid-19 support and activity

- FTSU Guardians are part of the Covid-19 support group offering signposting and on-going support
- Increased communications and promotional materials (including well-being links) to ensure staff are aware of how to raise concerns and the support that is available to them.

- FTSU information has been sent to our Agencies and Agency Staff, by our Temporary Staffing Department to ensure that our Agencies and Agency Staff also know the correct channels on how to raise a concern and information on the FTSU Guardians and our role within the Trust.
- Regular contact with Dr Arne Rose, Medical Director and Louise Barnett, CEO, Executive Team and Senior Leaders to ensure they are kept up to date with FTSU activity and what is being heard.

- Regular contact with Kal Parkash, Equality, Diversity & Inclusion Lead to ensure we are linking in with any BAME related concerns.
- Continued to promote our FTSU Promoting Advocates with an additional 3 advocates on board in May.
- FTSU Guardians identified to be part of the Recovery and Restoration programme.

Learning and Sharing

FTSU Guardians have been sharing with colleagues, through communication materials such as Chatterbox and the Weekly Messages from Directors that we encourage staff to speak up and promote an open culture of speaking up, and it is the right thing to do.

We have shared with colleagues who are substantive, temporary or agency staff information on how to raise a concern and how to contact a FTSU Guardian. This has been supported by additional promotional materials which will ensure as many staff as possible will know how to raise a concern and contact a FTSU Guardian.

FTSU Guardians have learnt that Covid-19 has brought many concerns and anxieties to our staff. This has been both in the work place and at home. Everyone is different and is coping with Covid-19 in different ways. We have learned to acknowledge this and with the support from the Trust we have been able to provide guidance, support, reassure and provide information to our colleagues. It is proving very useful to be part of the Covid-19 support network as this is not only encouraging staff to speak up about any concern they may have, but also enables our Trust to understand how we can continue to support our staff during the coming months.

