



**Proses Uwchgyfeirio Pryderon ar gyfer Myfyrwyr Iechyd a Gofal Cymdeithasol,
Staff a Phartneriaid y Lleoliad Ymarfer**

**Escalation of Concerns Process for Health and Social Care Students, Staff and
Placement Practice Partners**

Rev	Date	Purpose of Issue/Description of Change
1.	April 2016	Initial Issue
2.	July 2019	Revisions to include all student disciplines and revised flowchart processes.
3.	November 2021	Revision to include text in bold regarding reporting to Executive Nurse Director (p3); initial student contact (Flowchart A); Direct notification (Flowchart B)

Policy Officer	Senior Responsible Officer	Approved By	Date
Head of School	Director for Teaching and Learning	BCUHB Education Team SOHS Programme Leads & LME	

Introduction

Health and social care students, health and social care staff and academic education institution staff involved in supervising and assessing students in health and social care placements may, at any time, have a concern relating to the practice placement. This policy sets out the process to follow to ensure that concerns raised are investigated and managed appropriately and proportionately in accordance with both Bangor University (please refer to Procedure for Placement Learning 2018) and Betsi Cadwaladr University Health Board and other NHS, social care, private and third-sector practice partner policies and procedures. This policy document does not alter the need for all health and social care students to report health and safety accidents or near misses in accordance with practice partner health and safety policies and procedures.

All partners involved in health and social care education recognise that high standards of practice are essential if patients and users of services are to be protected and receive good quality care and if students are to work in a safe and fulfilling environment. Good quality health and social care learning environments contribute to a positive student learning experience. Creating a culture of openness and one that welcomes positive challenge and constructive criticism can increase confidence in the Health Board and practice partner determination to improve care quality, in accordance with Freedom to Speak Up (Francis, 2015) and the joint statement on the professional duty of candour (2014) and NMC Guidance (NMC, 2015).

All health and social care professionals and students working toward professional registration have a duty of candour – this is a professional responsibility to be honest when things go wrong. Allowing concerns to remain without being investigated and acted upon can impact on services and morale and have potentially serious consequences. All partners recognise that all healthcare students on practice placement have a duty and a right to raise concerns about practice by bringing them to the attention of those who are able to do something about them in a supportive way. This document should be read in conjunction with University and partner organisation whistleblowing policies including BCUHB WP4 Raising Staff Concern/Whistleblowing Policy.

All staff and students have a responsibility to inform the Local Authority of any concerns where there is reasonable cause to suspect that an adult or child is at risk of or subject to harm or abuse. Betsi Cadwaladr University Health Board Safeguarding Team and the Local Authority Safeguarding Board provide advice and support relating to any safeguarding concerns or adult or child at risk referrals to staff and students.

Underlying Principles

- All partnership staff will encourage and assist in developing good communications and a transparent and supportive learning environment.
- People using health and social care services will be assured, as far as is possible, that the highest standards of service are expected and that facilities are in place to allow healthcare students to raise concerns if these are not met.
- Health and social care students, academic education institution staff or staff involved in supervising and assessing students in health and social care placements will be encouraged to initially raise a concern with the individual the concern relates

to (if applicable) and/or with practice supervisors, assessors, education staff and/or practice placement manager.

- Health and social care students, academic education institution staff or staff involved in supervising and assessing students in health and social care placements who raise any concern, including concern about unacceptable practice can expect these to be investigated without fear of being penalised for raising them.
- All concerns will be dealt with promptly and sensitively and with appropriate confidentiality without being penalised.
- Required senior staff in both the University and the Health Board and practice placement partners will be informed promptly regarding any issues that may impact on clinical placements and the quality of the learning environment. **The Executive Nurse Director will be informed of all significant concerns as soon as they are reported.**
- A joint risk assessment will be undertaken by the practice placement partner and University where a clinical placement area has been identified as requiring escalation.
- The complainant and all relevant education or practice partner staff will be informed of progress and of the outcomes of any internal investigation, ensuring confidentiality is respected and that investigations that are led by a third party.
- Outcomes of investigation and recommendations for measures to be taken will be logged and monitored by professional leads and partners. Lessons learned from spent cases will be fed back into the curriculum, where there is a strong emphasis on values, advocacy, and human factors relating to adverse events.

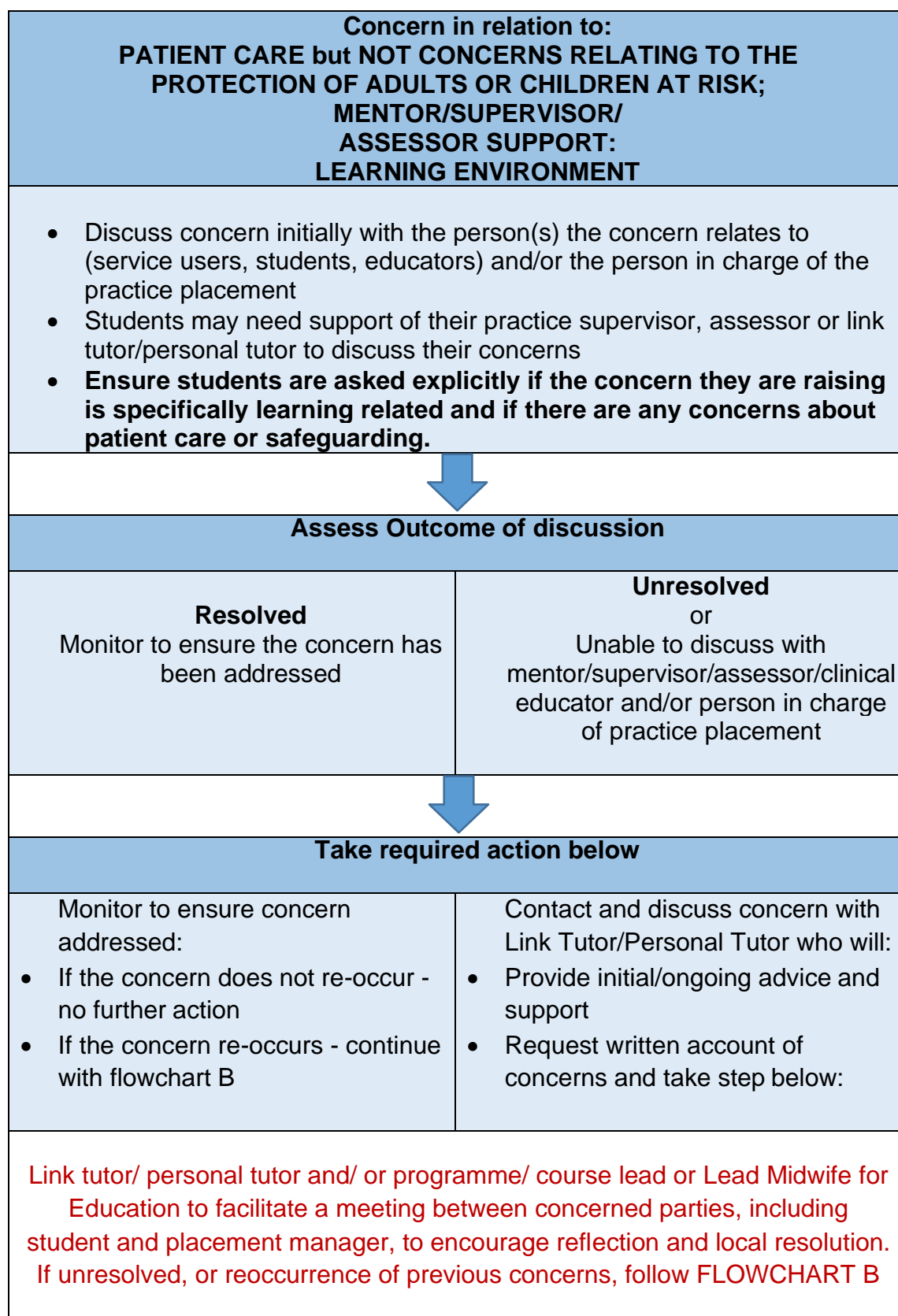
Escalation Process

Any concerns, other than those relating to adults or children at risk, should initially be discussed with the student mentor/supervisor/assessor or practice educator and/or the person in charge of the practice placement to actively facilitate resolution where possible **(Flow chart A)**.

If a concern is unresolved, or relating to adults or children at risk, or the student is unable to discuss concern with mentor/assessor/supervisor and/or person in charge of the practice placement, the University Link Tutor / Personal Tutor should be contacted **(Flow chart B)**.

Concerns about students in relation to conduct, professionalism or any concerning behaviour should be communicated to the School using the referral form and email to Professional_Issues@bangor.ac.uk

Flowchart A



Flowchart B: If concern is unresolved, or there is a reoccurrence of previous concerns, follow flowchart B

