

LORETTO GOOD WORK PRACTICE		No. 011
Date Reviewed: October 2019	Next Due: October 2022	Approved: April 2010 by S. Carr

It is Loretto's policy to encourage good practice within all services/sections of the organisation. In order to promote this, the following guidelines must be adhered to: -

1. Employees should be aware at all times that the service user's/tenants interests and wellbeing are the organisation's first priority. This includes being responsible for personal work practice and for taking appropriate action where the work practice of others raise cause for concern.
2. It is the responsibility of each individual employee to ensure that their work is up to the organisation's quality standard and to: -
 - a) Have knowledge of Loretto's policies and procedures that apply to their service/section
 - b) Be an example of best practice to others in their own work practice
 - c) Keep up to date on professional issues
 - d) Take full advantage of supervision and training opportunities
 - e) Question colleague's actions if concerned
3. Standards of good practice should be discussed at team/section meetings and all employees are encouraged to participate and make suggestions to promote good practice. This should include discussing the relevant National Care Standard(s), the Scottish Social Services Council Codes of Practice, research, relevant current news items or an area of work in which staff are aware of inconsistency in practice.
4. Service users/tenants and all external agencies that Loretto work in partnership with should be reminded of the organisation's complaints procedure and encouraged to express their views and be assured that they will be taken seriously and treated fairly.
5. If an employee feels that they have witnessed a colleague acting in a way which might be illegal, unsafe, improper, unethical or in conflict with any of the policies or procedures of Loretto, or statutory responsibility such as health and safety legislation and they feel unable to raise the issue directly with the employee concerned, then the matter should be raised as follows: -
 - a) Be confident in reporting bad work practice

- b) Inform an available line manager of any bad practice that has been witnessed. This should be done at the earliest opportunity to prevent major problems arising.
- c) All dates and times of incidents/situations causing concern should be written down.
- d) An employee who reports bad practice will have access to a confidential meeting with an appropriate manager. The employee has the right to a witness at this meeting, if requested.
- e) Where appropriate, the employee reporting the incident will be kept informed of any action intended to be taken and the outcome of any investigation undertaken.
- f) An employee reporting bad practice will not suffer repercussions because they have made a complaint. If bad practice is reported in good faith, but after investigation allegations are unfounded, no action will be taken against the employee who reported it. However, it is the employee's responsibility to ensure the information is accurate. If the information is found to have been provided maliciously, frivolously, for personal gain or found to be deliberately inaccurate the employee will be held accountable and will be dealt with under the organisation's disciplinary procedure.
- g) Employees will be offered support and guidance by management. The organisation also provides support to individuals through the Employee Counselling Service where they can discuss their situation in confidence by requesting a management referral.
- h) If an employee witnesses what they consider to be bad practice, by a line manager, then they should report this to the next available line manager.
- i) If an employee who has made a complaint is dissatisfied with the outcome of their complaint they may pursue this through the organisation's grievance procedure.

This policy should be read in conjunction with Loretto's Core Values and the following Care and Human Resources policies:

- Protection of Vulnerable Adults
- Quality
- Whistle Blowing Policy
- Dignity at Work