

## School of Sport and Health Sciences – Raising concerns related to placement policy

Learners are allocated to a variety of placements / practice learning settings to enable them to meet the outcomes for their course of study. The School of Sport and Health Sciences works in partnership with practice learning / placement providers to deliver high-quality educational experiences based on continuous evaluation, quality assurance and effective communication.

There may, however, be incidences that arise when learners need to raise concerns about their patient/ client experiences and there are various support processes in place to enable them to do this. Concerns may relate to issues such as poor manual handling, patient safety, a delay in the delivery of care, non-adherence to employers' policies, unsafe practice, hygiene needs not being met, bullying, harassment, discrimination.

In addition to guidance provided in this policy, learners and staff should adhere to guidance provided by:

**University of Brighton's Whistleblowing Policy and Procedure** (Staff Sharepoint [https://unibrightonac.sharepoint.com/sites/public/docs/Forms/AllItems.aspx?id=%2Fsites%2Fpublic%2Fdocs%2FLearner\\_Contract%2FLearner\\_Contract\\_2021-22%2FWhistleblowing\\_Procedure\\_2021-22%2Fpdf&parent=%2Fsites%2Fpublic%2Fdocs%2FLearner\\_Contract%2FLearner\\_Contract\\_2021-22](https://unibrightonac.sharepoint.com/sites/public/docs/Forms/AllItems.aspx?id=%2Fsites%2Fpublic%2Fdocs%2FLearner_Contract%2FLearner_Contract_2021-22%2FWhistleblowing_Procedure_2021-22%2Fpdf&parent=%2Fsites%2Fpublic%2Fdocs%2FLearner_Contract%2FLearner_Contract_2021-22))

**Health and Care Professions Council Raising Concerns:** [Fitness to practise - How to raise a concern / make a complaint about a health and care professional | \(hcpc-uk.org\)](https://www.hcpc-uk.org/fitness-to-practise/how-to-raise-a-concern/)

**Health and Care Professions Whistleblowing Policy:** [Whistleblowing policy | \(hcpc-uk.org\)](https://www.hcpc-uk.org/whistleblowing-policy/)

**Nursing and Midwifery Council (NMC) Raising concerns:** [Raising concerns: Guidance for nurses, midwives and nursing associates - The Nursing and Midwifery Council \(nmc.org.uk\)](https://www.nmc.org.uk/raising-concerns-guidance-for-nurses-midwives-and-nursing-associates/)

**Teacher Training:** [Resources for trainee teachers \(brighton.ac.uk\)](https://www.brighton.ac.uk/resources-for-trainee-teachers/)

**Chartered Institute for the Management of Sport and Physical Activity – Work base and placement learning guide:** [Work-Based and Placement Learning Guide \(cimspa.co.uk\)](https://www.cimspa.co.uk/work-based-and-placement-learning-guide/)

**British Association of Sport and Exercises Sciences- Position stand on Graduate Internships** [bases\\_position\\_stand\\_graduate\\_internships172.pdf](https://www.bases.org.uk/bases_position_stand_graduate_internships172.pdf)

**British Association of Sport and Exercises Sciences – Code of Conduct** [code\\_of\\_conduct202.pdf \(bases.org.uk\)](https://www.bases.org.uk/code_of_conduct202.pdf)

## Reporting concerns

A learner should report immediately (within a maximum of one working week) if they witness or experience practice that causes them concern to one of the contacts below. This should be done immediately if they have witnessed, have knowledge of or suspect an act of abuse (\*\*see below for examples) by anyone whilst on a placement.

### In the practice / placement setting: -

- Their Practice Supervisor/Practice Assessor/ Practice Educator/ Mentor/ Work-based supervisor (The different titles here reflect different professions/ roles and placement settings).
- The Practice Education Facilitator (PEF) or Placement Coordinator
- Ward Manager
- Professional Lead Clinician/Manager
- Safeguarding Lead

### In the School of Sport and Health Sciences

- A Practice Liaison Lecturer / Practice Education Leader
- Their Personal Tutor
- The placement module leader
- The Course Leader
- Visiting tutor (person doing half-way placement visit, if relevant for course)
- Learner Support and Guidance Tutor
- Course Lecturer
- Cohort/ Year Leader

## Actions taken

Depending on who the learner reports their concern to there are various actions that may be taken.

### In a practice setting

The person **receiving** the information about practice related concerns witnessed by a learner will;-

- Listen to and document the learner's concern
- Follow Organisational policy re raising concerns / whistleblowing/ Safeguarding Adults at Risk and Safeguarding Children
- Seek advice from their manager / supervisor/ Practice Education Facilitator
- Advise the learner to inform a relevant contact at the university or contact the University themselves if the learner requires this support

## In the School of Sport and Health Sciences

The person **receiving** the information about practice related concerns witnessed or experienced by a learner will; -

- Inform relevant Course Leader and/or Practice Liaison Lecturer / Practice Learning Leader without delay. This will depend on what the concern is and who it is felt would be the best person to manage this with the learner.
- The relevant person would then meet with the learner to ensure they feel supported. SSGT support would be offered if indicated.
- Contact practice educator/ supervisor/ mentor to discuss concerns.
- If there is suspicion or witnessing of abuse to contact the practice Safeguarding lead.
- Document concern and actions taken on the School's database for raising concerns
- Alert NMC correspondent or LME if Nursing or Midwifery incident requires reporting
- Inform the Head of Practice Learning and Development, The Associate Dean for Education and Learner Experience or the Dean of School to agree how to proceed. They will then communicate any action that needs to be taken.
- If appropriate the learner will be advised to follow the University Complaints Policy procedure available at: <https://staff.brighton.ac.uk/reg/acs/docs/Learner-Complaints-Resolution.pdf>
- Concerns and actions taken are recorded on the School's alert database. This is reviewed by the PLL Team, Practice leads and Head of Practice Learning and Development monthly.

**\*\* When concerns are reported in writing in, for example, a Practice Placement Evaluation, academic written work OR verbally in a Lecturer facilitated session the same reporting process must be followed.**

### Learner Evaluation forms

If a learner has submitted a negative response about any aspect of their placement on their evaluation form, this will be followed up by the Practice Liaison team (Nursing)/ Practice Learning Leads / Placement Module Lead.

Responses may include one or more of the following;

- No further action required (negative response countered by follow up comment made by learner).
- Meet with learner to gather more information and identify action required
- Meet with placement / practice learning manager to discuss response.
- Implementation of an agreed action plan
- Suspension of the placement / practice learning opportunity
- Any serious concerns will be escalated and reported to the Head of Practice Learning and Development who will liaise the Associate Dean for Education and Learner Experience/ Dean of School as necessary.

### NHSE / NMC – Reporting Concerns

The Head of Practice Learning and Development reports quarterly to Health Education England about adverse practice related concerns and actions taken. Exception reporting to the NMC is also made by our NMC correspondent and LME as required.



## **\*\* Examples of abuse**

### **Physical abuse.**

Physical abuse is any physical contact which harms clients or is likely to cause them unnecessary and avoidable pain and distress. Examples include handling the client in a rough manner, giving medication inappropriately, and poor application of manual handling techniques or unreasonable physical restraint. Physical abuse may cause psychological harm.

### **Psychological abuse.**

Psychological abuse is any verbal or non-verbal behaviour which demonstrates disrespect for the client and which could be emotionally or psychologically damaging. Examples include mocking, ignoring, coercing, threatening to cause harm or denying privacy.

### **Verbal abuse.**

Verbal abuse is any remark made to or about a client which may be reasonably perceived to be demeaning, disrespectful, humiliating, racist, sexist, homophobic, ageist or blasphemous. Examples include making sarcastic remarks, using a condescending tone of voice or using excessive and unwanted familiarity.

### **Sexual abuse.**

Sexual abuse is forcing, inducing or attempting to induce the client to engage in any form of sexual activity. This encompasses both physical behaviour and remarks of a sexual nature made towards the client. Examples include touching a client inappropriately or engaging in sexual discussions which have no relevance to the client's care.

### **Financial / material abuse.**

Financial / material abuse involves not only illegal acts such as stealing a client's money or property but also the inappropriate use of a client's funds, property or resources. Examples include borrowing property or money from a client or a client's family member, inappropriate withholding of clients money or possessions and the inappropriate handling of, or accounting for, a client's money or possessions.

### **Neglect**

Neglect is the refusal or failure on the part of the registered nurse, midwife or health visitor to meet the essential care needs of a client. Examples include failure to attend to the personal hygiene needs of a client, failure to communicate adequately with the client and the inappropriate withholding of food, fluids, clothing, medication, medical aids, assistance or equipment.