

Subject Access Request Department in Medical Records, 1st Floor, Worthing Hospital, Lyndhurst Road, Worthing, BN11 2DH. Telephone 01903 205111 ext. 85648 or St Richard's Hospital, Ground Floor, Stillman House, Chichester, BN19 6SE. Telephone 01243 788122 ext. 33181



Ongoing Support

Ongoing support available to you will vary depending on the circumstances and the individual/s involved. Support is available from your Line Manager, colleagues and other managers and includes:

Occupational Health
Worthing - ext. 85276
St Richard's - ext. 32403

Divisional Human Resources
Worthing - ext. 84845
St Richard's - ext. 32748

Staffside Chair, Fiona Keeling (as at June 2015). Direct line - 07584 153218

Chaplaincy
Worthing - ext. 84004
St Richard's - ext. 35380

Patient Advisory Liaison Service
Worthing - ext. 85032
St Richard's - ext. 31822

Staff Counselling Service

Worthing Hospital
01903 205111 ext. 85356

St Richard's Hospital
01243 831624

Citizen Advice Bureau Worthing
03444 771171

Citizen Advice Bureau Chichester
03444 771171

Samaritans
08457 90 90 90

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Western Sussex Hospitals NHS Foundation Trust

www.westernsussexhospitals.nhs.uk



**Supporting staff
who have concerns
about their own or
their relative's care**

Supporting staff

Background

The admission of yourself, a family member or a close friend to hospital can often be a worrying and stressful event.



If you or your loved one becomes an inpatient of this Trust, hopefully, you would find this reassuring and believe that your care is in safe hands. However, it can bring its own challenges, which may affect staff differently to the general public.

Suddenly, your role changes from being a member of staff to being a patient or relative. At the same time, you might be continuing your professional role within the hospital, whilst being in the vicinity of a very sick or dying relative or friend.

Maintaining boundaries under these circumstances can sometimes be difficult. You may experience this as stressful and require support from the Trust to continue to function in your professional role.

The situation is likely to feel more stressful, if you are not satisfied with your own or your relative's care. You may feel very uncomfortable if you need to complain and be unsure about the appropriate channels to share your concerns.

You might have insight into a failing or error because of your professional role, in a way

that a member of the public would not. In that situation, you might feel that you have a professional responsibility to raise your concerns to safeguard other patients, as well as your own relative.

The Trust's Responsibilities

The Trust recognises the importance of supporting staff through these challenging situations and acknowledges the need to ensure staff are provided with timely, appropriate support.

The Trust has a responsibility for your health and wellbeing at work. Your Line Manager will be able to direct you towards appropriate support e.g. Occupational Health, Staff Counselling Service, Chaplaincy, Trade Unions.

Human Resources will provide advice to your Line Manager if you believe you need to make temporary adjustments to your work situation e.g. moving to a different ward or area, special leave or granting unpaid leave.



If you or your Line Manager feel that the situation is adversely affecting your performance at work, you should be offered support in line with the following Trust policies - Health & Wellbeing, Annual Leave, Special Leave and Capability.

If you disclose concerns to your Line Manager, about the care you or a relative/friend received

from the Trust your Line Manager should act in accordance with the Raising Concerns policy.

Your Responsibilities

Whilst respecting your privacy, it is appropriate to share with your Line Manager personal issues which are impacting on your work life.

If you have concerns about your own or a relative's care, you should raise the issue with the Ward or Service Manager. If a satisfactory resolution is not achieved, you should then contact the Patient Advice and Liaison Service (PALS). If you choose to disclose to PALS that you are a member of staff, they will signpost you to the appropriate support.

Please observe the ward visiting hours, which are for the benefit of all patients, to ensure that staff have time to carry out interventions and patients have adequate rest.

Please do not visit at other times, without the permission of the Ward Manager.

You must adhere to Information Governance and not access your own or a relative's notes, appointments, results etc. without applying in writing to:

