

INWO decision report



Case: 202406061, Highland NHS Board

Subject: Complaint handling

Decision: Resolved (discontinued)

Summary

C raised concerns with the Board about a change in shift patterns for Community Nurses, within a specific community, which had not been carried out in line with the organisational change process. They also raised concerns about inappropriate delegation of duties to Health Care Support Workers (HCSWs) who worked in the community team.

C's concerns were investigated under the National Whistleblowing Standards (the Standards). The Board upheld C's concerns that the organisational change process had not been followed, and partially upheld their concerns about inappropriate delegation of duties to HCSWs. The investigation report made several recommendations including a full review of patient needs and community services to address C's concerns.

After some time, C complained to the Independent National Whistleblowing Officer (INWO) that there was insufficient communication and a lack of progress with implementing the recommendations made in the report. C was also concerned that some issues had not been addressed by the investigation.

We considered information provided by C and the Board. Both parties agreed to consider early resolution from the outset. The Board communicated with staff affected by the concern and provided an action plan outlining responsibilities and timescales. They also provided an addendum to their investigation report offering a more detailed consideration of the issues C identified and committed to update

C on a regular basis. C accepted that the Board would require time to implement the actions.



We recognised the pragmatic approach taken by both parties to engage in resolution and allow the action plan to be implemented. Our decision in this case was to discontinue the investigation with the agreement of both parties.

