



Report Title     **GUARDIAN ACTIVITY REPORT**  
Report for :     **SWANSEA BAY UNIVERSITY HEALTH BOARD**

Prepared by :   **NATASHA BURGON**  
Report Date :   **31/03/2021**



<u>Visits</u>		
This Month	No of case related visits	47
This Month	No of promo / comms visits	7
Year to date	No of case related visits	283
Year to date	No of promo / comms visits	43

<u>Themes</u>	This Month	This Year
Patient Safety / Quality	0	0
Management Concerns	8	30
System and Process	0	3
Bullying and Harrassment	0	10
Discrimination / Inequality	0	4
Behaviour / Relationship	0	13
Other	0	6

<u>Cases</u>		
This Month	No of new cases	8
This Month	No of cases closed	1
Year to Date	Total no of cases	66
Year to Date	No of cases open	30
Year to Date	No of cases closed	36

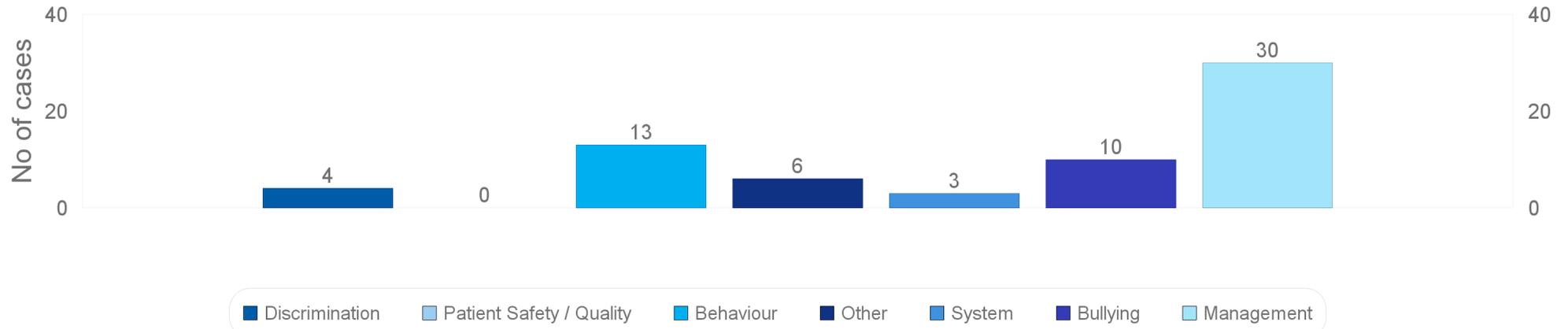
<u>Contact</u>	This Month	This Year
Email	103	1441
Telephone	26	471
Face to face	47	283

<u>Outcomes</u>	This Month
Written / Verbal Outcome	0
Ongoing	8
Chose not to pursue	0

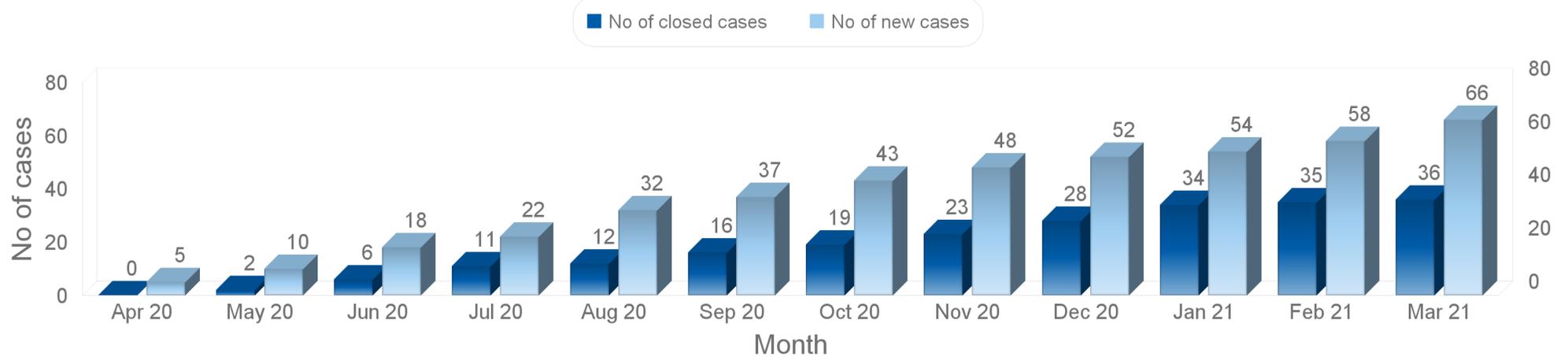
<u>Open cases</u>	Num
Red open cases	0
Amber open cases	19
Green open cases	11
No Risk open cases	0
Total No of open cases	30



### Case Themes Running total



### New Cases / Cases Closed Running Total



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Case status by Themes

Case Number	Start Month	Status Open	Status Closed	Patient Safety / Quality	Management Concerns	System and Process	Bullying and Harrassment	Discrimination /Inequality	Behaviour / Relationship	Other
SB92	Apr	0	1							1
SB93	Apr	0	1							1
SB94	Apr	0	1							1
SB95	Apr	0	1							1
SB96	Apr	0	1		1					
SBU1	May	0	1						1	
SBU2	May	1	0						1	
SBU3	May	0	1						1	
SBU4	May	0	1						1	
SBU5	May	1	0						1	
SBU6	Jun	0	1		1					
SBU7	Jun	1	0						1	
SBU8	Jun	0	1		1					
SBU9	Jun	0	1			1				
SBU10	Jun	0	1						1	
SBU11	Jun	0	1		1					
SBU12	Jun	0	1		1					
SBU13	Jun	1	0				1			
SBU14	Jul	0	1							1

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Case status by Themes

Case Number	Start Month	Status Open	Status Closed	Patient Safety / Quality	Management Concerns	System and Process	Bullying and Harrassment	Discrimination /Inequality	Behaviour / Relationship	Other		
SBU15	Jul	1	0	1								
SBU16	Jul	0	1								1	
SBU17	Jul	0	1								1	
SBU18	Aug	0	1	1								
SBU19	Aug	0	1								1	
SBU20	Aug	0	1								1	
SBU21	Aug	0	1									1
SBU22	Aug	0	1								1	
SBU23	Aug	1	0									1
SBU24	Aug	1	0	1								
SBU25	Aug	1	0								1	
SBU26	Aug	0	1									1
SBU27	Aug	0	1	1								
SBU28	Sep	1	0								1	
SBU29	Sep	1	0	1								
SBU30	Sep	1	0	1								
SBU31	Sep	0	1									1
SBU32	Sep	0	1							1		
SBU33	Oct	0	1	1								

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Case status by Themes

Case Number	Start Month	Status Open	Status Closed	Patient Safety / Quality	Management Concerns	System and Process	Bullying and Harrassment	Discrimination /Inequality	Behaviour / Relationship	Other
SBU34	Oct	0	1				1			
SBU35	Oct	0	1		1					
SBU36	Oct	1	0		1					
SBU37	Oct	0	1					1		
SBU38	Oct	0	1		1					
SBU39	Nov	0	1		1					
SBU40	Nov	0	1		1					
SBU41	Nov	1	0		1					
SBU42	Nov	1	0				1			
SBU43	Nov	0	1						1	
SBU44	Dec	0	1				1			
SBU45	Dec	1	0						1	
SBU46	Dec	0	1		1					
SBU47	Dec	1	0		1					
SBU48	Jan	1	0						1	
SBU49	Jan	1	0						1	
SBU50	Feb	1	0		1					
SBU51	Feb	1	0			1				
SBU52	Feb	1	0						1	

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Case status by Themes

Case Number	Start Month	Status Open	Status Closed	Patient Safety / Quality	Management Concerns	System and Process	Bullying and Harrassment	Discrimination /Inequality	Behaviour / Relationship	Other
SBU53	Feb	1	0		1					
SBU54	Mar	1	0		1					
SBU55	Mar	1	0		1					
SBU56	Mar	1	0		1					
SBU57	Mar	1	0		1					
SBU58	Mar	1	0		1					
SBU59	Mar	1	0		1					
SBU60	Mar	1	0		1					
SBU61	Mar	1	0		1					

Case status by Themes

Case Number	Start Month	Status Open	Status Closed	Patient Safety / Quality	Management Concerns	System and Process	Bullying and Harrassment	Discrimination /Inequality	Behaviour / Relationship	Other
<b>Totals</b>		30	36		30	3	10	4	13	6

Comments

1. SB92, SB93, SB94 and SB95 are Covid related.
2. SB96 Management concern relates to behaviour.
3. SBU6, SBU8 and SBU11 Management concerns relate to process.  
SBU12 Management concern relates to behaviour.
4. SBU14 Awaiting further information  
SBU15 Management concern relates to process.
5. SBU18, SBU24 and SBU27 Management concerns relate to process.
6. SBU29 and SBU30 Management concerns relate to communication.  
SBU31 is Covid related.
7. SBU33, SBU35 and SBU38 Management concerns relate to process.  
SBU36 Management concern relates to behaviour,
8. SBU39 Management concern relates to behaviour.  
SBU40 and SBU41 Management concerns relate to process.
9. SBU46 Management concern relates to process.  
SBU47 Management concern relates to behaviour.
10. SBU50 and SBU53 are management concern relating to behaviour
11. SBU54, SBU55 - Management concern - behaviour  
SBU56 - Management concern - process  
SBU57, SBU58, SBU59, SBU60, SBU61 - management concern - communication



Case status by Themes

Case Number	Start Month	Status Open	Status Closed	Patient Safety / Quality	Management Concerns	System and Process	Bullying and Harrassment	Discrimination /Inequality	Behaviour / Relationship	Other
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Case Status by Job Group

Case No	Start Month	Status Open	Status Closed	Additional Prof. Scientific Technical	Additional Clinical Services	Administrative and Clerical	Allied Health Professional	Estates and Ancillary	Healthcare Scientist	Medical and Dental	Nursing and Midwifery	Students	Not disclosed
SB92	Apr	0	1	1									
SB93	Apr	0	1	1									
SB94	Apr	0	1	1									
SB95	Apr	0	1	1									
SB96	Apr	0	1	1									
SBU1	May	0	1	1									
SBU2	May	1	0	1									
SBU3	May	0	1	1									
SBU4	May	0	1	1									
SBU5	May	1	0	1									
SBU6	Jun	0	1	1									
SBU7	Jun	1	0	1									
SBU8	Jun	0	1	1									
SBU9	Jun	0	1	1									
SBU10	Jun	0	1	1									
SBU11	Jun	0	1	1									
SBU12	Jun	0	1	1									



Case Status by Job Group

Case No	Start Month	Status Open	Status Closed	Additional Prof. Scientific Technical	Additional Clinical Services	Administrative and Clerical	Allied Health Professional	Estates and Ancillary	Healthcare Scientist	Medical and Dental	Nursing and Midwifery	Students	Not disclosed
SBU13	Jun	1	0								1		
SBU14	Jul	0	1										1
SBU15	Jul	1	0								1		
SBU16	Jul	0	1										1
SBU17	Jul	0	1										1
SBU18	Aug	0	1							1			
SBU19	Aug	0	1			1							
SBU20	Aug	0	1			1							
SBU21	Aug	0	1				1						
SBU22	Aug	0	1			1							
SBU23	Aug	1	0		1								
SBU24	Aug	1	0								1		
SBU25	Aug	1	0		1								
SBU26	Aug	0	1								1		
SBU27	Aug	0	1			1							
SBU28	Sep	1	0								1		
SBU29	Sep	1	0				1						



Case Status by Job Group

Case No	Start Month	Status Open	Status Closed	Additional Prof. Scientific Technical	Additional Clinical Services	Administrative and Clerical	Allied Health Professional	Estates and Ancillary	Healthcare Scientist	Medical and Dental	Nursing and Midwifery	Students	Not disclosed
SBU30	Sep	1	0				1						
SBU31	Sep	0	1		1								
SBU32	Sep	0	1								1		
SBU33	Oct	0	1								1		
SBU34	Oct	0	1				1						
SBU35	Oct	0	1			1							
SBU36	Oct	1	0			1							
SBU37	Oct	0	1				1						
SBU38	Oct	0	1								1		
SBU39	Nov	0	1			1							
SBU40	Nov	0	1		1								
SBU41	Nov	1	0				1						
SBU42	Nov	1	0								1		
SBU43	Nov	0	1	1									
SBU44	Dec	0	1								1		
SBU45	Dec	1	0								1		
SBU46	Dec	0	1			1							



Case Status by Job Group

Case No	Start Month	Status Open	Status Closed	Additional Prof. Scientific Technical	Additional Clinical Services	Administrative and Clerical	Allied Health Professional	Estates and Ancillary	Healthcare Scientist	Medical and Dental	Nursing and Midwifery	Students	Not disclosed
SBU47	Dec	1	0								1		
SBU48	Jan	1	0				1						
SBU49	Jan	1	0								1		
SBU50	Feb	1	0			1							
SBU51	Feb	1	0							1			
SBU52	Feb	1	0								1		
SBU53	Feb	1	0				1						
SBU54	Mar	1	0			1							
SBU55	Mar	1	0		1								
SBU56	Mar	1	0								1		
SBU57	Mar	1	0								1		
SBU58	Mar	1	0								1		
SBU59	Mar	1	0								1		
SBU60	Mar	1	0								1		
SBU61	Mar	1	0								1		



Case Status by Job Group

Case No	Start Month	Status Open	Status Closed	Additional Prof. Scientific Technical	Additional Clinical Services	Administrative and Clerical	Allied Health Professional	Estates and Ancillary	Healthcare Scientist	Medical and Dental	Nursing and Midwifery	Students	Not disclosed
<b>Totals</b>		30	36	1	8	15	9			2	28		3



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**Case status by outcome**

Case Number	Start Month	Open	Closed	Written/ Verbal Outcome	Ongoing	Chose not to pursue
SB92	Apr	0	1	1	0	0
SB93	Apr	0	1	0	0	1
SB94	Apr	0	1	0	0	1
SB95	Apr	0	1	1	0	0
SB96	Apr	0	1	1	0	0
SBU1	May	0	1	1	0	0
SBU2	May	1	0	0	1	0
SBU3	May	0	1	1	0	0
SBU4	May	0	1	1	0	0
SBU5	May	1	0	0	1	0
SBU6	Jun	0	1	1	0	0
SBU7	Jun	1	0	0	1	0
SBU8	Jun	0	1	1	0	0
SBU9	Jun	0	1	1	0	0
SBU10	Jun	0	1	1	0	0
SBU11	Jun	0	1	1	0	0
SBU12	Jun	0	1	1	0	0
SBU13	Jun	1	0	0	1	0
SBU14	Jul	0	1	0	0	1



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**Case status by outcome**

Case Number	Start Month	Open	Closed	Written/ Verbal Outcome	Ongoing	Chose not to pursue
SBU15	Jul	1	0	0	1	0
SBU16	Jul	0	1	1	0	0
SBU17	Jul	0	1	1	0	0
SBU18	Aug	0	1	1	0	0
SBU19	Aug	0	1	1	0	0
SBU20	Aug	0	1	1	0	0
SBU21	Aug	0	1	1	0	0
SBU22	Aug	0	1	0	0	1
SBU23	Aug	1	0	0	1	0
SBU24	Aug	1	0	0	1	0
SBU25	Aug	1	0	0	1	0
SBU26	Aug	0	1	1	0	0
SBU27	Aug	0	1	1	0	0
SBU28	Sep	1	0	0	1	0
SBU29	Sep	1	0	0	1	0
SBU30	Sep	1	0	0	1	0
SBU31	Sep	0	1	1	0	0
SBU32	Sep	0	1	0	0	1
SBU33	Oct	0	1	1	0	0



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**Case status by outcome**

Case Number	Start Month	Open	Closed	Written/ Verbal Outcome	Ongoing	Chose not to pursue
SBU34	Oct	0	1	1	0	0
SBU35	Oct	0	1	1	0	0
SBU36	Oct	1	0	0	1	0
SBU37	Oct	0	1	1	0	0
SBU38	Oct	0	1	1	0	0
SBU39	Nov	0	1	0	0	1
SBU40	Nov	0	1	1	0	0
SBU41	Nov	1	0	0	1	0
SBU42	Nov	1	0	0	1	0
SBU43	Nov	0	1	1	0	0
SBU44	Dec	0	1	0	0	1
SBU45	Dec	1	0	0	1	0
SBU46	Dec	0	1	1	0	0
SBU47	Dec	1	0	0	1	0
SBU48	Jan	1	0	0	1	0
SBU49	Jan	1	0	0	1	0
SBU50	Feb	1	0	0	1	0
SBU51	Feb	1	0	0	1	0
SBU52	Feb	1	0	0	1	0



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**Case status by outcome**

Case Number	Start Month	Open	Closed	Written/ Verbal Outcome	Ongoing	Chose not to pursue
SBU53	Feb	1	0	0	1	0
SBU54	Mar	1	0	0	1	0
SBU55	Mar	1	0	0	1	0
SBU56	Mar	1	0	0	1	0
SBU57	Mar	1	0	0	1	0
SBU58	Mar	1	0	0	1	0
SBU59	Mar	1	0	0	1	0
SBU60	Mar	1	0	0	1	0
SBU61	Mar	1	0	0	1	0
<b>Totals</b>		30	36	29	30	7

**Why use the Guardian service? (Year To Date)**

<b>Reason</b>	<b>Number</b>	<b>Percentage</b>
A Fear of damage of career	5	7.58%
B Fear of losing job	0	0.00%
C Fear of reprisal	5	7.58%
D Believe they will not be listened to	29	43.94%
E Believe the organisation will not take action	21	31.82%
F Have raised concern but have not been listened to / nothing done	6	9.09%
Total	66	100.00%

<b>Confidentiality</b>	<b>Number</b>	<b>Percentage</b>
1 Keep it confidential within Guardian Service remit	62	93.94%
2 Permission to escalate with names	3	4.55%
3 Permission to escalate anonymously	1	1.52%
Total	66	100.00%



Cases By Outcome

Case Number	Start Month	Open Status	Closed Status	Escalated to	Escalation Date	Org Response time	Action Taken	Outcome after action taken
SB92	Apr	0	1	Head of Nursing	03-Apr-2020	Same day	A Nurse Manager resolved the issues regarding equipment due to Covid within 24 hours	A staff member reported that various issues had been resolved.
SB93	Apr	0	1					Chose not to pursue
SB94	Apr	0	1					Chose not to pursue
SB95	Apr	0	1					Actions taken by staff member has improved working environment so they feel safer
SB96	Apr	0	1					Empowered to resolve matters themselves
SBU1	May	0	1					Staff member empowered to tackle issue themselves
SBU2	May	1	0					
SBU3	May	0	1					Member of staff considered the information provided and then decided to seek a new job in another department



Cases By Outcome

Case Number	Start Month	Open Status	Closed Status	Escalated to	Escalation Date	Org Response time	Action Taken	Outcome after action taken
SBU4	May	0	1					Empowered to resolve issue themselves
SBU5	May	1	0					
SBU6	Jun	0	1					Information given to member of staff
SBU7	Jun	1	0					
SBU8	Jun	0	1					Actions taken by contact have improved working environment so they feel safer
SBU9	Jun	0	1					Member of staff was empowered to speak to Line Management and resolve situation
SBU10	Jun	0	1					Contact empowered to tackle issue themselves
SBU11	Jun	0	1	Line Manager	17-Jun-2020	same day	Payment sorted	Member of staff received payment
SBU12	Jun	0	1					Contact empowered to tackle issues themselves
SBU13	Jun	1	0					



Cases By Outcome

Case Number	Start Month	Open Status	Closed Status	Escalated to	Escalation Date	Org Response time	Action Taken	Outcome after action taken
SBU14	Jul	0	1					After an initial email the member of staff decided not to respond with any further information
SBU15	Jul	1	0					
SBU16	Jul	0	1					Contact empowered to discuss with Line Management and resolve issues
SBU17	Jul	0	1					Member of staff voiced concerns and meeting was arranged which resolved the issue
SBU18	Aug	0	1					Staff member voiced concerns and a meeting was arranged which resolved the issue.
SBU19	Aug	0	1					After some discussion the member of staff decided they were not going to take the issue any further
SBU20	Aug	0	1					After some discussion the member of staff decided they were not going to take the issue any further



Cases By Outcome

Case Number	Start Month	Open Status	Closed Status	Escalated to	Escalation Date	Org Response time	Action Taken	Outcome after action taken
SBU21	Aug	0	1					The member of staff has at present some personal issues so doesn't feel strong enough to take issues further at the moment but will return at some time in the future
SBU22	Aug	0	1					After contact the decision was that they did not want to take any further action
SBU23	Aug	1	0					
SBU24	Aug	1	0					
SBU25	Aug	1	0					
SBU26	Aug	0	1					Member of staff spoke with Line Manager to help resolve issues although not totally to their satisfaction they accepted the situation.
SBU27	Aug	0	1					Information ascertained for the contact from HR
SBU28	Sep	1	0					
SBU29	Sep	1	0					
SBU30	Sep	1	0					



Cases By Outcome

Case Number	Start Month	Open Status	Closed Status	Escalated to	Escalation Date	Org Response time	Action Taken	Outcome after action taken
SBU31	Sep	0	1					Discussed the situation with staff member who then made contact with their Manager to express their concerns which were acted upon
SBU32	Sep	0	1					Member of staff considered all options and decided to monitor the situation as it had improved
SBU33	Oct	0	1					Member of staff has dealt with issues with client care and management and feels they have taken back a level of control.
SBU34	Oct	0	1					Member of staff discussed issue with Line Management and in a better place through engaging with Wellbeing as well, so matter resolved for the moment.
SBU35	Oct	0	1	Director of Corporate Governance	24-Nov-2020	Same day	Meeting held with Member of staff and their concerns were discussed	Member of staff decided to use the formal process
SBU36	Oct	1	0					



Cases By Outcome

Case Number	Start Month	Open Status	Closed Status	Escalated to	Escalation Date	Org Response time	Action Taken	Outcome after action taken
SBU37	Oct	0	1					Member of staff has spoken to Line Management and has moved to a new job.
SBU38	Oct	0	1					Member of staff spoke to Line Management and matters have improved
SBU39	Nov	0	1					No contact despite requests to engage.
SBU40	Nov	0	1					Member of staff felt they needed to channel all their energies into personal issues so chose not to pursue at this time
SBU41	Nov	1	0					
SBU42	Nov	1	0					
SBU43	Nov	0	1					Member of staff dealt with difficult colleague themselves.
SBU44	Dec	0	1					No further contact after initial engagement.
SBU45	Dec	1	0					
SBU46	Dec	0	1					Member of staff has entered a formal process.



Cases By Outcome

Case Number	Start Month	Open Status	Closed Status	Escalated to	Escalation Date	Org Response time	Action Taken	Outcome after action taken
SBU47	Dec	1	0					
SBU48	Jan	1	0					
SBU49	Jan	1	0					
SBU50	Feb	1	0					
SBU51	Feb	1	0					
SBU52	Feb	1	0					
SBU53	Feb	1	0					
SBU54	Mar	1	0					
SBU55	Mar	1	0					
SBU56	Mar	1	0	Senior Matron	25-Mar-2021	Same Day	Senior Matron to investigate circumstances.	
SBU57	Mar	1	0					
SBU58	Mar	1	0					
SBU59	Mar	1	0					
SBU60	Mar	1	0					
SBU61	Mar	1	0					

Totals

30	36
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	<b>This month</b>	<b>Year to Date</b>
<b>Case by Directorate</b>		
Corporate Nursing Department		
Director of Corporate Governance		
Director of Strategy		1
Estates & Facilities		
Finance		
Informatics		1
Medical Directors Department		
Mental Health & Learning Disabilities Delivery Unit	1	13
Morrison Delivery Unit		25
Neath Port Talbot Delivery Unit		5
Not Disclosed		2



**The Guardian  
Service**  
Here to listen

SWANSEA BAY UNIVERSITY HEALTH BOARD

MAR 2021

	<b>This month</b>	<b>Year to Date</b>
<b>Case by Directorate</b>		
Primary & Community Services Delivery Unit	2	8
Singleton Delivery Unit	5	11
Workforce & OD		
<b>Totals</b>	<b>8</b>	<b>66</b>