

# 14. Effective Challenge and Resolving Professional Differences

Effective partnership working is vital in order to ensure that outcomes for adults are central to all assessment, planning and intervention. This includes the need to consider differing views and experiences which evidence the value of exchanging ideas and developing critical thinking in regards to how best to achieve improved outcomes. There will be times when disagreements occurred and require informal and possible lead to formal escalation. There needs to be a clear process in place to achieve and evidence this.

#### Principles in practice:

- Challenge is positive and should always be focused on the desired outcome for the adult at risk of abuse or neglect.
- The safety and wellbeing of the adult is always paramount.
- It is the responsibility of each individual professional and agency to progress challenge if they are not in agreement with the outcome of any aspect of assessment, planning or intervention (any level of need and support)
- Challenge should be restorative and relationship based. Language should therefore be respectful and where possible discussions with the relevant practitioners should take place first.
- Challenge and escalation should be resolved in a timely manner.
- Challenge must be evidenced based and recorded on the adult's file, including details or how the resolution improved outcomes for the adult.

Ensure your safeguarding lead is consulted with throughout the escalation process. Please attempt to resolve any disagreements informally, before initiating the formal process.

Go straight to stage 3-4 if resolution requires this level of response.

#### Practitioner – Practitioner

Disagreement raised by practitioner either in writing or verbally (it is the preference to undertake this verbally so all viewpoints can be understood). Attempt to resolve as soon as possible. Inform the Lead Professional/ Chair at this stage.

#### **Line Manager – Line Manager**

Escalate to your line manager. Your line manager should contact their equivalent in the other agency.

#### **Formal Escalation**

If stage 2 does not resolve the disagreement this should be escalated to next level of management in the organisation or the appropriate Safeguarding Lead. Should any organisation wish to keep a written record of the escalation process then the RBSAB Resolution Notice (Appendix 1) should be used.

Formal escalation should proceed through the management hierarchies of the involved agencies.

# Rochdale Borough Safeguarding Adults Board

If the disagreement cannot be resolved between the agency senior management or between Safeguarding Leads in a timescale paramount to the outcome for the adult, the matter will be formally referred to the Safeguarding Adults Board by the senior manager or Safeguarding Lead.

The RBSAB will utilise the role of the appropriate Board member to achieve resolution.

#### <u>Timescales</u>

Stage 1

Stage 2

Discuss with your designated lead for safeguarding at each stage. **Timescales** should be agreed at each stage, ensuring the outcome for the adult is dictating the agreed timescales. Each stage should not exceed 10 working days.

A clear record should be kept by everyone at all stages

tage 4

# Single Point of Contact (SPOC) List Rochdale

Service	Contact Details
Adult Care	adult.care@rochdale.gov.uk
Addit Gale	0300 303 8886
Rochdale Boroughwide Housing	asb.reports@rbh.org.uk
	Escalations should be directed to Chris
Pennine Care Foundation Trust	Mairs and/or Victoria Wardleworth
remine Care Foundation Trust	pcn-tr.safeguarding@nhs.net 0161 716 3785
	01017103783
	Escalations should be directed to the
	Named Nurse for Safeguarding Adults
Rochdale Care Organisation	NCA.AdultSafeguarding@srft.nhs.uk
	Escalations should be directed to the
	Named Nurse Safeguarding Adults
Greater Manchester Police	Rochdale.publicprotection@gmp.pnn.polic
	<u>e.uk</u>
	All escalations to GMP must include a
	telephone call to ensure the correct
	officer is being contacted
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NHS Greater Manchester Integrated Care	gmicb-hmr.safeguarding@nhs.net
Quality and Safeguarding Team (HMR)	01706 664180
	Escalations should be directed to the
	Designated Professional for Safeguarding
	Adults
Fauly Drook	hedwards@earlybreak.co.uk
Early Break	Main office number: 0161 723 3880
Rochdale Safeguarding Children Unit	ehash@rochdale.gov.uk
	0300 303 0440
Rochdale Early Help and Safeguarding Hub	michelle.rhodes@rochdale.gov.uk
	01706 925 879
National Probation Service	NWNPS.rochdale@justice.gov.uk
National Probation Service	01706 894 800

Please contact <a href="mailto:RBSB.admin@rochdale.gov.uk">RBSB.admin@rochdale.gov.uk</a> for any updates that are required to the SPOC list.

With thanks to Salford Safeguarding Children Partnership for allowing Rochdale to adapt this document

## APPENDIX 1

## **Professional Challenge / Outcome Resolution Notice**

#### THIS DOCUMENT MUST BE SENT/STORED SECURELY

Date of Notification		
Name of Adult		
D.O.B		
NHS Number/ ALLIS Number		
Outcome Resolution Notice Comple	eted by:	
Name		
Role		
Agency/Team		
Contact Details		
Notification has been sent to:	1.	
	2.	
Summary of disagreement		
Evidence of the informal challenge that has taken place at stages 1-2 and the outcome of this challenge		
Desired outcome for the adult. Please include details of what it is you are		
requesting happens as a result of this challenge		

Stage	Date Outcome Resolved	Supporting Evidence  Embed written confirmation between parties about the agreed outcome
Stage 3		
Stage 4		