

# 14. Effective Challenge and Resolving Professional Differences

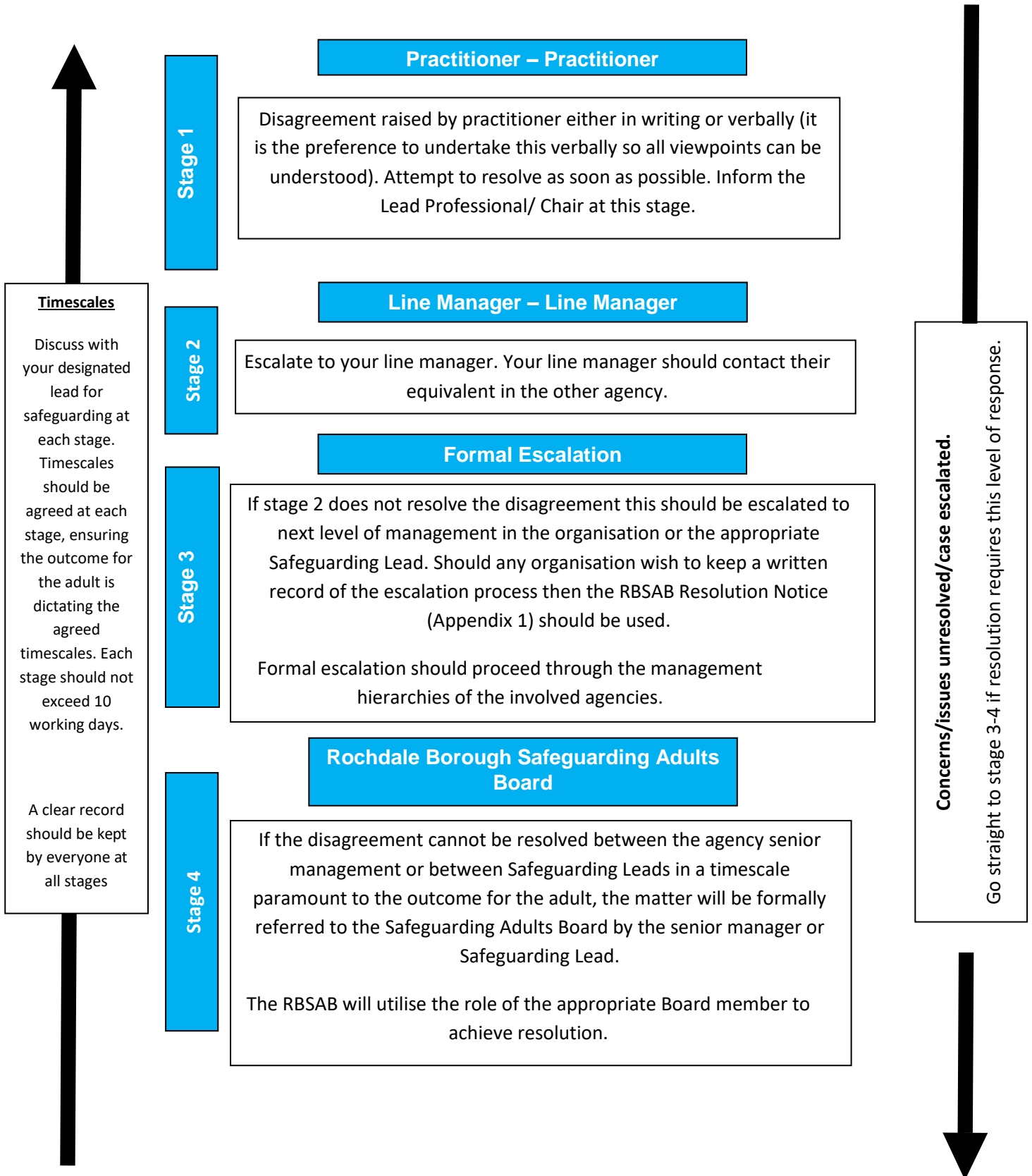
Effective partnership working is vital in order to ensure that outcomes for adults are central to all assessment, planning and intervention. This includes the need to consider differing views and experiences which evidence the value of exchanging ideas and developing critical thinking in regards to how 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.

# Effective Challenge and Escalation Procedure



## Single Point of Contact (SPOC) List Rochdale

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

Please contact [RBSB.admin@rochdale.gov.uk](mailto:RBSB.admin@rochdale.gov.uk) 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**

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

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