

Allegation Management – Case Study Examples

Case Study 1

A care home manager contacts Adult Care to inform them that a care worker has witnessed another care worker not using a sling correctly. The care worker has not used the correct sling and has not followed the correct procedures. The care worker insisted that this was the correct way and was unwilling to listen to the other care worker. This has potentially put the service user at risk.

Outcome – Advice to be given

The care home manager needs to discuss this further with the care workers and establish what has happened. Further training may be needed for the worker involved. This is an employer responsibility and can be dealt with by the employer.

It would not meet the criteria for Allegation Management.

Case Study 2

Sam has a significant brain injury following a road traffic accident. He is reliant on care by the care home throughout the day and night. He takes medication and is able to take this when prompted. It has come to the attention of another care worker that a colleague appears to have not given him his morning medication tablets on one occasion. Sam has come to no harm. The worker raises this concern with his manager, who reports this to the AML.

Outcome – Employer disciplinary procedure

No action is needed by the AML. The manager should manage this situation using their own disciplinary procedures. The worker might need some more training or need some support in his/her role. This is the responsibility of the EMPLOYER to manage this situation. It does not meet the threshold for managing allegations.

Sam has not experienced abuse or neglect so a safeguarding enquiry is not needed. This is a case of poor practice and the incident should be reported to the Integrated Commissioning Team for quality monitoring purposes.

Case Study 3

Holly is a young woman with a learning disability. She attends day support services in Rochdale. Holly can walk with one person to hold onto but when she becomes tired she needs her wheelchair. A care worker at the centre witnessed an incident whereby a colleague pushed Holly with two hands into her wheelchair. Holly then appeared to become distressed and agitated by the incident.

The worker immediately discussed this situation with the Senior Manager within the day service who took the details from the worker and completed an Initial Consideration Form. This form detailed the incident but did not disclose the workers name.

Outcome – Initial consideration leads to Allegations Management process

The AML advised the Senior Manager that this comes under the Allegation Management process and asks for the Senior Manager to send in a referral form.

Information was sent to the police to ask them to consider whether this would be investigated as a crime, resulting in joint working between the AML and the police.

The individual also needs to be safeguarded and their wishes need to be considered. A s.42 safeguarding enquiry needs to be undertaken by Adult Care. The Manager arranges for Holly's key worker at the day centre to provide her with emotional support and monitor her well-being.