# 

# **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.

**Concerns/issues unresolved/case escalated.**

[Go straight to stage 3-4 if resolution require](https://safeguardingchildren.salford.gov.uk/professionals/policies-and-procedures/)s this level of response.

# Effective Challenge and Escalation Procedure

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.

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.

**Stage 1**

**Stage 3**

**Practitioner – Practitioner**

**Rochdale Borough Safeguarding Adults Board**

**Stage 4**

**Formal Escalation**

[Escalate to your line](https://greatermanchesterscb.proceduresonline.com/chapters/p_resolv_prof_dis.html#LSCB) manager. Yo[ur line manager shou](mailto:SSCP@SALFORD.GOV.UK)ld contact their equivalent in the other agency.

**Line Manager – Line Manager**

**Stage 2**

[Disagreement raised](https://greatermanchesterscb.proceduresonline.com/chapters/p_resolv_prof_dis.html#LSCB) by practition[er either in writing or](mailto:SSCP@SALFORD.GOV.UK) 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.

**Timescales**

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

# **Single Point of Contact (SPOC) List**

# **Rochdale**

|  |  |
| --- | --- |
| **Service** | **Contact Details** |
|  |  |
| **Adult Care** | adult.care@rochdale.gov.uk  0300 303 8886 |
| **Rochdale Boroughwide Housing** | [asb.reports@rbh.org.uk](mailto:asb.reports@rbh.org.uk)  Escalations should be directed to Laura Norris or Victoria Wardleworth at [safeguarding@rbh.org.uk](mailto:safeguarding@rbh.org.uk) |
| **Pennine Care Foundation Trust** | [pcn-tr.safeguarding@nhs.net](mailto:pcn-tr.safeguarding@nhs.net)  0161 716 3785  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.police.uk](mailto:Rochdale.publicprotection@gmp.pnn.police.uk)  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)** | gmicb-hmr.safeguarding@nhs.net  01706 664180  Escalations should be directed to the Designated Professional for Safeguarding Adults |
| **Early Break** | [hedwards@earlybreak.co.uk](mailto:hedwards@earlybreak.co.uk)  Main office number: 0161 723 3880 |
| **Rochdale Safeguarding Children Unit** | [ehash@rochdale.gov.uk](mailto:ehash@rochdale.gov.uk)  0300 303 0440 |
| **Rochdale Early Help and Safeguarding Hub** | [michelle.rhodes@rochdale.gov.uk](mailto:michelle.rhodes@rochdale.gov.uk)  01706 925 879 |
| **National Probation Service** | [NWNPS.rochdale@justice.gov.uk](mailto:NWNPS.rochdale@justice.gov.uk)  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**

|  |  |
| --- | --- |
| **Date of Notification** |  |
| **Name of Adult** |  |
| **D.O.B** |  |
| **NHS Number/ ALLIS Number** |  |
| **Outcome Resolution Notice Completed 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** |  |  |