

LIVERPOOL SAFEGUARDING ADULTS BOARD

Resolving Professional Difference and Escalation Procedure

Information Sheet

Title	Resolving Professional Difference and Escalation Procedure
Responsible Officer	Lauren Mitchell-Jones
Ratified by and date	September 2024
Review Period	Annual
Next review date	September 2025
Version updates	Version 1- September 2024
Responsible group	Policy and Procedure subgroup

Resolving Professional Differences and Escalation Procedure

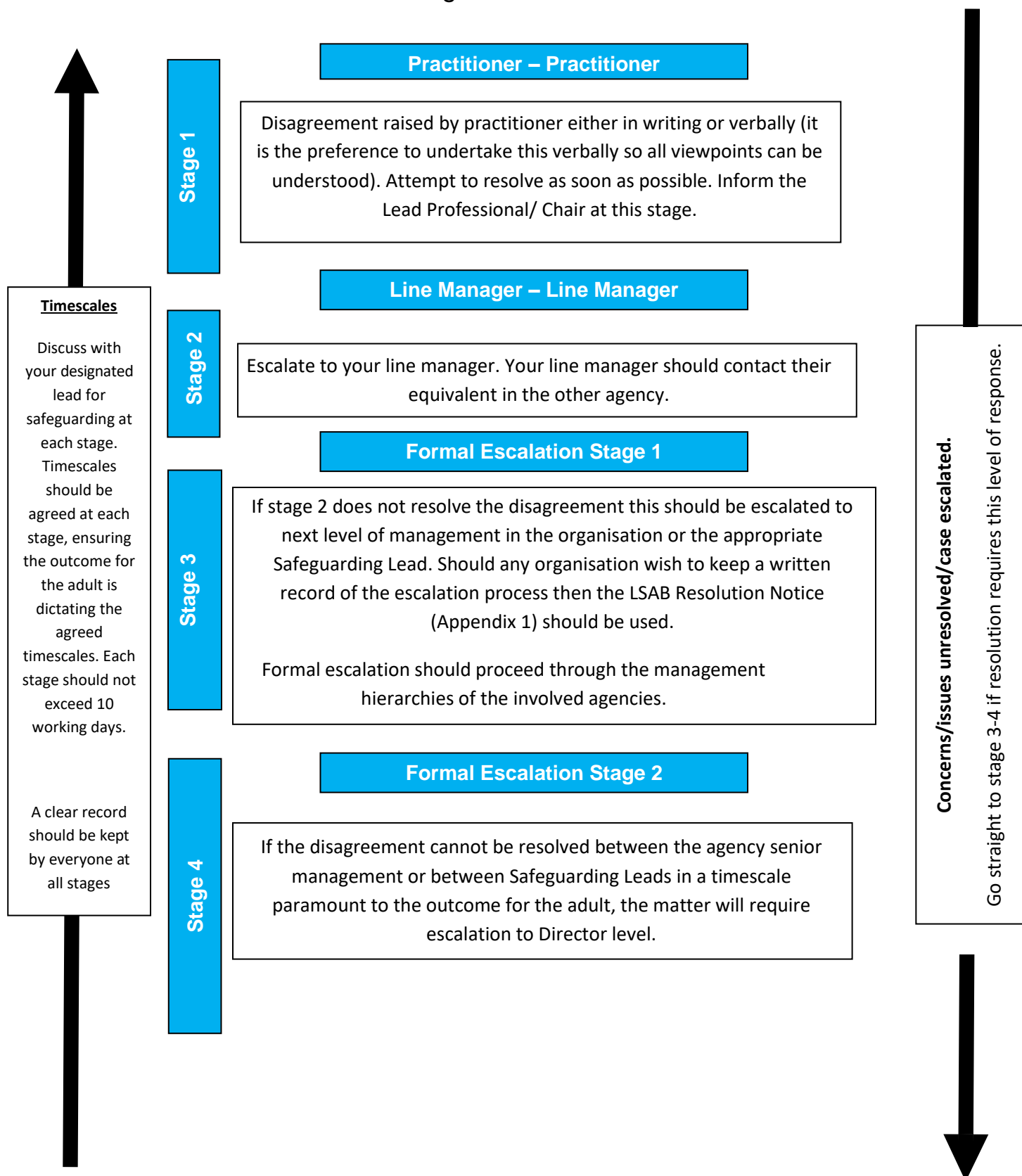
Effective partnership working is vital in order to ensure that outcomes for adults are central to all assessment, planning and intervention. This includes the need to consider differing views and experiences which evidence the value of exchanging ideas and developing critical thinking in regard to how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



Stage 5

Liverpool Safeguarding Adults Board

If the disagreement cannot be resolved between the Directors, the matter will require escalation to Liverpool Safeguarding Adults Board.

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



Single Point of Contact (SPOC) List

Service	Contact Details
Adult Social Care	<p>e-mail: Sandy.Williams@liverpool.gov.uk</p> <p>Head of Safeguarding and Assurance.</p> <p>phone number: 07394 413494</p>
Mersey Care Foundation Trust	<p>e-mail: Kevin.redmond@merseycare.nhs.uk</p> <p>Head of Safeguarding</p> <p>phone number: 0151 351 8484</p>
Liverpool University Hospital Foundation Trust (LUHFT)	<p>e-mail: aintree.safeguarding@nhs.net</p> <p>phone number: 0151 529 2590 / 0151 706 2862</p> <p>Escalations should initially be directed to the Safeguarding Team / Lead Nurses for Safeguarding.</p>
Merseyside Police	<p>e-mail: Joe.Marston@merseyside.police.uk</p> <p>Chief Superintendent</p> <p>phone number: 0151 777 2202</p>
Cheshire & Merseyside Integrated Care Board- Liverpool Place	<p>e-mail: Liverpool.safeguardingservice@cheshireandmerseyside.nhs.uk</p> <p>phone number: 0151 296 7680</p>
Liverpool Probation Service	<p>e-mail: Mary.kelly1@justice.gov.uk</p> <p>Head of Probation Services (south)</p> <p>phone number: 07889414939</p>

Please contact LSAB@Liverpool.gov.uk for any updates that are required to the SPOC list.

With thanks to Rochdale Safeguarding Adults Board for authorising Liverpool Safeguarding Adults Board 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		
Stage 5		