

The possible outcomes of an investigation are:

- **Substantiated**

Evidence was able to prove that what was alleged did happen.

- **Unsubstantiated**

It cannot be proven either way that the allegation did or did not happen.

- **Unfounded**

There is no evidence to support the allegation or there is evidence to prove that the allegation is untrue. It may indicate that the situation may have been misinterpreted by the complainant.

- **Malicious/False**

There is clear evidence to prove that there has been a deliberate act to deceive and the allegation is entirely false.

Record keeping

Employers keep human resources records, which will detail the allegation, how it was investigated, the outcome and the action taken.

Further information

- The Oldham Procedure for Allegation Management can be found at: osab.org.uk/professionals/policies
- Information about the Care Quality Commission can be found at: cqc.org.uk
- You can contact Adult Social Care using the following details between 8.40am and 5.00pm, Monday to Friday:
 - Telephone Number: 0161 770 7777
 - Fax Number: 0161 770 1576
 - Email: adult.mash@oldham.gov.uk
 - Address: Level 9,
Civic Centre
Oldham
OL1 1UT

The Emergency Duty Team: Social work service for people in crisis to meet their urgent needs out of office hours, between 5.00pm and 9.00am, Monday to Friday, 24 hours at weekends and during Bank Holidays.

Telephone Number: 0161 770 6936
Fax Number: 0161 770 8502

The service is provided by an experienced social worker.

Allegation Management:

Concerns regarding professionals who work with adults with care and support needs

INFORMATION FOR FAMILIES, INFORMAL CARERS AND ADVOCATES OF ADULTS WITH CARE AND SUPPORT NEEDS



**OLDHAM SAFEGUARDING
ADULTS BOARD**



Why am I receiving this leaflet?

You are receiving this leaflet as information has been received which alleges that your family member or an adult with care and support needs whom you support as an advocate or informal carer, may have been harmed by a person working in a position of trust. Rest assured, confidentiality will be maintained; information about your family member or the adult you support will be restricted to those who have a need to know.

The majority of people who work with adults with care and support needs act professionally and aim to provide a safe and supportive environment for them. However, sometimes the behaviour of people who work or volunteer with adults can result in allegations being made against them.

It is never acceptable for a person working in a position of trust to harm an adult with care and support needs and therefore allegations or concerns about behaviour raised about staff, workers or volunteers who work with adults are taken seriously.

We understand that this may be a difficult time for you. This leaflet explains how the allegation will be dealt with and who will be involved.

Safeguarding adults with care and support needs

If there are indications that harm may have been caused to an adult with care and support needs or is at risk of taking place, the local authority will also undertake a safeguarding enquiry. The purpose of the safeguarding enquiry is to protect adults with care and support needs.

The enquiry may take the form of a conversation with the adult or with their representative or advocate. It may need the involvement of another organisation or individual. It may require a more formal process leading to a plan to ensure the wellbeing of the adult concerned.

What is the role of the Allegation Management Lead?

Oldham's Allegation Management Lead (AML) is responsible for overseeing allegations about individuals who work with adults with care and support needs. Such work can be in a paid, unpaid or voluntary capacity.

A concern can be in relation to the person's behaviour at work or outside of their workplace.

The AML will make sure that any allegation is dealt with fairly, quickly and consistently in the best interests of everyone concerned.

The AML will not be able to share specific information regarding the member of staff or volunteer, however the AML will liaise with the social worker involved who will keep you informed, where possible, throughout the process.

What happens next?

An allegation is reported to Oldham's AML

The AML will liaise with the employer of the person alleged to have caused harm as to whether a meeting should be held to decide if further action is needed

If it is necessary to investigate further a decision will be made as to whether information should be shared with the police, Adult Social Care, the professional's employer or other agencies

A meeting will be arranged if a member of staff or volunteer has:

- Behaved in a way that has, or may have harmed an adult with care and support needs or child
- Committed a criminal offence against or related to an adult with care and support needs or child
- Behaved in such a way as to indicate that they pose a risk of harm to adults with care and support needs

Following the enquiry a decision will be made as to the outcome of the allegation.

You can be assured that the matter will be dealt with and safeguards put in place, however, families, informal carers and advocates, cannot be provided with the outcomes regarding members of staff due to data protection.