



Supporting a Just and Learning Culture (2)

Disciplinary Policy - Assessment Stage

Steps 1 & 2: Stabilise & Support

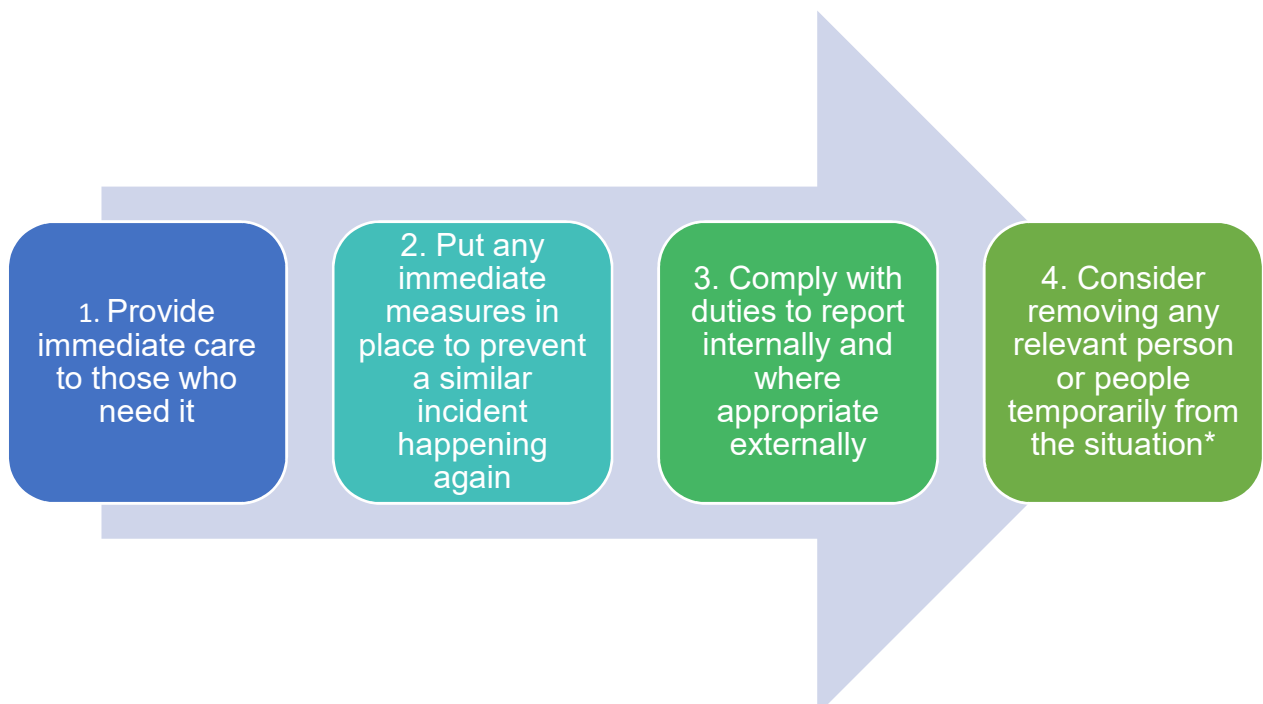
This guide is designed to support a manager to work through the pre-investigation assessment stage outlined within the Disciplinary Policy. Guidance on Step 3 – Screening – is set out a separate guidance note. The steps set out above are designed to assist a manager in taking the initial steps necessary following notification of a concern, to stabilise the situation and provide the necessary support to those immediately affected.

We expect all employees to meet high standards of conduct and behaviour and, where this does not occur, we will encourage improvement and learning through application of our HSC Values to achieve and maintain these standards.

Step 1: STABILISE

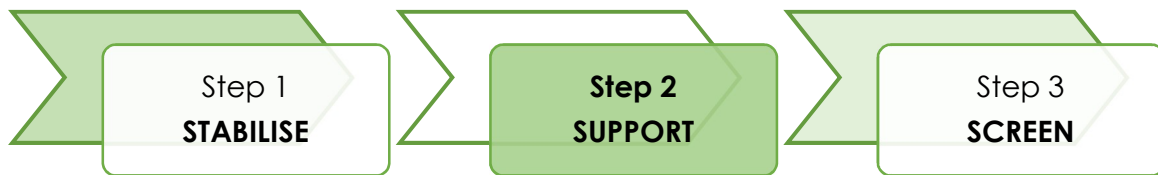


When an incident, error, concern or complaint is brought to the manager's attention, they should seek to stabilise the situation by:



*This is not a precautionary suspension which may be considered during Step 3 - Screening.

Step 2: SUPPORT



When an incident, error, concern or complaint is brought to the managers attention, they should seek to identify those that are affected e.g. patients/service users, staff, the organisation, an external organisation. In the circumstances the obligations of the organisation towards the needs of these groups should be met.

The line manager (or another manager who may act as the Case Manager) should quickly seek to establish the relevant information as an initial account. This will be crucial to help inform the Screening during step 3 in identifying the concerns.

Gather details of the issue/incident from the employee's perspective

Establish date / time of incident

Consider witness accounts (where appropriate)

Explore the impact (where applicable) on patient care or others

Explore all associated patterns or repeated behaviours/ actions

Consider circumstances at the time, including resources, service challenges, health and well-being and personal issues etc.

Key considerations:

- The initial account is not an investigation;
- There is no right to be accompanied at this step but any request for accompaniment should not be unreasonably rejected;
- Notes should be shared with the employee and retained for use in the screening step and possible investigation.

This guidance note should be read in conjunction with the new disciplinary policy and associated guidance documentation which are available from your local Human Resources Department.

Awareness sessions and clinics for line managers will also be provided. Contact your HR Department on/at

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