

Handout 3

Group Exercise B – Decision on Suspension/Disciplinary Action

NOTE FOR TRAINER - The group exercise needs the trainer to provide some scenarios for the trainees to discuss. The cases below are suitable for Adult Care employees and some of these scenarios may be suitable with small amendments for other departments. You will need to amend this sheet to provide examples which will be relevant to your particular audience.

Case One

Martin is a Care Assistant working in a Home for Older People. He has been employed for approximately 8 years. His performance over the years has been adequate however he does tend to have a short fuse and a few staff have commented about it. You as his line manager have spoken to him about this through supervision on a couple of occasions.

On 2 March you receive information that an incident has occurred. Martin was verbally aggressively to Sarah another Care Assistant. The issue related to answering a service user bell. Sarah was upset by the incident as Martin had raised his voice and told her she was, 'bloody stupid'. This happened at 2.00pm and was witnessed by Jane. Richard, a Care Assistant did not witness the event however he did speak to Martin minutes afterwards

At 3.00pm Martin then threw down his uniform and stormed out on shift. Some staff witnessed the event, (Deputy Unit Manager, Ann and two other Care Staff, Sandra and Claire).

What is your next course of action?

Case Two

David is a Day Service Worker in a Learning Disability establishment. It has come to your attention that he has borrowed a considerable sum of money from a service user Mr Y amounting to in excess of £1,000. This has come to your attention from another Day Service Worker, Rebecca. Mr Y is a vulnerable service user who often does not have an appreciation of the value of money. David has been employed with the council for 12 years.

What is your next course of action?

Case Three

You have had a complaint from a service user Mrs X. Apparently when her home help, Diane visited her at 10am on 20th February 2009, Mrs X is convinced that she had £20 in her purse at the time. After Diane had left at 11am Mrs X is saying the money was not there. No other home help visited Mrs X that day.

Diane has been employed with the Council for 10 years and is a good member of your team.

What is your next course of action?

Case Four

Samantha is a cleaner working in a Home for Older people. She has only been employed for 2 months however has not turned up for work for the last two weeks and has not telephoned to give reasons for her absence. You as Unit Manager have left her messages on her landline and mobile and last week you wrote to her urging her to contact you to explain the reasons for her absence. Samantha has not contacted you and has not turned up for the third week.

What is your next course of action?

Case Five

Stephen is a Community Care Worker. He has been employed for 8 years. He has in the past had a problem with alcohol and you as his manager have addressed this with him through the Substance Misuse policy. However a recent incident has come to your attention concerning Stephen which happened outside work and involved another member of staff, Harry. Harry has come to you to report the incident on 9th March 2009.

On 8th March Stephen bumped into Harry in their home town at 9.00pm. At the time Harry described Stephen as being very drunk. Stephen went up to Harry and started using abusive language to him, swearing and shouting at him. Stephen even tried to punch Harry however as Stephen was drunk he stumbled which gave Harry the chance to escape. Harry has come to you as he is very frightened of working with Stephen who is next on shift on 14th March.

What action do you take?

Case Six

Sharon is an administrative assistant working in an area office. She commenced employment three months ago. You have noticed in the past that she spends a large amount of time looking at various internet sites which are not connected with work. However you have not had time to speak to her about it.

You have now received a complaint from a member of staff, Jane that she received a jokey email from Sharon which she found offensive as it referred to a lady who was very overweight. (Jane suffers from weight problem).

What action do you take?

Case Seven

Richard a Care Assistant working for a Home for Older People. He did use to manage an establishment in the private sector however decided three years

ago to take a step down and become a care assistant. He has been employed with the Authority for three years.

Although his performance is satisfactory staff have commented that he has a real problem with taking orders from women. You have discussed this with Richard on numerous occasions through supervision.

A situation has been brought to your attention by your Carol, Deputy Unit Manager. On 5th February 2009 she had asked Richard to carry out a task and gave advice on how this should be done. Richard totally ignored her advice stating strongly that he would do it 'his way' and 'what did she know'. Two other staff, Nina and Gill, both care assistants heard him saying this. The result of it was that a piece of equipment was broken as the task was not carried out correctly. Carol does not feel happy managing Richard.

What action would you take?

Case 8

Lisa a Community Care worker and has just informed you as her manager that she has been banned from driving due to a drinking offence. Lisa has been employed with the authority for three years and is a good member of the team. She explained that she had been stupid and gone out and had three glasses of wine and then drove home. Lisa's job covers a large geographical area so it would be extremely difficult to do it on public transport.

What action would you take?