

Handout 6

Group Exercise D Putting a statement of case together

NOTE FOR TRAINER This Group Exercise refers back to exercise B which needs to be tailored for departmental needs. You will need to prepare something along the lines of the material below for your particular scenarios. This material is suitable for Adult Care employees.

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's 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 of the building before his shift was due to end. Some staff witnessed the event - Deputy Unit Manager, Ann and two other care staff, Sandra, and Claire.

You have now interviewed Martin and the following witnesses.

Witnesses

- Sarah – Care Assistant
- Jane – Care Assistant
- Ann – Deputy Unit Manager
- Sandra - Care Assistant
- Claire - Care Assistant
- Richard - Care Assistant, who did not witness the event but spoke to Martin after he had spoken to Sarah.

The witness statements are attached. You now have to prepare a Statement of Case.

Statement – Martin Care Assistant

Manager	Can you tell me how long have you been employed with DCC and your job title.
Martin	I have been working here for 8 years and I am a Care Assistant.
Manager	Can you tell me about the events of 2 March? Firstly your conversation with Sarah.

Martin	I was annoyed with Sarah, a bell had rung and she should have answered it.
Manager	I understand that Sarah was rota'd on a different part of the building that day and you were asked to look after Mrs X why didn't you answer it.
Martin	I was very busy so she should have answered it.
Manager	Can you tell me what you said to Sarah?
Martin	I told her she should have answered it.
Manager	Did you shout at her?
Martin	No, I may have been a bit abrupt.
Manager	Did you swear at her and call her stupid?
Martin	I cannot remember. I think I may have said stupid but I didn't mean it. I was angry. I don't think I swore at her.
Manager	What happened after this event?
Martin	I admit I lost my rag and stormed out.
Manager	What time did you storm out?
Martin	It was about 3pm.
Manager	What time was your shift due to finish?
Martin	It was due to finish at 7pm.
Manager	So you admit you stormed out without finishing your shift?
Martin	Yes, I was stressed though, I had a lot on at home.
Manager	What was going on at home?
Martin	Just stuff, I don't want to talk about it.
Manager	How did you storm out?
Martin	I threw my uniform down and walked out.
Manager	That's all for now. Thank you for talking to me. I'll let you know what will happen next as soon as I can – sometime later this week.

Statement – Sarah Care Assistant

Manager	Tell me about what happened on 2 March.
Sarah	I had been allocated to work on b block. A bell went from Mrs X who was in another block where Martin had been allocated. The bell went again I thought Martin had not heard so I said "Have you heard the bell?" He turned round and said I was 'bloody stupid', and walked off. I was shocked by the incident. It made me feel tearful when he spoke to me like that.

Statement – Jane Care Assistant

Manager	Tell me about what happened on 2 March
Jane	I saw Martin and Sarah and could hear what they were saying. Sarah was polite and simply asked if Martin had heard a bell. He said she was 'bloody stupid' and stormed off.

Statement – Richard – Care Assistant

Manager	Tell me about what happened on 2 March.
Richard	I saw Martin after he had spoken to Sarah. He seemed really angry and he kept saying she was stupid and she should have answered the bell. I tried to calm him down by saying just leave it, but he wasn't having any of it and went off. I didn't see him again that day.

Statement – Ann – Deputy Manager

Manager	Tell me about what happened on 2 March.
Ann	I was the manager on duty. Martin seemed very angry. I asked him what was wrong and he threw his uniform down and stormed out. I did ask him why he was going but he never answered me. He simply walked out mid way through his shift.
Manager	Did you see the incident with Sarah?
Ann	No I heard about it but I was in another room, when it happened. I only saw Martin after he had spoken to Sarah.
Manager	Has anything similar ever happened before?
Ann	Martin does have a short fuse. He can blow hot and cold, however he has never stormed out on shift before. It left us really short handed.

Statement – Sandra – Care Assistant

Manager	Tell me about what happened on 2 March.
Sandra	I knew something was wrong with Martin as he had upset Sarah. I was shocked to see him like that, but not altogether surprised. He was really losing it. Ann asked him if he was ok then he totally lost it. He threw his uniform down and stormed off. You should have seen the look on Ann's face.

Statement – Claire – Care Assistant

Manager	Tell me about what happened on 2 March.
Claire	Martin was very angry. Ann tried to calm him down but he was too heated up. He did throw his uniform and walked out. Ann tried to call out to him but he was not interested.