



Trust in Care

Details

Duration: 1 Day

Dublin: February 25, 2020
Dublin: May 6, 2020
Dublin: July 21, 2020
Dublin: October 7, 2020

Time: 9.30 am– 5.00 pm

Venues:

Ibec
84-86 Lower Baggot Street
Dublin 2

Cost:

Ibec member: €385
Non-member rate: €425

Programme Overview:

This programme provides participants with the necessary skills and knowledge to carry out fair and complete investigations under the HSE Trust in Care Policy. It specifically focuses on the practices and procedures to be followed if an investigation into a complaint of abuse of a patient/client by a staff member is needed.

Programme Outcomes:

On completion of the programme, participants will:

- Understand the current best practice approach to dealing with issues in the area of conducting investigations under the Trust in Care Policy
- Be able to conduct fair and impartial investigations under the Trust in Care Policy
- Understand the need for fair procedures when conducting such investigations
- Be able to write clear and concise investigation reports
- Understand the key interpersonal skills required of the investigator
- Ensure that the organisation is compliant with the Trust in Care Policy when carrying out investigations

Approach:

This is a one-day programme. There are a number of activities and case studies as part of the course to ensure that the key knowledge and skills are practiced.

The programme is delivered by experienced Ibec Executives who provide members with advice, consultancy and training on a daily basis. Participants are encouraged to express their views and experiences. Case studies and exercises will be used to ensure a real practical understanding of each topic.

Who Should Attend?

Health service and social care employers, HR practitioners in the health and social care service sector, managers, supervisors, team leads working in the health and social care service sector.



Contact:

For further information,
please contact
Raquel de la Pena
t: 01 605 1667
e: raquel.delapena@ibec.ie

Programme Schedule:

Introduction and Overview

- Introduction
- Purpose of the Policy
- Health and Social Care Agencies Responsibilities
- Preventative Measures
- Definition of 'Abuse'

Procedures for Receiving a Complaint of Abuse

- How Complaints can arise
- Dealing with the Complainant
- Anonymous Complaints
- Reporting Procedures

Managing Allegations of Abuse

- Preliminary Screening of Complaints
- Protective Measures
- Principles Governing the Investigation
- Formal investigation Process – Steps
- Establishing the Terms of Reference
- Establishing the Facts
- Key Skills of the Investigator
 - Evaluating the Evidence
 - Making the Decision
 - The Investigation Report

Investigation Outcomes & Follow-up

- Complaint is Upheld
- Complaint is not Upheld
- False or Vexatious Complaints

Programme Close & Evaluation