

With  
Caroline  
Cleveland &  
Peter Walsh

# Patient and Staff Involvement in Learning from Patient Safety Incidents

**Duration: 1 day**

**CPD Hours: 7.75**

**Format: Face to Face or Online**



NHS Approved Trainer Carolyn Cleveland & Previous CEO  
of AvMA Peter Walsh

This course is LOT 4C Under the National Framework.

## Overview:

This one day session not only examines the Being Open and PSIRF principles around compassionate engagement and involvement, but digs deeper, taking the learning around rich communication and honest understanding out of the textbook and into real life application. Through unique and thought provoking material, these principles are brought to life to understand and explore in a psychologically safe and supportive environment - not just what needs to be done to 'comply'. It deals with how it is best accomplished; but also why it needs doing, making all important connections between emotional, human and systems focused learning. By sharing the felt experience of compassionate engagement and involvement, the exploring the psychology behind it and its practical application, those attending will be able to truly put themselves into the positions of others, analysing, synthesising and exploring the complexities of healthcare incidents and emotional fallout. Building confidence of the application of the duty of candour and PSIRF, whilst providing and evidencing compassionate communication and emotional support, to be best placed to have a systems approach and ensure staff, patient, families and carers do not end up more harmed, and rich learning takes place.

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# Patient and Staff Involvement in Learning from Patient Safety Incidents



## Who will Benefit?

This course is suitable for health professionals, therapists, and care staff working in physical health and mental health care and rehabilitation settings including, occupational therapists, physiotherapists, nurses, counsellors, psychologists, dieticians and doctors.

## Key Learning Outcomes:

- Understand and feel the emotional complexities within incidents for patients, families, carers and staff, by exploring the emotional component to aid authentic understanding and rich learning responses
- Understand the fuller picture, around incidents, communication and conflict, using an enquiring and empathic mindset for systems thinking to recognise how we all see things differently and how the
- 'Funnel of Life' can be part of the system and human factors, impacting on how we make someone feel and communicate.
- Develop understanding of how our emotions, unconscious processes and systems, influence outcomes
- Build confidence in compassionately engaging and involving those harmed, bereaved, or experiencing a trauma response, exploring how you review whether you have done this well and evidence it
- Gain deep understanding of psychological/second harm for patients, families, carers and staff; impacting on a just, fair and learning culture and preventing meaningful compliance with the Being Open and PSIRF principles.
- Understand the duty of candour and PSIRF are so important for patients, families, carers, staff and organisations  
clarify 'grey areas' within the duty of candour and common difficulties
- Understand what is needed to comply with the duty and PSIRF, with focus on compassionate engagement, and how systems thinking and human factors impact on proportionate responses and investigation
- Link the human side of compliance and guidance and the importance of authentic compassionate engagement, involvement and openness, and what constitutes a meaningful apology to support trust, healing and partnerships and staff well-being.

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