

## Information Sheet - Institute of Welfare

### Critical Incidents

Critical incidents can be positive or negative events. They can include such things as an unexpected death, a complaint or a staff member resigning unexpectedly due to stress.

In the event of a negative critical incident you should record the incident. Included in the record should be a description of the event and the effect on the people involved. Thoughts should also be recorded as to how the incident could have been avoided to stop it happening again.

After the incident is recorded there should then follow the review. This should include support and openness and encourage learning for future events. It is wise for an external facilitator to take the chair.

During the review there are many questions that should be raised and answers sought. Considerations should be given to:

- What happened?
- What went well?
- How did it affect the people involved and the organisation?
- Could it have been avoided?
- Can it be stopped from happening again?
- What action needs to be taken by whom and when?
- What learning or development needs have been highlighted?

Finally, a log of all incidents should be kept to identify any patterns that may emerge and prompt special measures or training to avoid the same incidents reoccurring.