

Crisis Response for Independent Health and Care Providers



Safeguard the interests of your organisation

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Allegations of abuse.
A staff member arrested on criminal charges.
Television cameras outside your office...

...of course, these things never happen
in real life, do they?



Crises in the health and care sector may come in many shapes and sizes. They range from a crisis caused by a catastrophic event such as major fire or flood, to the less visible, but just as real, damage created by a serious accident, scandal, criminal allegation or other tragic incident. Incidents like this can have a serious impact on resilience and threaten the ability to provide care.

Challenges to a health and care provider can arise from:

- Failure to safeguard service users
- Serious accidents affecting a patient or service user
- Loss of sensitive data or theft of confidential information
- Criminal offence (or alleged offence) by a staff member
- Fraud or impropriety on the part of staff
- A serious assault on a member of staff

Among your most important assets are reputation, stability and resilience. The odds of being able to deal successfully with a crisis and minimise its impact on your organisation's ability to provide care are improved enormously if you have contingency plans in place, if everyone knows what is expected of them, and if there is an effective media strategy.

Success is all about taking control of a situation and where possible turning it to your advantage. But in the real world no-one can control every variable. In the most extreme circumstances the situation takes control of you.

At DWF, we know that one must expect the unexpected. However, you cannot legislate in-house for every eventuality; the cost would be prohibitive. That's why you engage a crisis specialist. DWF gives you one phone number to call for professional advice, support and active representation in the event of a crisis.

Our services cover the following:

- Legal protection
- Media liaison and reputation management
- Trauma care for employees and their families in the aftermath of an incident

Only DWF offers clients a free 24/7 helpline; this is your point of access to these business-critical services. We also offer invitations to free crisis workshops and regular email updates. You can subscribe to our basic one-stop Crisis Response service completely without charge. You can find out more about the menu of services we offer by visiting us online.



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- Loss of sensitive data
 - Financial fraud
 - Premises emergencies
 - Member of staff arrested
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In the absence of a crystal ball, take the next best step. Prepare and protect with DWF Crisis Response.

In the throes of an emergency you can always pick up the phone to us. But on a day-to-day basis you will sleep more easily knowing that you are as prepared as you can be for the unknown.

From media training and mock trials to disaster recovery plans and compliance audits, the DWF Crisis Response team provides a wide range of pre-emptive consultancy measures with the following benefits:

- Enhanced situational awareness
- Increased organisational resilience
- Develop your senior team skillset

Every health and care provider is different, in terms of its geographical situation, its activities and its business-critical resources. That's why we don't simply provide off-the-peg solutions.

The British Standards Institution has issued new guidance on the principles and good practice for the provision of a crisis management response, a critical issue in the healthcare sector. The principles of BS 11200(2014): Crisis Management Guidance and Good Practice are easily attainable through building a tailored crisis management capability in proportion to the level of risk.

To start considering your current position against the British Standards, DWF has devised a self-assessment questionnaire which provides the first step for healthcare organisations like yours in understanding your preparedness and position in the route to resilience. Get in touch for more information.

The DWF Crisis Response team will undertake a bespoke audit and prepare a major incident response plan. We will train a selected team of your staff in the necessary protocols and conduct periodic updates leaving you free to get on with what you do best.

Subscribe online today at <http://www.dwf.co.uk/crisisresponse/healthcare> for our free Crisis Response service.

- You will receive regular updates and case studies on any new statutory or regulatory issues that may affect your organisation
- You will be invited to our programme of dedicated workshops which provide practical advice on preventing or managing a crisis
- You will receive 24/7 support and a free helpline



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DWF is the legal business where expertise, industry knowledge and leading edge technology converge to deliver solutions that enable our clients to excel. Embracing our diverse skills, we gain a unique and more valuable legal perspective that can empower our clients, giving them a competitive advantage or simply delivering new solutions to old problems.

With over 2,500 people across the UK and Ireland, we make sure that wherever you are, wherever you aim to be, we will go further to help you get there.

To find how **DWF** can safeguard the interests of your organisation visit us at <http://www.dwf.co.uk/crisisresponse/healthcare> or contact:



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