



MENTAL HEALTH
Education and Training Network



▶ Understand RCA, your role and contribution to your patient's safety
Facilitator: Kate Beaumont, Patient Safety Consultant

Root Cause Analysis (RCA) in Mental Health Care Services: A Practitioner's Guide

Schedule

9.00am Registration
5.00pm Course closes

▶ Thursday 25th January 2018 - London
▶ Tuesday 20th March 2018 - Leeds

▶ Carrying out investigations into the Root Causes of Serious Incidents (SIs) is high profile now and huge emphasis is being placed on organisations to have a 'memory' and demonstrate that they are learning from their mistakes.

'Organisations have primary responsibility for making sure that their staff have the skills, capacity and support they need to carry out good quality investigations.

'Trust boards must ask themselves if their investigations are making a difference and leading to improvement.'

Care Quality Commission, June 2016

▶ What our delegates say about this course:

"Whole course was skilfully delivered"

"Excellent presentation, knowledgeable and expert in her field"

"Great opportunity for discussion and very practical"

▶ Learning Objectives:

- Understand patient safety issues in mental health care;
- Appreciate why things go wrong and how to improve care;
- Explore safe systems and culture;
- Practically understand RCA processes and applications;
- Learn the principles of 'Duty of Candour' and how to fulfil your responsibilities;
- Action plan for future development and implementation.

▶ About our trainer, Kate Beaumont:

Kate is a patient safety specialist and Registered Nurse by background, with specific expertise in the investigation of serious incidents and structured analysis of health care systems to improve the care and safety of patients. She has trained thousands of staff in Root Cause Analysis methodology over very many years, both in the UK and abroad, and runs a patient safety programme regularly in Dubai.

As previous Head of Patient Safety with the National Patient Safety Agency (NPSA) (2003-11), Kate has more than 25 years of experience in the NHS, in leadership, risk management, patient engagement, quality improvement and patient safety at national and international level. She was a Senior Manager with PwC for 2 years and now runs her own consultancy, undertaking large, complex, high profile investigations, predominantly in mental health.

▶ Training methods:

This course is interactive and utilises a wide variety of teaching methods. Patient Safety theory and investigation techniques are reinforced through practical use of RCA tools in a safe environment and related to a general Serious Incident scenario, but Kate draws heavily on her experience of investigating mental health incidents in recent years.

▶ Who should attend?

This course is designed for all medical, nursing, professional and management staff involved in the delivery and improvement of mental health services.

▶ Accreditation

This event is accredited with 6 CPD hours subject to your peer group approval. You will be asked to sign in at the start and finish of the course to receive your certificate of attendance.

▶ Course Fee

£275.00 per delegate
including VAT, course materials, lunch and refreshments.

For more information and enquiries please contact us on **0113 257 2139**
or email enquiries@etnetwork.co.uk or visit our website educationandtrainingnetwork.co.uk

Root Cause Analysis (RCA) in Mental Health Care Services: A Practitioner's Guide

> Delegate booking form

How to book

Online: www.educationandtrainingnetwork.co.uk

Tel: 0113 257 2139 Fax: 0113 257 8159

Post: Education & Training Network, Design House,
1 Coal Hill Lane, Leeds, LS28 5NA

Your details *(block capitals please)*

Title: First name:

Last name:

Job Title:

Department: Speciality:

Organisation:

Location/place of work:

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Email (for all correspondence):

Telephone & Mobile Number:

Diet or special requirements:

Have you previously attended an ETN course? Yes No

How did you find out about this course?:

I am happy to receive ETN's future course information Please tick.

Occasionally, ETN would like to send you exciting news, and information about our events and services. We will treat your data with respect and you can locate our T&Cs on our website. You can unsubscribe at any time.

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Contact us

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Fax: 0113 257 8159

Tel: 0113 257 2139

Email: enquiries@etnetwork.co.uk

Information about your booking

Confirmation of registration: All bookings will be confirmed in writing. Online bookings will receive an automated confirmation email/receipt. Joining instructions will be sent as soon as possible. We reserve the right to change the programme without prior notice. Where for any reason, beyond its control, ETN cancels an event, the liability of ETN shall be limited to a refund of the fee payable to ETN for that event. You may wish to take out insurance against cancellation.

Cancellation and refunds: All cancellations must be submitted in writing. If verbal cancellations are given, a written communication must follow immediately. If written cancellation is received more than 4 weeks before the event a 80% refund will be given, between 4 weeks and up to 14 days a 50% refund will be given, within 14 days of the event, no refund will be given. Should you be unable to attend, a substitute delegate may attend in your place. Late cancellations may incur additional charges.

Changes to an order/booking: All changes in delegate bookings will be subject to an administration fee.

Accommodation: If required, delegates will need to book their own overnight accommodation. There are a number of websites that offer accommodation deals eg www.laterooms.co.uk, www.booking.com, www.lastminute.com.

Payment information

By cheque: a cheque for £..... is enclosed. (Made payable to Education and Training Network UK Ltd)

By BACS: Barclays Bank Sort Code: 20-48-46 Account Number: 53873218. Total payment: £.....

By debit/credit card (you can also book online using your card). Please enter your credit card details as they appear on the card. Please debit my visa/mastercard/switchcard (delete as appropriate)

Cardholder's Name: Card Number:

Start Date: Expiry Date: Issue No (switch only): 3 Digit Security No:

Card address (if different from above)

By Purchase order/Invoice: Please provide the contact details (lead name and telephone number) of the person who will be responsible for the financial reconciliation and full payment of your fee. We must receive a purchase order prior to ETN raising an invoice and payment must be received before the event. Alternatively, your place can be guaranteed with your personal charge card details.

Lead Contact: Contact Number:

Organisations: Please email a BACS Remittance Form / Purchase Order Form as confirmation of payment to admin@etnetwork.co.uk including event name, date and the names of the relevant delegate(s).

Please add the event & date and delegate name as your payment reference.

Individuals: Please add your name and event date as your payment reference.

Your payment will be processed via Sage Pay and your details will not be stored after successful processing.