

Trouble-shooting and crisis management in the care sector

Care is an inherently difficult field. Unfortunately, most care providers will experience their share of issues.

We aim to support you during the hard times. Our specialist sector knowledge ranges from CQC regulation, safeguarding and mental capacity to the contractual, funding and employment aspects of health and social care. When a crisis hits, it often encompasses more than one of these fields. We can explain how one influences another. We will look at the situation objectively, help you trouble-shoot, and advise on how to manage the crisis.

Recently, we have helped providers deal with the following situations:

- Representation at inquests
- Defence of health and safety prosecutions and other threatened criminal sanctions, such as fines for breaches of regulations
- Threatened cancellation of registration and withdrawal of residents
- Disputes with relatives involving CQC and safeguarding
- Inappropriate/risky placements by commissioners
- Requests for information from individuals, including employees and relatives, and data subject access requests.
- Data breach claims.

In these types of situations, providers can come under fire from CQC, commissioners, safeguarding teams, the Coroner, relatives and the press, often all at once. Managing these competing pressures is overwhelming and it can be difficult to see the light at the end of the tunnel.

You can call on us to be an experienced addition to your team. We will help formulate a sensible plan to limit the damage to your service and protect your service users and staff. We will help you regain control of the situation and move things towards resolution.



"Mei-Ling has a well-honed ability to absorb complex information and cut to the chase. Her advice, knowledge and expertise have been invaluable to us in dealing with commissioners and regulators on a range of matters. She has given us confidence to fight our corner when appropriate in a sector where providers often feel powerless."

RWK Goodman client



"I just wanted to say thank you to you and your team for your excellent service. The information you provide is concise and jargon-free and the instructions thorough and crystal-clear. In addition to this, we always receive a prompt response and you and your team always go the extra mile to deliver great advice."

Kaye Hawkins, Commercial Director, Littlecombe Park Limited

WE CAN HELP

We frequently work with consultants, PR agents and training providers to turn things around and minimise the risk of lasting damage to your service and reputation.