





Learning when things go wrong

Bernie McNally Bsc MSW MBA National Independent Review Panel (NIRP)) Safeguarding Board for Northern Ireland (SBNI)







- Independent Chair safeguarding Board NI (Children)
- 2. Independent Chair National Independent Review Panel Republic of Ireland (Adults)



SBNI Interagency Partnership

"Provides a mechanism for member agencies to work together and to co ordinate their activities for safeguarding purposes"

SBNI Regulations 2012





Independent Chair

The SBNI chair is independent of the member agencies and has a line of accountability through the Minister to the NI Assembly

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Case Management Reviews

One of the key statutory functions of the SBNI is to carry out a review of cases where things have gone badly wrong, where a child/ren known to agencies have died or been significantly harmed

中人大学之外之中一个发展了这个中心中





National Independent Review Panel (ROI)

Was set up in the aftermath of the 'Grace' case in the Republic of Ireland to provide an independent mechanism to review the most serious cases

(Non statutory and single agency)





National Independent Review Panel

The independent Chair reports directly to the chair of the HSE Quality and Risk Committee







Why do we need independent reviews?

- Service improvement/quality
- Increase public confidence in the services
- Standard infrastructure for reviews
- A safe mechanism within the system
- Increase support for staff
- Encourages reflection
- Strategic oversight







What they should not be about

- Public humiliation
- Criminal investigation
- Disciplinary action





NIRP Mission

The NIRP is committed to **promoting learning** and **best practice** by reviewing cases in a professional and timely manner, with a view to assisting the social care sector to **improve its services** and **prevent** similar situations occurring in the future.







Purpose of any review







Purpose

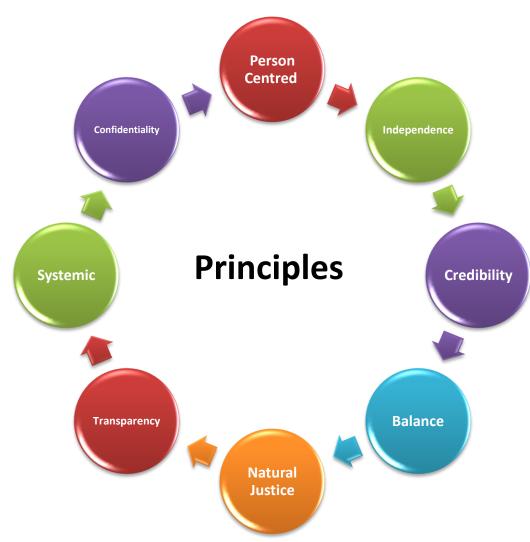
The focus is person centred

The goal is to find what went wrong and why

The outcome is to identify potential for change



















Key issues

- How do you avoid a blame culture?
- How do you protect the privacy and dignity of the service user and their families?
- How to you manage expectations of various stakeholders?
- How do you share the learning?







Other processes

- Accountability
- Discipline
- Criminal prosecution





NIRP Review Process







2018

Incident Management Framework

Care | Compassion | Trust | Learning



Seirbhís Sláinte Building a Níos Fearr Better Health á Forbairt Service





Criteria for Notification

Category 1 Major/Extreme

SIMT has been established

Child/Adult Social Care service user

HSE/HSE funded services

Potential systemic failings

Concern is enduring

Potential for breakdown in public confidence





Criteria for Review

Social care service users

HSE/HSE funded services

Potential significant failings

Risk for public concern

Opportunity for widespread learning





Review Plan

Terms of Reference Scope Timescale

Methodology Roles Other Processes

Consent
Person Centred Review
Family Involvement

Confidentiality
GDPR
Escalation





Timeframe

All documentation received

Review commences
Factual Accuracy
Fair Procedures

Final Report Submitted to Commissioner





The Report

Layout

Dissemination & Publication

NIRP Register







Thank You