

Incident Response & Crisis Recovery

When a serious incident, near miss or claim puts your care service under pressure, Quality Care Group can help you access specialist Incident Response & Crisis Recovery support.

Independent expertise can help you understand what happened, manage immediate risks and put appropriate corrective action in place.

Support that fits the situation

A one day independent review may be enough to identify the immediate issues and provide clear recommendations.

More complex incidents may require additional specialist support, from initial investigation through to sustainable improvement.

How can IRCR help?

Rapid incident review:

Understand what happened and identify immediate priorities.

Risk mitigation:

Put practical controls in place to stabilise the service.

Investigation support:

Review evidence and identify contributing factors.

Governance review:

Identify gaps in oversight, reporting or accountability.

Staff support and training:

Address gaps in knowledge, practice or competency.

Improvement planning:

Create clear actions for immediate and longer term improvement.

Quality assurance:

Help ensure improvements can be evidenced and sustained.

Regulatory readiness:

Prepare for potential scrutiny from regulators, commissioners or other stakeholders.

Don't just respond to an incident. Learn from it, strengthen your systems and reduce future risk.

Dealing with a serious incident or concerned about what happens next?

Quality Care Group can help you access the specialist support you need.

Get in touch

