



Best practice response and working with families

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@NHSResolution



Best Practice Response
& Working With
Families

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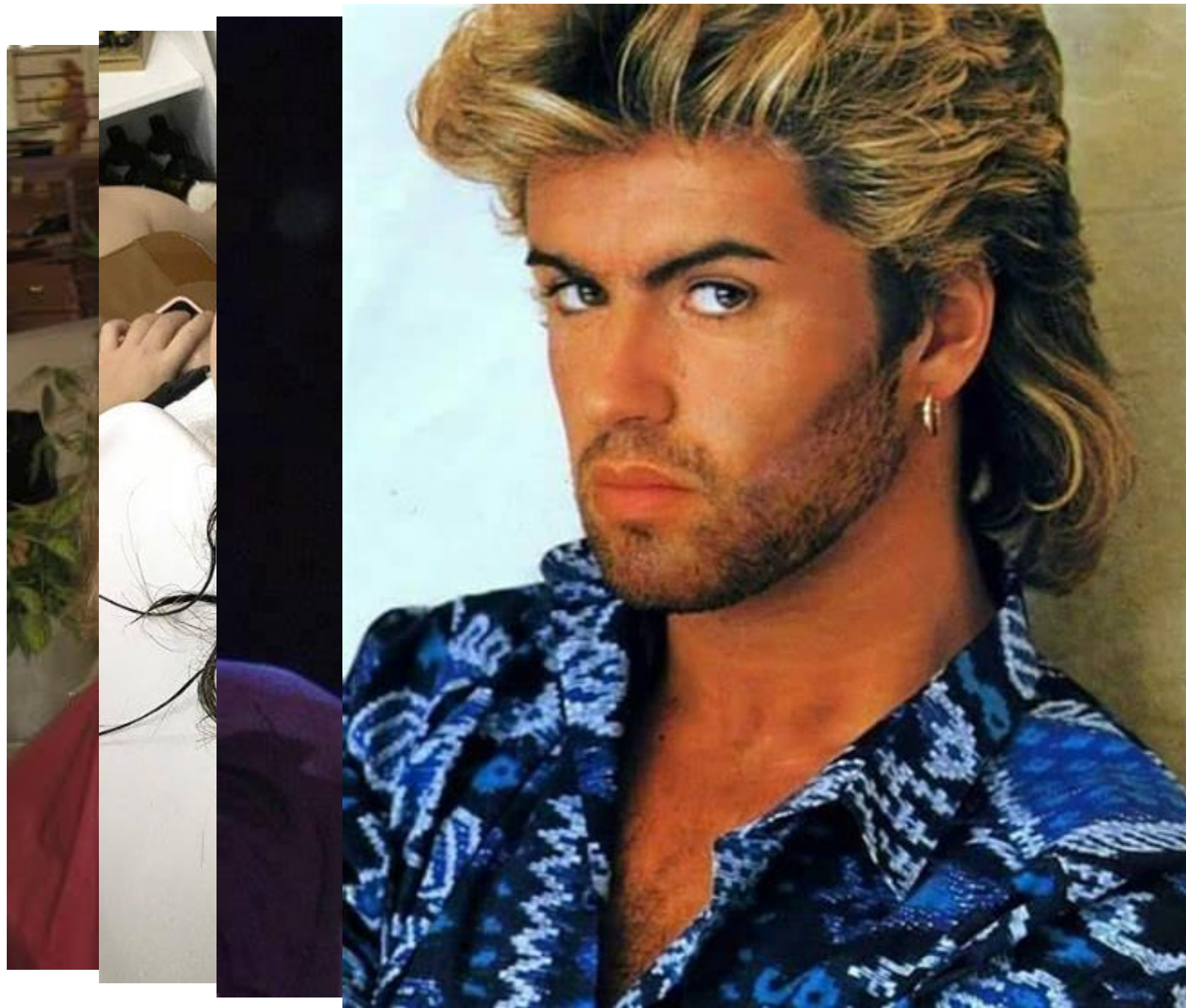
What parents wanted from litigation

- Answers about what had happened, so that parents saw through inconsistencies and put it all back together
- Lessons to be learned so that this does not happen again
- Personal and professional support so that individuals and organisations were not overwhelmed and that the process was not worth an investigation that would not help them gain closure and recover
- Financial independence of the state for support services

Litigation often fails to satisfy claimants



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What has changed in 28 years

- Duty of candour
- Awareness of tribalism
- Defensive management
- Defensive medicine

Early Days

“...those early days as life with a poorly, damaged baby and us, well we were screwed up, destroyed” we needed help with so many different things to just survive” Its like the local professionals don't have a clue how to deal with this kind of trauma and especially when they are frightened about acknowledging responsibility... and I think that's the important thing that I would say ... you are dealing with people who are at their utter, devastatingly worst. You know, this is probably the worst thing that has ever happened and will ever happen to this family.

Mother of birth injured infant

What do parents want from you when things go wrong?

- Honesty – just culture





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**“...an incident is an investment
the next thing is to get the
return on the investment”**

(Sidney Dekker)

What do parents want from you when things go wrong?



- Honesty – just culture
- Answers
- Commitment to learn
- Commitment to take action to prevent the same thing happening again
- Restorative justice

Dawn: What would you like to ask them, if you could meet the midwives and the doctors that were part of your care at the time?

Michael: I guess, just kind of... it's a tricky one because ... they wouldn't have done it on purpose. But they might have thought like, once they realised their mistake they probably thought, she (Michael's mum) was right.

Dawn: How do you feel towards them?

Michael: No different to any other doctor or hospital staff because they do make mistakes. They're only human. Only a mistake from a hospital staff is going to be greater than someone who isn't because their mistake impacts other people.

“only human”



Investigation Science



‘Investigation Science’ is the adaption of a scientific approach to the development of all aspects of investigation practice, education, policy and research.

THANK YOU

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