

Investigations and Support Service



Delivering high quality clinical and non-clinical investigations, learning and support

How organisations identify, investigate, report and learn from serious incidents can have a significant impact on patients, families, carers, staff and the organisation and is also key in regulatory inspection, safety and governance.

The Care Quality Commission (CQC) has criticised the quality of many clinical incident investigations citing a 'lack of understanding of skilful application of recognised best practice'. Organisations must challenge themselves to develop systems and processes that stand up to scrutiny.

The establishment of the Healthcare Safety Investigations Branch and the National Quality Board's guidance on learning from deaths signals a renewed focus on this area of patient safety and improvement.

MiAA can help you. We have 25 years' experience of supporting organisations in risk, quality and safety. Our team of expert staff and associates can build on your in-house investigation capabilities to deliver robust investigations, systems and processes.

MIAA Investigations and Support Service

MIAA will draw on years of experience and expertise to deliver high quality clinical and non-clinical investigations, as well as learning and support. We will:

- provide timely, high quality, evidence-based investigation reports
- offer independent assurance in conducting investigations
- boost internal capacity and capability
- maximise learning from your incidents.



Investigations services

In order to assist you in meeting the highest standards MIAA has developed a range of investigations and support services.

Investigations assurance and best practice

Public confidence in the quality of investigations is of utmost importance. It will ensure your organisation maintains credibility and a reputation for the safety and quality of services.

MIAA will provide an assurance opinion on the quality of your internal investigations against existing best practice guidance. This will include scrutiny and analysis of prior investigations, including lessons learned and improvements sustained over time. The outcome will ensure that your organisation, commissioners and those affected by incidents can have confidence in the systems and processes in place for investigations within your organisation.

Leadership of investigations

Research and experience have demonstrated that internal investigations often fail to demonstrate independence from the incident. This can lead to a lack of confidence in the investigation outcomes and follow up improvements. MIAA will reduce this risk by leading your investigations from start to finish. Using recognised national best practice and guidance we will deliver an evidence-based report, highlighting lessons

learned with detailed recommendations for improvement. This service can be provided for a range of investigations such as:

- Clinical investigations, for example, moderate-serious incidents, never events, cluster incidents.
- Whistleblowing investigations.
- HR investigations, for example policy breaches, disciplinary, competency and capability.
- Fraud, corruption and security incidents.

The outcomes will be objective, independent and impactful, understanding the cause and actions to be taken to minimise or prevent recurrence.

Joint working on investigations

Having to release staff from their everyday work to undertake investigations can have a detrimental impact on service continuity and patient care.

MIAA will provide experienced and competent experts to add value to your internal investigations capacity and capability. For example, we will help prepare for investigatory interviews, undertake the interviews on your behalf, prepare and/or gather statements, quality assure your investigations reports or act as coach and mentor to your internal investigators. Whichever aspect of an investigation you need help with we will

provide the solution as well as enhancing your own internal capacity and capability.

Advisory/call off service

You need not be alone in whatever problem or challenge you face. MIAA will give you timely access to advice on internal investigations - from on-going expert advisory support to investigation officers, through to hands on advice, mentoring and coaching such as developing an investigation plan or preparing witness statements. Alternatively, we can provide you with support for investigators in techniques and application of best practice.

Investigations training service

MIAA provides a flexible and responsive training service for clinical and non-clinical investigations. We would be happy to discuss your requirements and design a bespoke solution.

For more information, please contact:

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