

Care Focus: Critical incidents and managing risks

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This webinar took place on 9 June 2025 and is now available on-demand.

Critical incidents can cause sleepless nights, from responding to unhappy families and workforces, dealing with scrutiny from regulators and other external agencies to addressing wider interest from the press and public and managing reputational and business concerns.

In this session, Helen Rideout and Leah Jones consider the complaints process, managing requests for documents and dealing with claims. Robin Swinbank of The Counsel House, communication consultancy specialising in providing crisis management services, supported on reputation management and dealing with external scrutiny.

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The Care Focus webinar series are free of charge and exclusively for independent health and care providers and their insurance sector.

They are suitable anyone working in the health and care sector including senior leaders, executive and non-executive directors, heads of legal and in-house legal services, risk and complaints teams, registered managers, inquest and claims managers, safety and learning practitioners and colleagues involved in the management of investigations.

Our in-person and online events are designed exclusively for clients and targets. As such, we reserve the right to cancel bookings. If you'd like to speak to a member of the team regarding your attendance, please [contact us](#).

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