

Care Focus: Critical incident - Managing risks

📍 Webinar

📅 09 June 2025

Our first [lunch-time programme](#) explores the aftermath of a critical incident in a care setting, taking you from the crucial first 48 hours through to consider in more detail the regulatory, employment, risk, PR and wider considerations.

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](#) will consider the complaints process, managing requests for documents and dealing with claims. A PR professional will join us to support on reputation management and dealing with external scrutiny.

This webinar is free of charge and exclusively for [independent health and care](#) providers and their [insurance sector](#). It would benefit 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.

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Our speakers



Helen Rideout

Partner

helen.rideout@brownejacobson.com

+44 (0)115 976 6291

Leah Jones

Partner



leah.jones@brownejacobson.com

+44 (0)115 976 6550

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