HEALTHCARE LEGAL SKILLS AND SAFEGUARDING TRAINING

A range of in-house training programmes designed to give healthcare professionals competence and confidence to provide excellent clinical care.
ABOUT BOND SOLON
We are a dedicated legal-skills training company for non-lawyers. We train thousands of healthcare professionals each year in both their legal and safeguarding duties. Our courses are designed to improve performance and confidence in the workplace and to instil best practice in legal knowledge, understanding and skills.

WHY UNDERTAKE OUR LEGAL SKILLS AND SAFEGUARDING TRAINING?
The emphasis on quality of care and ever-increasing patient expectations inevitably makes healthcare professionals anxious. Training is essential to give staff the knowledge and confidence to practice safely. Defensible, rather than defensive practice means that staff maintain professional standards and are able to give a good account of themselves and the decisions they have taken.

It is important that all healthcare professionals are equipped with the key legal knowledge and skills to enhance their day-to-day professional roles and to act effectively and to best practice. Applying the legal principles to their work will assist in ensuring patient safety and continuity of care.

BOND SOLON’S TRAINING WILL:
• Equip healthcare professionals with the necessary skills, knowledge and ability to fulfil their roles to best practice standards
• Provide the legal framework for best practice
• Help to implement effective assessment and monitoring of standards
• Help to meet the requirements of external bodies and regulators
• Increase the quality of care and so reduce the risk of complaints and claims
• Increase the confidence of healthcare professionals
• Complement and enhance existing skills

BOND SOLON TRAINERS
Our trainers are all experienced lawyers. They are all subject-matter experts in the areas in which they train, and have a wealth of experience representing health bodies or patients and families.

Importantly, our trainers are also trained trainers. This enables them to impart knowledge and skills clearly and effectively, while also having the ability to engage, support and give guidance to attending delegates.
UNIQUE APPROACH TO DESIGN AND DELIVERY

Bond Solon will provide your organisation with the most up-to-date, relevant, useful and effective courses by working closely in partnership with you.

Courses delivered in-house are tailored to meet your organisation’s specific needs. Bond Solon will work with key personnel to ensure the training incorporates key legislation and responsibilities, your organisation’s policies and procedures, and relationships with other agencies.

As a dedicated training company, Bond Solon is fully aware that delegates require a range of learning styles. Each course utilises a number of training approaches including case studies, exercises and role-play. This will ensure that everyone acquires the necessary knowledge and skills to carry out their roles to best practice standards.

The training, which is delivered by lawyers, is interactive. Delegates will learn by their participation and receive feedback and support from their peers and trainers.

WHO SHOULD UNDERTAKE THE TRAINING?

These courses have been specifically designed for all healthcare professionals providing care, treatment and support to patients and their families. Courses can be delivered to either single or multi-disciplinary groups.

The courses have successfully been delivered across the UK to a wide variety of audiences, including:

- Allied Health Professionals
- Consultants
- Dentists
- Doctors
- Emergency Preparedness, Resilience and Response Teams
- Governance
- GPs
- Junior Doctors
- Medical Students
- Midwives
- Nurses
- PALS
- Pharmacists
- Regional and National Managers
- Serious Incident Investigators
- SAS Doctors
- Theatre Staff

The trainer is brilliant and every training session I have had with them has been great. They related the material to my everyday practice and were really clear. This is an essential training day for all nurses and doctors wherever they work.

LYNNE MCEWAN

Advanced Nurse Practitioner
Castle Point and Rochford CCG

...an essential training day for all nurses and doctors wherever they work.
The training exceeded my expectations. The trainer had an extraordinary ability to engage the attention of the audience and had a superb understanding of NHS context and culture, the difficulties and dilemmas of NHS staff. Outstanding.

SHAKTI THAKUR
Consultant Ophthalmologist, Rotherham NHS Trust

Healthcare Records on Trial - Defensible Practice (1 day)

Good health records are an integral part of safe and effective care, as well as providing an essential resource for risk management and clinical audit. Records are a tool which enables healthcare professionals to discharge their duty of care. At the same time they ensure patient safety, continuity of care and may later have crucial evidential value.

COURSE OBJECTIVES

This course has been designed to ensure that healthcare professionals have a defensible, rather than a defensive practice by giving them the skills to create, manage and store records to best practice. It will reinforce the importance of providing clear and concise records that will help facilitate better care, treatment and support of the patient.

Delegates will look at how notes should be captured in the context of care, and with fellow professionals in mind. The detail of what to include regarding history, examination, diagnosis, prescribing, consent, treatment and follow-up will be discussed. Strategies for minimising the risk of common errors will be explored, along with the appropriate use of abbreviations and clinical terms.

Delegates will also consider how any data captured can be used in a legal capacity, and look at how cases can be won and lost on the quality of a healthcare professional’s record. Delegates will gain the ability to distinguish between fact and fiction and ensure that any entry is evidence based.

KEY LEARNING POINTS

• Use best practice in documentation to facilitate care, treatment and support
• Ensure patient safety and continuity of care
• Achieve effective communication
• Examine the impact of electronic records
• Ensure what has been documented is evidence-based
• Capture patient data effectively
• Apply legal and professional requirements to practice
• Account for what has been documented both in hospital and in court
Statement and/or Report Writing (1 day)

As part of clinical practice, healthcare professionals will be required to produce statements and/or reports, which may be used during internal audits, responding to complaints, tribunals and regulatory or legal proceedings.

Often they are written in a format that makes them difficult to read or understand and they fail to provide accurate information leaving them open to scrutiny and undermining the clinical practice provided.

COURSE OVERVIEW

This practical course will teach delegates how to turn their clinical notes into statements or reports. Through practical exercises, delegates will review the structure of statements and reports including style and format, while also gaining the ability to identify the information that needs to be included. They will learn how to distinguish between fact, inference and opinion, and explore common pitfalls and mistakes made by healthcare professionals, and importantly how to avoid them.

KEY LEARNING POINTS

- Identify the issues to be addressed
- Distinguish between fact, inference, and opinion
- Ensure any opinion is based on fact
- Use records, notes and other relevant material as the basis for statements and/or reports
- Adopt appropriate format, layout and style
- Develop an objective and critical approach to written evidence

Witness Skills (1 day)

Giving evidence can be a daunting experience, and many healthcare professionals can find themselves being questioned in a variety of forums.

COURSE OVERVIEW

This highly practical training session is designed to ensure that healthcare professionals undergo a process of familiarisation to equip them with the necessary skills to give a confident account under questioning or cross-examination.

The day is split into two halves. The morning looks at the theory of giving evidence and is designed to demystify the whole process. Delegates will explore the various techniques lawyers use to discredit healthcare professionals in cross-examination, and how to withstand them and remain in control.

In the afternoon, we set up a mock courtroom in which they are able to put into practice what they have learnt from the morning. Delegates are cross-examined by an experienced lawyer-trainer.

KEY LEARNING POINTS

- Recognise how the adversarial and inquisitorial systems work, and distinguish the difference between them
- Identify the procedures, order of events, and roles and responsibilities of those involved
- Prepare how to give evidence to best practice standards
- Demonstrate how to make appropriate use of supporting evidence, documents and records while under cross-examination
Coroner’s Court (1 day)

A Coroner’s Court follows an inquisitorial system, however, they are frequently becoming more adversarial in nature, with barristers tactics being more akin to cross-examination than questioning. This can lead to many professionals feeling as though they are on trial.

Doubt may be cast on a witness’s experience, qualifications, methods and opinions. Their knowledge of their specialist area of work may be tested.

Family members and interested parties are also able to ask questions directly of the witness, meaning the inquest can be an extremely emotive environment.

COURSE OVERVIEW

This one day course is designed to ensure that delegates gain the skills to be able to present evidence truthfully and confidently in order to assist the Coroner.

The course is split into two halves. The morning session is designed to demystify the process of giving evidence, in which delegates will consider the theory of giving evidence at a Coroner’s Court. They will explore the roles and responsibilities of everybody involved in an inquest, including their own.

In the afternoon, we set up a mock Coroner’s Court, in which delegates experience being questioned on a realistic case study. This practical role-play allows them to implement the techniques they have learnt in the morning in order to remain in control and give effective evidence to the inquest.

Delegates will receive feedback on their performance throughout, reinforcing good practice and highlighting areas of improvement.

KEY LEARNING POINTS

• Explain how the inquisitorial system works
• Identify the procedures, order of events, and the roles and responsibilities of those involved
• Prepare how to give evidence to best practice
• Identify lawyer’s techniques of questioning
• Be able to combat difficult and adversarial questions
• How to give clear, honest and objective evidence while under questioning
• Identify possible findings and verdicts of the Coroner

The trainer was extremely knowledgeable, entertaining and informative. The course gave me skills to be able and confident to go into Coroner’s Court.

MARIA MOORE
Social Worker, Pennine Care NHS Foundation Trust

I have gained the necessary skills to be prepared for court, ensuring that everything has been done before we even think about court. If cases do go to court, this course has helped reduce anxiety about this with better awareness of court procedures and rules. The trainer was very engaging which made a daunting subject apprehensible and kept the whole day interesting.

TANIA EMERY
Associate Clinical Lead, Southampton City CCG
Mental Capacity Act (MCA) (1 day)

The Mental Capacity Act (MCA) is a vitally important piece of legislation, which potentially allows others to make decisions on behalf of somebody else. It is therefore essential that when applying the MCA, the Legal Framework, and their Code of Practice, healthcare professionals fully understand them.

All healthcare professionals should understand when and how the Act should be used. However, this is often not the case, and many professionals still lack the skills and confidence to correctly apply the principles to everyday situations, especially in complex cases.

COURSE OVERVIEW

This practical course will explore the concept of capacity and how to make capacity assessments. Through a detailed review of Section 5 of the Act, delegates will gain the requisite knowledge to make and implement appropriate care and welfare decisions.

The application of Section 6, which provides the legal framework for restraint and restriction upon liberty will also be explored.

Delegates will consider the Deprivation of Liberty Safeguards (DoLS) in light of the original Bournewood case and subsequent Supreme Court Judgement in Cheshire West, and problems encountered in practice.

The course will review the respective roles and responsibilities of Donees, Court-Appointed Deputies, Public Guardian and Court of Protection visitors.

Delegates will learn to identify the situations when an Independent Mental Capacity Advocate (IMCA) is required in respect of those who lack capacity.

KEY LEARNING POINTS

• Apply the principles of the Act to clinical practice
• Make and document a mental capacity assessment
• Reach balanced and informed best interest decisions
• Implement best interest decisions
• Assess the validity and applicability of advance decisions
• Work with Donees (Welfare Attorneys) and court-appointed Deputies
• Refer to the office of the Public Guardian when appropriate
• Involve an Independent Mental Capacity Advocate (IMCA) when required
• Participate fully in the DoLS process

The training was excellent and engaging. The trainer had an engaging manner of articulating the subject of MCA and DoLS which assures you can go away with a real sense of understanding.

SARAH JANE WARD
Deputy Chief Nurse, Castle Point and Rochford CCG
Deprivation of Liberty Safeguards (DoLS) (1 day)

All professionals must ensure that their treatment of an individual is lawful. However implementing safeguards appropriately in a clinical setting can be complex and yet much of the guidance being published relates to social care settings.

COURSE OVERVIEW

This highly practical course will equip healthcare professionals with the key skills to effectively carry out the acid test to ensure that they are complying with the law.

Delegates will consider all relevant case law and guidance. By the end of the course, they will have a clear understanding of the Mental Capacity Act, Deprivation of Liberty Safeguards, and have the ability to apply the principles, processes and procedures correctly and confidently to both everyday and complex situations.

KEY LEARNING POINTS

- Explain the background and current overview of the Deprivation of Liberty Safeguards
- Apply the ‘Acid Test’ to best practice in line with current case law
- Identify the difference between the restriction, and the deprivation of liberty
- Define how the Deprivation of Liberty Safeguard provisions link with the Mental Capacity Act 2005 Core Principle of the least restriction
- Carry out the DoLS process of referral, assessment, review and challenge
- Correctly identify the process of application to the Court of Protection for non-Mental Capacity Act Schedule A1 cases

Court of Protection (1 day)

A lack of capacity is the gateway to the Court of Protection. The course is a practical guide to assist healthcare professionals who are contemplating an application to the Court of Protection for a person who has lost their legal capacity.

COURSE OVERVIEW

The aim of this one day course is to lead those who are not necessarily familiar with the workings of the Court of Protection through the network of legislation, rules, regulations and developing case law. Professionals will consider the main legislation, rules, practice directions, codes of practice and practice guidance.

The course will also look at the powers of the Court of Protection, the types of applications, where hearings take place, the Judges and other people involved with the Court.

In addition the course will look at the different types of applications to the Court of Protection, factors the Court takes into account and how the Court makes decisions or declarations with a practical look at good practice in completing the relevant forms and statements required by the Court.

KEY LEARNING POINTS

- Identify and apply relevant legislation, rules, regulations and case law
- Recognise what different types of applications can be made to the Court of Protection to include welfare applications and challenges under the deprivation of liberty safeguards under section 21A
- Identify relevant evidence and factors the Court take into account when making decisions and declarations

The training was really interesting and engaging. I learnt many new concepts and tips which made me feel confident about adult mental capacity and DoLS.

LIZ BYRNE
Specialist Practitioner Safeguarding, Nottingham Healthcare Foundation Trust

The training was very engaging and educational; the material was at the right level. It was good to have the chance to raise relevant questions as they relate to our practice, with relevant information given from court experience to clarify how it applies to our practice.

ELIZABETH PHILLIPS
Clinical Specialist, Tottenham Health Centre Foundation Trust
Safeguarding Children and Adults at Risk of Harm (1 day)

Healthcare professionals have a statutory duty of care to their patients. This duty includes ensuring safeguarding arrangements are in place to protect the most vulnerable members of society.

COURSE OVERVIEW

The course will explore the transition from protection to safeguarding, and delegates will consider different types of abuse and their characteristics. The individual’s responsibility for raising a concern and subsequent actions and involvement will also be outlined.

Delegates will look at the general principles applying to children and young people, the legal framework and safeguarding process. The principles and duties of safeguarding adults will be reviewed. Delegates will also explore the proactive requirements for working safely with members of vulnerable groups.

This course will then look at the issues which arise in the context of joint working between agencies and professionals. Shortcomings, lessons learnt and recommendations made by enquiries will be discussed.

KEY LEARNING POINTS

• Respond appropriately when a cause for concern is identified
• Have increased understanding of the legal requirements
• Apply the principles to practice
• Work safely with members of vulnerable groups

NHS Continuing Healthcare (CHC) Training (1 day)

Reaching a decision about whether a person has a “primary health need” is often highly complex. To achieve positive outcomes for the adult concerned, it is essential that healthcare professionals understand the relevant legislation, guidance, case law, processes, policies and procedures, and the roles and responsibilities of different agencies underpinning this complex area.

COURSE OVERVIEW

This one-day course will teach delegates to understand the relevant Government guidance and how decisions are made about NHS Continuing Health Care eligibility as well as to avoid pitfalls in the decision-making process. Delegates will consider the screening and assessment process, as well as the process of reviews and appeals of continuing care decisions.

KEY LEARNING POINTS

• Be able to practically and confidently apply the relevant legislation to CHC cases
• Recognise the importance of evidence in the screening, assessment, review and appeal process
• Carry out a CHC eligibility checklist to best practice
• Identify potential pitfalls in the decision-making process
• Identify and correctly challenge incorrect CHC decisions
• Collect reliable and admissible evidence
• Recognise the purpose of a review panel, and the information it requires
• Correctly follow the appeals process

I have learnt how to write court reports in the best way to avoid cross examination. I may be required to attend court and can use the skills learnt during this training for this. Hearing real life examples of court cases and being taught by a barrister with first-hand experience was very useful.

LAUREN ROCHE
Social Worker
Hartlepool Borough

The trainer had a very good understanding of the subject and a good sense of humour. They delivered the course at an excellent pace and were extremely knowledgeable of the NHS Continuing Healthcare legal framework. I thoroughly enjoyed this training. One of the best.

MOIRA FARRELL
Social Worker
The Care & Wellbeing Company
Leadership in Safeguarding (2 days)

COURSE OVERVIEW

This course is designed for all professional safeguarding leads for both child and adult safeguarding. Delegates will explore safeguarding and managing safeguarding in an ever changing NHS and will give delegates a safe place to explore the difficult elements of leadership.

This two day course has been designed to inspire confidence, develop skills and knowledge in both child and adult safeguarding to complement your work. Delegates will spend two days with legal professionals who are experts in their field and have considerable knowledge of safeguarding through case law and legislation.

Delegates will also have the opportunity to explore their leadership skills within our Emotional Intelligence (EI) session, exploring the effective ways to work within a multiagency setting and how to best use their skills within these environments.

The target audience for this course is Designated and Named Professionals and those undertaking strategic Safeguarding Leads covering both children and adult agendas.

Day 1: The first part of the course will reinforce and embed the safeguarding ethos, ensuring that safeguarding is part of the job. Delegates will explore the legislation and challenges within safeguarding, how to keep an organisation safe, staff development and learning and working with regulators.

Day 2: On the second day delegates will then explore the concept of Emotional Intelligence (EI) to develop their capabilities to understand self and how it is applied in practical terms. They will consider the ‘why, when and how’ of EI to establish the need to apply emotional intelligence in their professional and personal practice.

Delegates will consider their own communication style and methods in order to gain an understanding of the skills required to improve performance through relationships. They will improve their communication skills, in order to gain ‘buy-in’ for their ideas and create increased impact in their work.

KEY LEARNING POINTS

- Understand the individual responsibility for safeguarding
- Increased understanding of the legal requirements
- Apply the principles to best practice
- Work safely with members of vulnerable groups
- Retain composure through self-regulation and the ability to think clearly under pressure
- Act with empathy to improve all working relationships
- Promote self-confidence, achievement orientation and initiative
- Positively challenge assumptions and behaviours

Really Excellent! Thank you. Brought the subject to life and built relevancy and application.

AMANDA HARPER
Named Nurse Child Protection, Central London Community Healthcare
Consent for Examination and/or Treatment (1 day)

It is a general legal and ethical principle that valid consent must be obtained before starting treatment or a physical examination of a patient. Health professionals who don’t respect this principle may be liable both to legal action by the patient and action by their professional body.

COURSE OVERVIEW

The course will explore the principles of consent and the patient’s right of self-determination. A clinical examination can be sensitive or intimidating and reassurance to a patient can be provided with an understanding approach, for example to the need of a chaperone.

The concept of material risks will be defined in the light of the Montgomery judgment, and the principles of the Mental Capacity Act (MCA) enabling treatment to be given to patients who lack capacity will also be explained.

Delegates will identify the right to life and end of life issues, and consider the circumstances in which treatment may be withdrawn or withheld. The application and validity of advanced decisions and resuscitation directives will also be discussed.

Delegates will explore the principle of parental responsibility and the child’s right to be heard. The circumstances in which a child and young person can give their own consent, as set out in the Family Law Reform Act (1969) and the Gillick judgment will be examined.

The course will also look at the use of personal health data for training and research, including photograph and video recordings. The general principles to be applied when enrolling patients in clinical trials and the specific safeguards for patients lacking capacity will also be considered.

KEY LEARNING POINTS

• Apply the principles of consent and human rights
• Assess capacity in adults and make best interest decisions for those who lack capacity
• Obtain balanced and informed decisions
• Document the process and record its outcome
• Ensure the patients are not pressured into making hasty decisions
• Identify situations in which treatment may need to be withdrawn or withheld
• Ensure patients have insight into the consequences of deciding one way or the other

Having attended this training, I am so much more aware of the issues around consent. I thought the course was brilliant. Every staff member should have the opportunity to spend a day at Bond Solon training.

JULIE FOSTER
Community Nurse, Suffolk Community
Clinical Responsibility (1 day)

All healthcare professionals must understand and maintain the required professional standards.

COURSE OVERVIEW

Clinical Responsibility is an intensive and practical training day. Through trainer-led discussions and practical case studies, the issues facing healthcare professionals in their daily practice will be examined. Accountability within the organisation and the individual responsibility will both be considered.

The extent and nature of the professional’s duty of care will be discussed in the light of relevant case law. The distinction between a negligent act and an error of judgment which is not negligent will be analysed. The risk of blame and litigation will be put in context to demonstrate how to practice safely and lawfully, without being hindered by unrealistic fears.

The principles of clinical audit and risk management will be discussed to enable learning and improvement in clinical practice to create and maintain best practice standards.

KEY LEARNING POINTS

- Recognise the implications of Clinical and Managerial responsibility
- Assess Personal and Corporate Accountability
- Appreciate the responsibility of the organisation and the individual
- Understand the extent of the duty of care
- Understand when an adverse outcome constitutes negligence
- Identify requirements for achieving a successful defence and justification of clinical practice when there is an adverse outcome
- How to implement best practice Clinical Audit and Risk Management in a non-blaming culture
Serious Incident Investigation and Reporting (1 day)

The duty of candour places a requirement on NHS bodies to investigate incidents which trigger the threshold of moderate or serious harm. SIRI is the tool by which this is done. Health providers must ensure that these incidents are identified correctly, investigated thoroughly and trigger actions that will prevent them from happening again.

COURSE OVERVIEW
Delegates will explore the investigation procedure and review the ways in which investigators are required to establish the facts. Through a root cause analysis exercise, delegates will gain the required skills and identify the pitfalls to avoid when investigating a serious incident.

Delegates will look at the different sources of evidence that can assist in the investigation. They will review the circumstances for when statements and reports need to be requested. The nature and purpose of the report will also be considered, including determining terms of reference, fundamental principles, structure and content.

KEY LEARNING OUTCOMES
• Recognise the threshold for serious incident reporting
• Participate effectively in the investigating and reporting process
• Record facts obtained from observations, questioning and documentation
• Use root cause analysis to identify and address the key issues

Complaints Handling and Investigations (1-3 days)

Failure to investigate and respond to a complaint properly can increase the stress and dissatisfaction felt by the patient, client or family members. A poor response can also have considerable consequences for an organisation, including reputational damage and adverse media attention, and the complaint being escalated to the Ombudsman or litigation.

Bond Solon provides a range of one day courses and a national recognised qualification that will ensure practitioners have the essential knowledge and skills to conduct a complaints investigation to best practice standards. Delegates will learn how to carry out a thorough investigation, professionally establish facts and secure relevant and credible information to promote early resolution.

The training course comprises:
• Law, Evidence and Procedure in Complaints Handling and Investigation (1 day)
• Questioning and Communication Techniques in Complaints (1 day)
• Responding to Complaints - Letter and Report Writing (1 day)

Additionally, days may be combined to provide training extending over 2 or 3 days.

Delegates who undertake all three days of training, and successfully complete the post-course assessments, will be eligible for the Professional Award in Complaints Handling and Investigation, BTEC Level 5, accredited by Edexcel.

Please contact us for more information on our complaints training and qualification.
Chairing Skills (1 day)

Healthcare professionals may be required to participate and chair multi-disciplinary meetings as required, and it is essential that they have the skills and knowledge to do so to best practice standards.

COURSE OVERVIEW

This highly practical and intensive one-day course is designed to ensure that delegates fully understand what is required of them in order to convene and chair multi-disciplinary meetings.

Delegates will gain a full understanding of their roles and responsibilities during the process, including the roles and responsibilities of other potential people and agencies that may be involved. Role plays and exercises will help delegates explore complex case studies and enable them to put theory into practice using a client-focused approach to successfully convene, participate and chair safeguarding meetings.

KEY LEARNING POINTS

- Identify the role and responsibilities of the chairperson
- Manage and co-ordinate multi-disciplinary meetings to best practice
- Identify implications for other individuals, agencies and organisations
- Correctly adhere to information sharing protocols
- Clearly communicate with individuals from a range of agencies in order to facilitate their contribution
- Chair meetings to best practice standards

Safeguarding Adult Enquiries (2 days)

When the Care Act 2014 came into force, for the first time it allowed Supervisory Bodies to pass the responsibility of carrying out a Safeguarding Enquiry to the health body that raised the concern.

It is therefore essential that those with a safeguarding role have the skills, knowledge and ability to undertake or contribute to adult safeguarding enquiries to best practice standards.

COURSE OBJECTIVES

This highly practical and interactive two-day course is designed for those who may be tasked to carry out a Safeguarding Adult Enquiry, including writing the subsequent reports which may lead to them giving oral evidence over their findings.

The course will ensure delegates have an in-depth knowledge and understanding of the adult safeguarding process, the legal framework, and the roles and responsibilities of the different people and organisations that may be involved.

KEY LEARNING POINTS

- Communicate the core principles of Safeguarding under the Care Act 2014
- Be able to practically and confidently follow the safeguarding process
- Recognise the importance of safeguarding responses being delivered in line with Making Safeguarding Personal
- Undertake and/or contribute to Safeguarding Enquiries to best practice
We have worked with over 300 trusts and health bodies across the UK. A selection of our clients include:

TRUSTS AND HEALTH BODIES

CENTRAL GOVERNMENT / REGULATORY BODIES

SOCIAL CARE DEPARTMENTS
Barking and Dagenham, Barnet, Belfast, Bexley, Blaenau Gwent, Bolton, Borough of Poole, Brent, Bromley, Buckinghamshire, Bury, Caerphilly, Camden, Cardiff, Carmarthenshire, Ceredigion, Cheshire East, Cheshire West and Chester, Conway, Cumbria, Dartington, Denbighshire, Devon, Doncaster, Durham, Ealing, Enfield, Essex, Flintshire, Gateshead, Gloucestershire, Greenwich, Gwynedd, Hackney, Halton, Hammersmith & Fulham, Haringey, Harrow, Hartlepool, Havering, Herefordshire, Hillingdon, Hounslow, Isle of Anglesey, Isle of White, Islington, Kensington and Chelsea, Knowsley, Lancashire, Lewisham, Lincolnshire, Medway, Merthyr Tydfil, Merton, Middlesbrough, Neath Port Talbot, Newport, Newport, North East Lincolnshire, Northern Health and Social Services Trust (NI), North Lincolnshire, Northumberland, Nottingham, Oxfordshire, Pembrokeshire, Plymouth, Portsmouth, Powys, Redbridge, Redcar and Cleveland, Rhondda Cynon Taf, Richmond, Rotherham, Sheffield, Somerset, South Tyneside, Southern Health and Social Services Trust (NI), Southwark, Stockport, Stockton-on-Tees, Stoke-on-Trent, Suffolk, Surrey, Sutton, Swindon, Thurrock, Torfaen, Tower Hamlets, Vale of Glamorgan, Wakefield, Waltham Forest, Warrington, Warwickshire, Western Health and Social Services Trust (NI), Westminster, Wigan, Wolverhampton, Worcestershire, and Wrexham.