

*Critical incident – Managing People*



- Any critical incidents are very worrying for all concerned. Part of managing the incident is to keep everyone as calm as possible.
- Members of staff will feel worried about the child, especially the key person or the designated carer responsible for the safety of that child.. These persons may blame themselves and their feelings of anxiety and distress will rise over time. They may be the understandable target of parental anger, and they may be afraid. The manager will ensure that members of staff under investigation are fairly treated and receive support.
- The parents will feel angry, and fraught. They may blame members of staff and may single out one member of staff over others; they may also direct their anger at the manager. When dealing with a distraught and angry parent, there should always be two members of staff, one of whom is the manager. No matter how understandable the parents' anger may be, aggression or threats against staff are not tolerated and the police will be called.
- Other children are also sensitive to what is going on around them. They too may be worried; members of staff caring for them will be focused on their needs and will not discuss the incident in front of them. They will answer children's questions honestly and reassuringly.
- In accordance with the severity of the outcome, members of staff may need counselling and support. The manager will use their discretion to decide what action to take.
- Staff do not discuss any critical incidents with the press.