Transforming Organisational Culture - Principles and Practise of Restorative Just Culture

Mersey Care NHS Foundation Trust and Northumbria University are proud to present a four-day course for professionals on the Restorative Just Practice. In this course, you will learn the theory behind Restorative Just Practice and how to implement it in your organisation, and therefore reap the associated benefits: better relations with your employees, improved staff survey results, less labour conflicts and more motivated colleagues.

As professor Sidney Dekker, thought leader and author on Restorative Just Culture writes (Dekker 2019): Restorative justice

Course info

Award Type Potential CMI accreditation
Delivery Method Face to Face
Sector Health, Sport and Social Care, Leadership and Management
Location TBC
Start Sept, Oct, Nov, Dec, Jan (2020)
Duration 4 days over a 2 week period
is “...a process where all stakeholders affected by an injustice have an opportunity to discuss how they have been affected by the injustice and to decide what should be done to repair the harm.” Restorative practices have existed since people live in communities. Negotiations followed a transgression, and were concluded with compensation to the victim and his or her community, and with reintegrating the ‘offender’. Victims, offenders and their communities were all involved or represented in the negotiations:

- An event causes harm, and the response should repair that harm. This includes taking responsibility, making amends, and learning from the event.

- People involved in, and affected by, the harm collaboratively decide on what needs to be done.

- This helps restore trust between stakeholders, empowers victims, and reintegrates practitioners into the community.

Restorative justice deals with consequences and causes of an event. It isn’t just between the ‘offender’ and their ‘judge’, and it doesn’t just pursue the narrow facts to secure, for example, a dismissal. Instead, it facilitates a dialogue to identify the many sides of an event and its complex causal web. With a deep understanding of how success is normally assured, and how a negative event could come about, it can create a fair response and identify improvements.

The Mersey Care NHS Foundation Trust has implemented a Restorative Just Culture founded on Sidney’s guidelines and has successfully seen a 54% reduction in disciplinary investigations over the last two years despite the organisation more than doubling in size in the same period. The trust has also realised a significant reduction in dismissals and suspensions leading to a substantial reduction in costs. During the same period it has also seen improved staff engagement and safety culture scores as measured by the national staff survey. The trust has recently been rated as Good by the Care Quality Commission following an inspection (read more on this here). Mersey Care also won the Healthcare Managers People award for the Restorative Just Culture initiative - read more about the award here. The benefits are possible for any organisation that is prepared to implement a Restorative Just Culture. Many feel that we have a moral obligation to apply Restorative Just Culture principles out of respect for our colleagues, service users, patients and other
stakeholders. This course would also be of particular interest to education, government and trade union bodies.

**Learn From The Best**
This master class will be given by a combination of trainers form Mersey Care NHS FT and from Northumbria University. The Mersey Care trainers will contribute the practical knowledge of applying a Restorative Just Culture, the challenges that are faced and the elation that a successful application gives rise to. The Northumbria academics perform at the forefront of the development of Restorative thinking, having worked closely with Sidney Dekker and other noted researchers.

**Learning Environment**
Included in this course are a reader, refreshments and lunch. The course is delivered in 4 days over a 2 week period from 9am until 5pm.

**Research-Rich Learning**
Northumbria is a research-rich, business-focused, professional university with a global reputation for academic excellence. Our students learn from the best – inspirational academic staff with a genuine passion for their subject, whose teaching is shaped by world-leading and internationally excellent research.

Northumbria University has invested substantially in excellent IT and library resources ensuring that all our students and professional clients have access to the best facilities. On this course, delegates will use the e-learning portal.

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The programme is delivered in 4 days over a 2 week period (2 consecutive days each week). The following topics are addressed:

- Introduction
- What is our reality?
- Restorative Just Culture: The alternative
- Restorative Just Culture: How to do it - adverse events
- Restorative Just Culture: How to do it - routine work
- Restorative Just Culture: implementing for sustainability
• How to implement restorative just culture
• Compassionate HR
• How to implement from an Organisational, Operational and Human Resources perspective
• Impact and business case
• Summary and Action planning

The programme consists of theory interchanged with practical application through case studies. The attendees will be stimulated to apply what has been learned in their own organisation between the lessons.