

# ADVANCED SKILLS IN INVESTIGATION AND ENFORCEMENT FOR NURSING HOME INSPECTORS



La Touche Training  
the legal training consultants



A four-module intensive training programme for any inspectors involved in the inspection of nursing homes. Delegates will receive training that ensures that they carry out their investigations in a professional manner and are able to obtain and secure evidence in compliance with the law and are able to present and stand over it in court. This training will provide all inspectors with the essential skills needed to enforce the law in compliance with best practice. It illustrates that the way the evidence is collected and recorded affects the admissibility, credibility and weight of the evidence.

**La Touche Training**

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# ADVANCED SKILLS IN INVESTIGATION AND ENFORCEMENT FOR NURSING HOME INSPECTORS

" *The course exceeded my expectations - really amazing*"

Nursing Home Inspector

## WHO AND WHY?

This training is designed to provide inspectors with a clear insight into the legal framework in which they work. Delegates attending will examine the relevant legislation, practice and procedures and rules of evidence that impact on their work. They will learn from qualified lawyers to apply best practice in their procedures to ensure consistent standards are applied across the board, at all stages of the investigation. Delegates will learn how to investigate, collect and record evidence properly so that they can stand over their notes and statements when challenged in court. Evidence gathered must be presented effectively in court. The training is designed to give inspectors an insight into the way in which lawyers attack and undermine their evidence during cross-examination. Inspectors will learn how to prepare their case for court, work effectively with their lawyers and deal with the opposing lawyers questioning techniques confidently and effectively.

## COURSE OUTLINE

The course is intensive and highly practical and interactive where the delegates learn by doing through interactive sessions, practical exercises and role-play exercises. It is flexible and modular based in order to meet the exact needs of the audience. Programmes can be tailored according to clients' needs.

### Module 1 - Law, Evidence, Procedure and Best Practice (1-day)

On completion of this module, delegates will:

- Have an appreciation of their governing legislation, particularly, their powers
- Understand the need for consistency of approach in enforcement procedure
- Recognise different types of evidence, including, oral, documentary, hearsay, circumstantial and real evidence, which includes use of notebooks, photographs, recorded evidence and samples as evidence
- Distinguish between facts, inferences and opinions
- Follow best practice in evidence gathering procedure
- Consider the rules of evidence and admissibility of evidence
- Have an understanding of our legal system, court system and criminal prosecution procedure both summary and indictable
- Follow guidelines in relation to the procedure required in case preparation

### Module 3 - Excellence in Written Evidence (1 day)

On completion of this module, delegates will be able to:

- Create, maintain and enhance best practice standards in note taking and maintenance of inspectors' notebooks
- Create, maintain and enhance best practice standards in statement writing
- Consider and follow best practice in both investigation and prosecution report writing, to include analysis of model report formats

### Module 2 - Investigative Interviewing (1 day)

On completion of this module, delegates will be able to:

- Balance investigative powers with an individual's rights
- Plan and prepare an investigative interview
- Use different questioning techniques and structure the interview
- Use different interviewing models
- Deal effectively with disclosure, evidence, silences, selective answering, issues of self-incrimination
- Learn how to caution and have an understanding of the Judges Rules.

### Module 4 - Giving Effective Evidence (1-day)

On completion of this module, delegates will be able to:

- Understand summary and indictable trial procedure
- Consider the process of giving evidence and how best to prepare
- Appreciate the differences between examination-in-chief, cross-examination and re-examination
- Consider the techniques used by lawyers in cross-examination
- Analyse how to handle cross-examination, in particular getting across the whole truth
- Experience cross-examination in the witness box, and receive feedback based on assessment criteria, covering content, structure and presentation.

## KEY LEARNING POINTS

- Gain an excellent knowledge of relevant legislation, procedures and practice
- Analyse the rules of evidence and how to ensure collected evidence is admissible
- Improve standards in interviewing, note-taking, and statement/report writing
- Learn how to give confident and clear testimony in court and to present the evidence in the best way possible

## COURSE LOGISTICS

Courses are run in house at your organisation. Delegate numbers can range from 8-12 delegates a day. Courses start at 9.30 and will be finished by 5.00pm.

## ABOUT LA TOUCHE TRAINING

La Touche Training is Ireland's leading legal training company. We specialise in training non-lawyers in legal matters.

Our course designers and team of lawyers have unparalleled experience in providing high quality training that is tailored to your exact requirements.

Since beginning our specialised programme in 1995 over 70,000 delegates have attended our high quality and innovative training programmes. Clients' feedback is testimony to the success of our courses.

**Please call Mr. Martin Partridge on 01 8788 264 or email: [mpartridge@latouchetraining.ie](mailto:mpartridge@latouchetraining.ie) to book or discuss training**

Photo courtesy of the court services [www.courtservices.ie](http://www.courtservices.ie)

We work with a broad range of organisations including:

### Regulatory Bodies

- Company Registration Office
- Competition Authority
- Comreg
- Department of Communications, Marine & Natural Resources
- Department of Enterprise, Trade & Employment
- Environmental Health Officers
- Environmental Protection Agency
- Financial Regulator
- Health & Safety Authority
- Irish Naval Service
- Labour Inspectorate
- Local Authorities
- National Parks & Wildlife Service
- Office of Director of Corporate Enforcement
- Office of Environmental Enforcement
- Office of the Director of Consumer Affairs
- Private Securities Authority
- Revenue Inspectors

### Hospitals

- Beaumont Hospital
- Bon Secours Hospital
- Central Mental Hospital
- Children's University Hospital
- Drogheda Women's Refuge
- Kerry General Hospital
- Leopardstown Park Hospital
- Mater Misericordiae University Hospital
- Our Lady's Hospital for Sick Children
- Our Lady of Lourdes Hospital Drogheda

### Organisations

- AON Healthcare Risk Services
- Brothers of Charity
- Centre for Nurse Education
- Department of Health
- Irish College of General Practitioners
- Irish Nurses Organisation
- Irish Prison Service
- Mental Health Commission
- National Association of GP Trainees
- NMPDU
- The Ergonomics Society
- The Health and Safety Authority



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