

Policy

TITLE		Learning Lessons Policy	
Policy ref:	LG045P	Approval date	August 2025
Owner	Customer Operations Director	Planned review date	August 2028
Approved by	ELT		

Version	Purpose/change	Author	Date
1.0	New policy	Jen Conway / Lesley Garrett	August 2022
2.0	Policy reviewed to incorporate revised lesson learnt process for complaints. Process map added for complaint lesson learnt management Process map added for quality team administrative management of lessons learnt Post incident lesson learnt log reviewed to incorporate root cause analysis prompts Post incident lesson learnt log – title changed Lessons Learnt SOP updated	Quality Team	July 2025

1 Background	Even with the most robust risk assessments, well-designed procedures and the most competent staff, Abbeyfield recognises that sometimes things can still go wrong. As part of our commitment to continuous improvement, all accidents, incidents and other adverse events, including near misses that have the potential to cause harm, that occur within Abbeyfield will be identified, investigated and, whenever possible, learnt from. Central to our organisational learning approach is the recognition that, when things go wrong, it is rarely due to the sole actions of one individual but the result of the wider environment and system in which the event took place. Therefore, learning is based on the identification of the root cause of an event and taking appropriate steps to prevent a reoccurrence.
2 Objectives	The aims of this policy are to ensure that: - there are effective and consistent arrangements in place for reviewing when things go wrong to identify any lessons that can be learnt - the likelihood of a future reoccurrence of a similar event is reduced - lessons learnt are shared widely to minimise risk

Policy

	• a record of all accidents and incidents and lessons learnt is maintained by the organisation • there are demonstrable changes and improvements as outcomes of the learning process • learning lessons is part of Abbeyfield's 'business as usual'
3 Scope	This policy is applicable to all staff members, including temporary and agency staff as well as volunteers, based at our Retirement Living services (care homes, supported housing and care at home services) and those who work from home. This policy covers all accidents, incidents, near misses, safeguarding concerns, whistleblowing allegations and complaints, including grievances.
4 Policy	Learning lessons involves reviewing what has happened when things go wrong and taking appropriate action to address the underlying causes that allowed the event to take place. The purpose of documenting and applying lessons learnt is to promote improvements in best practice and to prevent future mistakes. It is Abbeyfield's policy that when things go wrong, an investigation is undertaken to identify the root cause and, upon conclusion, a post-incident review will be completed to document any lessons to be learnt. Lessons will be based on a thorough analysis of what went well, what could have been done differently and changes required to be more effective in the future. The findings of any reviews and the lessons learnt will be shared with relevant colleagues, including The Abbeyfield Society Board on a regular basis. Outcomes of investigations into incidents involving residents will be shared with the resident concerned and, where relevant, their representatives, in keeping with the regulatory duty of candour.
5 Finance, Value for Money & Social Value	Failing to learn lessons from previous errors or mistakes can result in significant costs to the organisation.
6 Linked policies	Accidents and Incidents (C014P) Complaints, Concerns and Compliments (R004P) Duty of Candour (C042P) Safeguarding Adults (LG031P) Whistleblowing (LG038P) Grievance Policy (S014P)
	Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 9-20

Policy

7 Relevant Legislation / Regulation	The Regulatory Framework for Social Housing (England) Consumer Standard: Tenant Involvement and Empowerment
8 Guidance	HSE Guidance: Learning Lessons
9 Review	Every 3 years, subject to any regulatory or legislative updates.
10 Procedure(s)	
10.1	Lessons Learnt SOP (LG045 10.1)
10.2	Appendix 1 Lessons Learnt Record
11 Process Map(s)	
11.1	Lessons Learnt Process Map – Complaints
11.2	Lessons Learnt Process Map – Quality