



Dealing with Accidents and Incidents Policy

IMPORTANT NOTE: This policy reflects as fully as possible the legislation and best practice which were applicable at the time of writing. However, it is accepted that each management company will have its own ethos as regards service provision, and that each and every service user will present the company with a unique set of challenges and needs which may well change significantly over time.

With these limitations in mind, the policy has been written on the basis that each case manager will regularly review the policy in detail in order to ensure that no conflict has arisen between the guidance contained within this policy and any other information which may be available to the manager, such as that contained in risk assessments or the service user's care plan etc.

It is especially important that the guidance within this policy be compared with the service user's needs prior to care being commenced for the first time.

Should there be a worry at any time that there is a possible conflict between the policy and the service user's needs, or if the case manager has any other concerns, then he/ she must contact Griffiths Knight Case Management **without delay** to resolve the issue.

General statement

This policy outlines the accident and incident procedures which need to be activated in the following circumstances:

- If an employee, contractor, client, or client's relative/ friend receives a physical injury as a result of a work activity being carried out by Griffiths Knight Case Management
- If an employee, contractor, contractor, client, or client's relative/ friend is involved in a "near miss" arising from a work activity being carried out by Griffiths Knight Case Management
- If there is a "dangerous occurrence". For the purposes of this guidance/ policy document this means the failure of any load bearing part of lifting equipment (such as a client hoist), but not the failure of an accessory such as a sling or restraining strap.

Note: the failure of (say) a sling is not, in itself, reportable as a "dangerous occurrence", but, if the client is injured as a result of that failure and has to be taken to hospital for treatment for that injury, then the incident will be classed as a reportable accident. [Reg (5) Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 2013]

This guidance/ policy covers reporting and recording procedures for managers, employees and non-employees. Suitable information and training will be given to all personnel regarding accident reporting.



Definitions

For the purposes of this guidance/ policy, the following definitions will apply:

- **Incident** is a generic term for accidents and near misses
- **An accident** is an unplanned event that causes injury to persons, damage to property or a combination of both
- **A near miss** is an event that could have caused an accident or injury, but, in reality, did not. Near misses may be warning signs of problems and must be reported and recorded so that proactive action can be taken to investigate the causes and prevent a more serious accident from occurring
- **Work-related activities** include any activities that are related to the provision of care, including work by care staff/support workers in client's homes
- The **workplace** includes the premises of the case management company and the client's home.

Legal Requirements

Griffiths Knight Case Management will comply with the following regulations relating to accident management, reporting and investigation:

- It is a requirement of the Social Security (Claims and Payments) Regulations 1979, as amended, that organisations with 10 or more employees must keep records of all workplace accidents resulting in personal injury in an appropriate accident book.
- **[COMMENT: these Regulations also state [Reg 25(1)] that “Every employer shall take reasonable steps to investigate the circumstances of every accident of which notice is given to him ...” For this reason, it is recommended that ALL employers provide an Accident Book, or similar, in which to record workplace accidents and near misses]**
- Reporting certain types of serious work-related accidents to the Health and Safety Executive (HSE) is a legal requirement under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

The following HSE guidance will be followed:

- INDG453 Reporting Accidents and Incidents at Work. A Brief Guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) Date of publication: 10/13
- HSG245 Investigating Accidents and Incidents: A Workbook for Employers, Unions, Safety Representatives and Safety Professionals. Date of publication: 2004



Emergency/Accident procedures

- Accidents and other serious incidents occurring in the workplace (including in the client's home) must be managed in an appropriate manner to contain and eliminate any danger and minimise risk. Hence all incidents or accidents occurring in a client's home should be immediately reported to the case manager
- Should an employee be involved in a road traffic accident while travelling between client addresses then the case manager must be advised of the incident. However, any injuries sustained by the employee in the road traffic accident are NOT reportable under RIDDOR since the accident will come under the jurisdiction of the police
- Staff will ring 999 if they think that an ambulance is required. They will then make the area safe and carry out an assessment to establish (for example): what has happened; if the client is in pain and where; are there any obvious injuries; etc.
- Staff will then provide what assistance they can, while at all times remaining within the parameters of their training, in order to keep the client stable and safe until such time as the paramedics arrive to take charge of the situation
- Upon arrival of the paramedics, staff will inform the office and update them with any new information
- If hospitalisation is required, staff will accompany the client to hospital and inform the office who will pass this information on to next of kin. Staff member should ensure the client's home is locked and secure.
- Certain accidents in the company's office or in the homes of clients may require urgent remedial action and these must be escalated to the senior management of the company. Senior management will then decide if a report needs to be made to the relevant Clinical Commissioning Group and the CQC.
- Where necessary, in the event of an emergency the company's business continuity procedures will be put into action by the person in charge
- Suitable training will be provided to managers and staff in dealing with accidents and emergencies, including how to respond to incidents and accidents in client's homes. Nominated first aiders will be trained to an appropriate level as laid down in the company's first-aid policy
- First aid boxes will be installed as appropriate in clients' homes – see the First Aid Policy for further details
- Clients that have a known history of certain medical conditions, such as epilepsy, will have specific monitoring put in place and recorded as part of their individual care plan
- All incidents will be analysed by a nominated manager in order to identify any common themes or trends. Where applicable, an Improvement action plan will be implemented
- Any lessons learned from any incidents will be disseminated to staff and, where applicable, the client and/or their representatives.



Accident reporting

- All staff must report any accidents, incidents or near misses immediately after they happen or are discovered, no matter how minor they are or who they involve — staff working in people's homes should report to their supervisor
- In general, minor accidents, incidents or near misses will be recorded and reviewed as part of routine health and safety procedures — this will usually involve the accident, incident or near miss being recorded in the accident book through submission of an accident/incident form.
- The accident book should be used to record the following information:
 - date and time of the incident
 - full name and address of the person or persons affected
 - the person completing the entry (if different from above)
 - the occupation(s) of the person(s) affected
 - injuries caused and action taken
 - place where the accident or near miss occurred
 - a brief but clear description of the circumstances and sequence of events
- The accident book comprises accident/incident forms which are completed by the person involved in an accident or incident or by a witness — all forms are designed to comply with data protection law
- Aside from informing the duty manager and making a report, staff must maintain strict confidentiality relating to the details of any accident or incident
- Managers will be responsible for assisting contractors, agency staff and clients/relatives in complying with the company's health and safety/accident reporting policies and procedures.

RIDDOR reports

- Any serious accident or emergency incident which may require notification under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) must be immediately escalated to senior management
- Incidents to be reported under RIDDOR Regulations include, but are not limited to:
 - accidents occurring at work that result in death or serious injury
 - certain diseases and medical conditions
 - accidents to staff causing incapacity of more than seven days, not counting the day on which the accident happened.
 - injuries to members of the public or people who are not at work if they are injured through a work-related accident and are taken from the scene of the accident to hospital for treatment to that injury.



- Further information on the types of injury which are reportable under RIDDOR is contained within HSE guidance INDG 453 as mentioned previously
- RIDDOR reports should be made by a senior manager using the appropriate online form on the HSE website or, **but only in the case of a death or serious injury**, by phone immediately to the HSE reporting centre on 0845 300 9923. Online reports need to be made within 10 days of the accident
- If an incident results in over seven consecutive days of incapacity for work (not counting the day of the injury), it should be reported online under RIDDOR within 15 days. Note that “incapacity for work” also includes situations where a person is able to return to work but in a limited capacity, i.e. on “restricted duties”
- If a person is incapacitated for more than three days, but less than seven days, then the company needs to maintain an internal record of the incident
- Copies of all accident/ RIDDOR reports should be kept for three years
- In the case of individuals whose care is commissioned by the local CCG / Social Services Department, the local CCG or Social Services Department of the relevant Local Authority will be informed. In the case of individuals who are not in receipt of state funding for their care, next of kin will be informed.
- All deaths of a client, whether expected or not, will be reported to CQC, the local CCG or Social Services Department of the relevant Local Authority (as appropriate) using the approved documentation.

Incidents that are not a Medical Emergency

This section refers to incidents such as an assault, or attempted assault, on a member of staff. In such a case the following procedure will apply:

- Staff will record on an Incident Form full details of the incident as soon as possible, but no later than by the end of the working day in which the incident has occurred. If the injured person is rendered unconscious/ hospitalised etc. then, if possible, a witness could complete the Incident Form as soon as possible after the event. The injured party could then provide a supplementary report when their medical condition allows
- The HSE website provides a template for a “violent incident report form”.
- If an assault has resulted in an injury which is listed in Regulation 4(1) of RIDDOR, e.g. a loss of consciousness due to a blow to the head, or results in the employee being off work for more than seven days, then a RIDDOR report must be filed with the HSE
- The appropriate manager will review all incident reports and ensure that any follow up action is completed. This follow up action will be recorded electronically.



Accident investigation

- All accidents, incidents, dangerous occurrences and/or near misses occurring on premises which are the responsibility of the organisation, or occur in the homes of clients in connection with the work activities of the organisation, should be investigated
- Investigations should be conducted or led by a suitably trained manager
- Investigations should be proportionate to the severity of the accident or incident, the degree of risk and the scale of harm — investigations into serious incidents should result in a formal report to the company's senior management
- Appropriate people should be involved in the investigation — this should include outside experts/contractors as required
- The objectives of any accident investigation should be to determine the sequence of events leading to the accident and establish any unsafe acts and/or unsafe conditions within this sequence that were the direct causes of the accident. **The purpose of an investigation is not to apportion blame but to establish the facts**
- Appropriate action should be taken by the management of the company following an accident investigation. For example, risk assessments should be reviewed to check their effectiveness
- The company will provide full access and co-operation where an HSE inspector or an inspector from a relevant regulatory body pursues their own investigation.

Reviewing accident/incident records

- Accident records should be regularly reviewed by the senior management of the company in order to ascertain the nature of incidents that have occurred and to identify any accident patterns or trends
- Such a review, which should be conducted in association with staff safety representatives, should be in addition to any specific investigation of the incident.

A SAMPLE INCIDENT REPORT SHEET IS SHOWN BELOW



Accident/ Incident/ Near Miss Report Form

Client Name:	
Date/Time:	Accident <input type="checkbox"/> Incident <input type="checkbox"/> Near miss <input type="checkbox"/>
Was Client involved? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Was Client injured? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Location of accident or incident (if client's home please state address):	
Brief description of accident or incident and the action(s) you took:	
Did you administer emergency first aid? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Details:	
State other agencies involved Police: <input type="checkbox"/> Ambulance <input type="checkbox"/> GP <input type="checkbox"/> Other <input type="checkbox"/>	



Details:	
Case Manager informed? Yes <input type="checkbox"/> No <input type="checkbox"/>	Manager's name:
Reporting employee name:	
Reporting employee signature:	
Signed:	Date:
For Office use only	
Comments:	
Name:	Position:
Signed:	Date:



IMPORTANT NOTE: This guidance/ policy document has been carefully written to reflect as much as possible the health & safety obligations which would normally apply to all case management companies regardless of the size of their organisation or their position within the organisation.

However, it is also recognised that each patient will have their own, possibly unique, individual care needs. Therefore, this guidance/ policy document **must** be adjusted by the case manager where appropriate to ensure that both the client's needs and the various legal requirements inherent in health & safety management are all met.

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