

HS01 - Accident and Incident Reporting Policy and Procedure

Category: Health and Safety Sub-category: Health & Safety







Policy Review Sheet

Last Reviewed: 29/08/18 Last Amended: 04/09/17

Next planned review in 12 months, or sooner as required.

Note: The full policy change history is available in your online management system.

Business Impact:	Low	Medium	High	Critical
		X		
Changes are important, but urgent implementation is not required, incorporate into your existing workflow.				

 Reason for this review:	Scheduled review
 Were changes made?	Yes
 Summary:	Updated to the new QCS policy format with additions to reflect current changes in stakeholder requirements
 Relevant Legislation:	<ul style="list-style-type: none"> • Care Quality Commission (Registration) Regulations 2009 • Civil Contingencies Act 2004 • Control of Substances Hazardous to Health Regulations 2002 • The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015 • Health and Safety at Work etc. Act 1974 • The Health and Safety (First Aid) Regulations 1981 • The Health and Safety (Miscellaneous Amendments) 2002 • Management of Health and Safety at Work Regulations 1999 • The Manual Handling Operations Regulations 1992 • The Health and Safety (Miscellaneous Amendments) 2002 • The Regulatory Reform (Fire Safety) Order 2005 • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
 Underpinning Knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> • HSE, (2013), <i>Reporting accidents and incidents at work: A brief guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)</i> [Online] . Available from: http://www.hse.gov.uk/pubns/indg453.pdf [Accessed: 19/10/2017] • HSE, (2017), <i>How to make a RIDDOR report.</i> [Online] HSE website. Available from: http://www.hse.gov.uk/riddor/report.htm [Accessed: 19/07/2017] • HSE, (2017), <i>Key definitions.</i> [Online] . Available from: http://www.hse.gov.uk/riddor/key-definitions.htm [Accessed: 19/10/2017] • HSE, (2017), <i>Reporting injuries, diseases and dangerous occurrences in health and social care.</i> [Online] HSE website. Available from: http://www.hse.gov.uk/pubns/hsis1.htm [Accessed: 19/07/2017]
 Suggested action:	<ul style="list-style-type: none"> • Encourage sharing the policy through the use of the QCS App

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? 1. Purpose

1.1 To comply with statutes, regulations and quality standards.

1.2 To ensure that accidents and incidents are recorded and analysed by 4SocialCare Ltd in order to satisfy health and safety requirements and provide information for the minimisation of risks.

1.3 To support 4SocialCare Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Line of Enquiry (KLOE)
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?
EFFECTIVE	E1: Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?
RESPONSIVE	R2: How are people's concerns and complaints listened and responded to and used to improve the quality of care?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?

1.4 To meet the legal requirements of the regulated activities that 4SocialCare Ltd is registered to provide:

- Care Quality Commission (Registration) Regulations 2009
- Civil Contingencies Act 2004
- Control of Substances Hazardous to Health Regulations 2002
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974
- The Health and Safety (First Aid) Regulations 1981
- The Health and Safety (Miscellaneous Amendments) 2002
- Management of Health and Safety at Work Regulations 1999
- The Manual Handling Operations Regulations 1992
- The Health and Safety (Miscellaneous Amendments) 2002
- The Regulatory Reform (Fire Safety) Order 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

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2. Scope

2.1 The following roles may be affected by this policy:

- All staff

2.2 The following people may be affected by this policy:

- Service Users

2.3 The following stakeholders may be affected by this policy:

- Family
- Advocates
- Representatives
- Commissioners
- External health professionals
- Local Authority
- NHS



3. Objectives

3.1 To ensure that all accidents or incidents are appropriately recorded, and subsequent actions are managed effectively, with all relevant parties notified of the accident or incident.



4. Policy

4.1 Accidents which cause injury to any person on the 4SocialCare Ltd premises, or employees on duty but not on the premises, or Service Users at any time will be recorded to promote analysis and management of risks.

4.2 The appropriate recording book is "Accident Book B1510", obtainable from good bookshops and online. Where available 4SocialCare Ltd may have an online accident reporting system which can be used.

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5. Procedure

5.1 In the event of an accident, or an incident (e.g. a “near miss” which did not result in an injury but which may have done so in different circumstances) an accident/incident form should be completed and immediately submitted to Mrs Jody-Ann Jones, who, after reviewing the facts, will take those actions necessary to minimise danger of the same accident/incident in future. These actions should be noted on the form, using the reverse if necessary. The progress of the treatment of any injury must also be recorded, together with any final outcomes evident at the time of completion and transmission of the form. Mrs Jody-Ann Jones must sign the form on completion of the investigation in order to denote that they have discharged their responsibility.

5.2 If the accident or incident involves a Service User the Duty of Candour Policy and Procedure should also be referred to and, if applicable, followed.

5.3 After the accident/incident investigation and all matters concerned with it are complete, a copy of the signed accident/incident form should be placed in the personnel file of any person(s) affected by the accident, and the original placed in the accident book. In the case of employees the record must be kept on their personnel file, and in the case of a Service User, kept on the Care Plan.

5.4 The purpose of the records held by 4SocialCare Ltd is to provide a chronological, ordered record of accidents.

5.5 The intention of the records placed in the personnel file(s) is to provide a record of accidents, organised by 4SocialCare Ltd and another record organised by accident type.

5.6 Mrs Jody-Ann Jones is responsible for the recording of accidents in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), by:

- Ensuring that 4SocialCare Ltd's policy and procedure is followed and all accidents are recorded, using the form attached
- Ensuring that 4SocialCare Ltd has all accidents which result in absence from work for more than seven days (not including the day of the accident) are reported within 15 days to the Health and Safety Executive

5.7 RIDDOR 2013 Reporting Requirements

Reportable incidents under RIDDOR 2013 are death and injuries where the accident is work-related; or if it results in an injury of a type which is reportable.

5.8 The types of reportable injuries are:

- Death
- Specified injuries, which are defined by the HSE as fractures, other than to fingers, thumbs and toes
- Amputations
- Any injury likely to lead to permanent loss of sight or reduction in sight
- Any crush injury to the head or torso causing damage to the brain or internal organs
- Serious burns (including scalding) which cover more than 10% of the body
- Cause significant damage to the eyes, respiratory system or other vital organs
- Any scalping requiring hospital treatment
- Any loss of consciousness caused by head injury or asphyxia
- Any other injury arising from working in an enclosed space which leads to hypothermia or heat-induced illness
- Requires resuscitation or admittance to hospital for more than 24 hours

5.9 The following occupational diseases are reportable:

- Carpal tunnel syndrome
- Severe cramp of the hand or forearm
- Occupational dermatitis
- Hand-arm vibration syndrome
- Occupational asthma
- Tendonitis or tenosynovitis of the hand or forearm
- Any occupational cancer
- Any disease attributed to an occupational exposure to a biological agent

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5.10 Dangerous occurrences require reporting, for example:

- The collapse, overturning or failure of load-bearing parts of lifts and lifting equipment
- Explosions or fires causing work to be stopped for more than 24 hours
- For full details of reporting requirements, go to the HSE website at: <http://www.hse.gov.uk/riddor/reportable-incidents.htm>
- Contacts for the HSE, including for online reporting can be found at: <http://www.hse.gov.uk/contact/contact.htm>



6. Definitions

6.1 RIDDOR

- Reporting of Incidents, Diseases and Dangerous Occurrences Regulations. A legal requirement to report RIDDOR cases to the HSE

6.2 Accident

- An accident is an incident which results in an injury to a person

6.3 Incident

- An incident is similar, but did not on that occasion result in injury, but is required to be recorded and investigated in order to prevent a recurrence and possible injury in the future. An incident could also include an event which led only to property damage

6.4 Responsible Person

- Persons filling in the reporting form should not be concerned about differentiating between an incident and an accident if the allocation is unclear; the Registered Manager will complete the allocation on review of the form



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- All professionals of 4SocialCare Ltd must report accidents, incidents and near misses through their Registered Manager and Safety Officer
- Near miss reporting should not be ignored or minimised; it can assist with future trend analysis
- 4SocialCare Ltd should support the Registered Manager and staff with concerns which can improve services and reduce accidents and incidents occurring
- Mrs Jody-Ann Jones should use the Safety Officer as a single point of contact for advice and support with regards accident and incident reporting



Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- Service Users should report to their Support Worker any accidents they have so they receive appropriate support and care



Further Reading

There is no further reading for this policy, but we recommend the 'Underpinning Knowledge' section of the review sheet to increase your knowledge and understanding.

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Outstanding Practice

To be 'Outstanding' in this policy area you could provide evidence that:

- 4SocialCare Ltd through adopting open lines of communication throughout the business can ensure continual improvement of service provision to reduce the likelihood of accidents, incidents and near miss through effective monitoring
- 4SocialCare Ltd through adopting best industry practice, staff briefings and regular training can ensure a robust service which continually improves and gives voice to the practice of all concerned. This ensures a service fit for purpose in which staff, services users and others who from time to time frequent 4SocialCare Ltd remain safe and free from harm
- 4SocialCare Ltd in consultation with HR, The Registered Manager and the Safety Officer can, through charting trends from accident, incidents and, near miss reporting, implement changes to current practices which have affected services through open dialogue and continual improvement of service provision
- The wide understanding of the policy is enabled by proactive use of the QCS App

Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Reporting of Accident or Incidents	When an individual, or group of people are involved in an accident or an incident has occurred	QCS

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Reporting of Accident or Incidents

Accident and Incident Log – Employees or Other Non-Service User Persons

Name of the person involved in accident/incident:	
Job Title or other description (e.g. visitor):	
Time and date of accident/incident:	
The precise location of the accident:	
How did the accident/incident happen?	
Name of witness(es):	
Details of apparent injuries:	
What immediate action was taken?	
Reasons given for cause of accident/incident (by employee/other person):	
Reasons given for cause of accident/incident (by witnesses):	

Reporting of Accident or Incidents

Accident and Incident Log – Employees or Other Non-Service User – Management Review

At the time of the accident/incident:	Y/N
1. Should the person have been on the premises?	Y/N
2. Were they carrying out normal duties?	Y/N
3. Were they acting in accordance with policy, procedure and training?	Y / N / N/A
4. Was personal protective equipment provided for the work?	Y / N / N/A
5. Was the personal protective equipment being worn?	Y / N / N/A
If the answer to any of these questions is no, provide full details on a separate but attached sheet	
Is the employee able to continue work?	Y/N
Date work resumed:	
Registered Manager investigation notes:	
Registered Manager recommendations:	
Signature:	Date:
Title:	Date:
HSE informed by:	Date:
Insurance company informed by:	Date:
Reported to Management Meeting by:	Date:

Reporting of Accident or Incidents

Accident and Incident Log – Service User

Name:		Date of birth:
Time and date of accident/incident:		
Precise location of accident/incident:		
How did the accident/incident happen (initial report)?		
Name of witness(es):		
Details of apparent injuries or harm (refer to policy definitions for clarification):		
What immediate and monitoring action was taken to ensure that the service user was appropriately supported, and their health was effectively managed?		
Reasons given for cause of accident/incident by service user:		
Reasons given for cause of accident/incident by witness(es):		
Report causes and recommended action by investigator:		
Signed (investigator):		
Designation:		
Date:		

Reporting of Accident or Incidents

Accident and Incident Log – Service User – Management Review

AT THE TIME OF THE ACCIDENT/INCIDENT	
1. Was the Service User accompanied?	Y/N
2. If accompanied, by whom?	
3. Was the accompanying person acting in accordance with policy, procedure and training?	Y/N
4. Was equipment provided for the processes resulting in the accident/incident?	Y/N
5. Was the personal protective equipment being worn?	Y/N
If the answer to any of these questions is no, provide full details on a separate but attached sheet	
6. Did the Service User require medical attention?	Y/N
If medical attention was required, please describe:	
Investigators summary:	
Investigators recommendations, including Care Plan changes:	
Signature: (investigator)	
Designation:	Date:
Service User informed by:	Date:
Insurance company informed by:	Date:
Reported to Management Meeting by:	Date:

Refer to Management Meeting Action Plan for planned outcomes arising from the investigation.

Reporting of Accident or Incidents

Accident Statistics Total

Month:				Year:			
	Slips/Trips/Falls <i>e.g. D - Day N - Night</i>	Cuts/Bruises	Burns/Scalds	Moving & Handling	Chemical	RIDDOR	Total
Service Users							
Employees							
Visitors							
Other							
Other							
Other							
TOTAL							
Day hours total:				Night hours total:			
Manager's Signature:					Date:		

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