

Accident and Incident Policy

This document is a guide to the procedure which facilitates the reporting of accidents, near misses and serious incidents.

Accident or Incident

An unplanned or uncontrolled event which:

- causes injuries, either physical or psychological, to staff, clients, visitors, or contractors.
- causes damage to equipment or buildings.
- is not consistent with the desired operation of the company.

leads to a formal complaint being received by HHC Prime

In the course of providing health care, adverse incidents can occur, some of which have or may have serious consequences for clients, staff and the public. HHC Prime has a responsibility to make every effort to reduce the likelihood of them happening again by investigating incidents, understanding how they occur and taking appropriate preventative action.

HHC Prime recognises that incidents often occur because of problems with systems rather than with individuals. However, it is the duty of all staff not to undertake any activities they think will endanger themselves or others. Staff must report to the manager any hazards or potential hazards they think are a risk. Staff must, at all times, wear protective clothing and/or use protective equipment provided. If these are not available this must be reported to the manager. HHC Prime accepts no responsibility for injury caused through the incorrect use of equipment.

HHC Prime has a legal duty to report certain accidents/incidents under the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 1995 (RIDDOR) and a further requirement to report incidents involving medication to the Medicines and Healthcare Products Regulatory Agency. The Care Standards Act (2000) and the Health & Social Care Act (2008) also requires all accidents and incidents to be properly recorded.

This policy applies to everyone employed by HHC Prime and anyone working or visiting HHC Prime in whatever capacity. This includes clients, visitors, staff etc.

ACTIONS REQUIRED

1. Staff to assess situation and decide what action is required.

2. When a situation occurs and is serious and/or life threatening, then help should be sought from the appropriate emergency service immediately i.e. GP, Fire Department or Ambulance. **If a 999 call is necessary, do not contact the manager in the first instance as this could waste vital time.**
3. Once any immediate risk has been managed the member of staff concerned should complete either an Accident form (Appendix 1) or and Incident form (Appendix II) and return to the office.
4. Management team must review form, identify any ongoing risk areas and implement any actions arising for this.
5. Retain form and record in accident book if appropriate.

When accidents and near-miss incidents occur, however slight, these must be reported to the manager, as soon as possible, in accordance with procedure. Any residual hazard must be removed if it poses a risk.

The effective implementation of this procedure will enable the relevant statutory legislation (Social Security Claims and Payments Regulations and the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations RIDDOR) to be complied with and assist in the overall safety management for HHC Prime.

When Should An Accident Report Be Written?

- **Death or major injury :** Major injuries covers injuries that have a significant effect on the person. For example:
 - Fractures other than to fingers, thumbs or toes
 - Amputation
 - Dislocation of a joint
 - Loss of sight (temporary or permanent)
 - Damage to the eyes
 - Injury resulting from an electric shock or electrical burn leading to unconsciousness or
 - requiring resuscitation or admittance to hospital for more than 24 hours
- **Disease:** if you contract a disease (in or out of work) that your doctor tells you is reportable
- **Injury requiring hospital treatment**
- **Minor Injury :** Cuts, scrapes etc

- **Non-injury accident/dangerous occurrence:** if something happens which did not cause an injury on this occasion but has the potential to cause a serious or fatal injury in the future.

When Should An Incident Report Be Written?

Staff should prepare an incident report to document unusual and/or significant events or emergencies involving individuals who receive services and/or support. Examples of such events include but are not limited to the following:

- Injury to individual or caused to others
- Aggressive behaviour directed at others
- Self abusive behaviour
- Endangering or threatening others
- Serious illness and/or hospitalization
- Imminent death or death
- Property destruction
- Serious disruptive situation while in the community
- Illegal or unusual problematic behaviour
- Being victimized by another individual who receives services
- Any incident involving the police, fire department, ambulance etc.
- Any time someone has physically intervened with an individual when such intervention
- Any time an individual is involved in an automobile accident while receiving services
- Being a victim of a crime reported to a law enforcement agency
- Being incarcerated (in jail or prison for at least one overnight stay)
- Significant accomplishments or other positive changes which should be noted by
- others

DEFINITIONS

It is recognised that incidents can occur in a number of different ways. This section looks at the most common areas.

Violent Incident

- Intentional intimidation including physical and verbal abuse.

Sharps Injury

- Injuries, such as needle stick, human bites, scratches or other contamination as defined in the Control of Infection Policy.

Clinical Incident

- An unexpected event occurring during the course of investigation, treatment or follow-up, which gives or could give, rise to avoidable injury to the client.

Security Incident

- An event resulting in harm to persons or property, including violence and aggression, theft, break-in or wilful damage.

Fire Incident

- Any incident which results in fire damage to property, the attendance of the fire brigade or the evacuation of person from an area.

Complaint

- Any communication arising from an incident or event which was not resolved at the time of the incident.

Near Miss

- An unplanned or uncontrolled event, which did not cause injury to persons or damage to property, but had the potential to do so.

Reportable Disease

- A work-related disease or condition listed in the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations from which an employee is suffering and which has been confirmed by a medical practitioner.

Serious Untoward Incident

- An accident or incident involving a client, member of staff or visitor causing serious injury or unexpected death.
- Serious damage occurring to HHC Prime property through fire, criminal activity etc.
- A major health risk caused by an outbreak of infection.
- Large scale theft or fraud has occurred or major litigation is expected.

Action

The staff member must complete an Accident Report Form (Appendix I). A copy of the accident form must be kept on the client's file.

The manager will investigate the causes of the accident by visiting the site of the accident and removing any faulty equipment where appropriate and talking to staff present at the time of the accident.

He/she will obtain, where possible, names and contact details of witnesses,

ensure that risk assessments are carried out of all significant identified hazards and appropriate plans put in place to reduce risk to an acceptable level. The result of the risk assessment must be shared with those who may be at risk.

Accident Form

Name of injured person		Date of Birth	
Contact Details - Address - Phone			
Date of accident		Time of accident	
Location			
Details of accident and any injuries sustained - What were you doing? - How did it occur? - Who was hurt?			
Medical Aid or treatment given - First aid given? - Ambulance called? - Taken to hospital? - GP assessment?			
Any other relevant information?			
Witness details	Witness 1	Witness 2	
Time absent from work (if appropriate)			
Name of Employee & Signature:		Date	
Signature of Manager			
Actions: (Continue overleaf if needed)			

Accident Form (Back Page)

HHC Prime has a clear policy for reporting accidents and near misses which is available to all staff. The information below is intended to complement but not replace the policy. Please contact the office if you require a copy of the policy.

When Should An Accident Report Be Written?

- **Death or major injury :** Major injuries covers injuries that have a significant effect on the person. For example:
 - Fractures other than to fingers, thumbs or toes
 - Amputation
 - Dislocation of a joint
 - Loss of sight (temporary or permanent)
 - Damage to the eyes
 - Injury resulting from an electric shock or electrical burn leading to unconsciousness or
 - requiring resuscitation or admittance to hospital for more than 24 hours
- **Disease:** if you contract a disease (in or out of work) that your doctor tells you is reportable
- **Injury requiring hospital treatment**
- **Minor Injury :** Cuts, scrapes etc
- **Non-injury accident/dangerous occurrence:** if something happens which did not cause an injury on this occasion but has the potential to cause a serious or fatal injury in the future.

Next Steps:

You are responsible for ensuring the accident is escalated appropriately. Please bring this form in to the HHC Prime Ltd office:

HHC Prime Ltd
95 High Street
Beckenham
Kent, BR3 1AG

Incident Form			
Who is completing this form?			
Contact Details - Address - Phone			
Date of Incident		Time of Incident	
Location - Address - On/off client site?			
Details of the incident you are reporting - What were you doing? - How did it occur? - What actually happened? - Who was involved?			
Any immediate action take? - First aid given? - 999 call? - Taken to hospital? - GP assessment? - Police called? - Other?			
Any other relevant information?			
Witness details	Witness 1	Witness 2	
Signature of Manager			
Actions: (Continue overleaf if needed)			

HHC Prime has a clear policy for incident reporting and management which is available to all staff. The information below is intended to complement but not replace the policy. Please contact the office if you require a copy of the policy.

When Should An Incident Report Be Written?

Staff should prepare an incident report to document unusual and/or significant events or emergencies involving individuals who receive services and/or support. Examples of such events include but are not limited to the following:

- Injury to individual or caused to others
- Aggressive behaviour directed at others
- Self abusive behaviour
- Endangering or threatening others
- Serious illness and/or hospitalization
- Imminent death or death
- Property destruction
- Serious disruptive situation while in the community
- Illegal or unusual problematic behaviour
- Being victimized by another individual who receives services
- Any incident involving the police, fire department, ambulance etc.
- Any time someone has physically intervened with an individual when such intervention
- Any time an individual is involved in an automobile accident while receiving services
- Being a victim of a crime reported to a law enforcement agency
- Being incarcerated (in jail or prison for at least one overnight stay)
- Significant accomplishments or other positive changes which should be noted by
- others

Next Steps:

You are responsible for ensuring the incident is escalated appropriately. Please bring this form in to the HHC Prime Ltd office:

HHC Prime Ltd
95 High Street
Beckenham
Kent
BR3 1AG