

*July 2017*

# Incident Reporting Policy

Live  Care

Date Written	14.07.2017
Author(s)	Registered manager
Version	2.0
Date Signed Off	20/07/2017
Reviewed by	

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# Review Data

## Initial Production

Name	Role/Department	RACI	Date
Registered manager	Registered Manager	RA	14.07.2017
Registered manager	Registered Manager	RA	04.12.2017

R = Responsible for document production; A = Accountable; C = Consulted; I = Informed

## Change History

Version	Date	Details of Change	Author
2.0	14.07.2017	Re-write and re-structure of original policy in line with most recent legislative updates.	Registered manager

## Emergency Contact Details

Name	Email	Mobile
Registered manager	fran@livein.care	

## CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 12: Safe care and treatment	Incidents that affect the health, safety and welfare of people using services must be reported internally and to relevant external authorities/bodies.
Regulation 17: Good governance	The registered person must maintain records in relation to the management of the regulated activity.
Regulation 20: Duty of candour	As soon as reasonably practicable after becoming aware that a notifiable safety incident has occurred a registered person must notify the relevant person that the incident has occurred.

## Key Lines of Enquiry

KLOE	How this applies to Incident Reporting
Safe	By ensuring that all incidents are reported and fully investigated we can learn lessons to continually improve the safety of our service.
Well led	Properly recording, auditing and learning from incidents as part of being a well led organisation.

## Related Documents

This policy should be read in conjunction with our:

- **Duty of Candour Policy**
- **Safeguarding Vulnerable Adults Policy**
- **Whistleblowing Policy**

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## Policy Aims

To outline Living Carers Ltd's approach to accident and incident reporting, to enable the organisation to meet the requirements of RIDDOR 2013 and to prevent the recurrence of incidents in the future as far as it is possible.

Living Carers Ltd aims to ensure that:

- The organisation complies fully with RIDDOR 2013;
- All accidents and incidents involving injury to staff or others are reported and recorded, no matter how minor;
- All reported accidents or incidents are fully investigated;
- The results and recommendations from investigations are fully implemented to prevent any recurrence of such incidents.

## Policy Statement

Living Carers Ltd recognises its responsibility to ensure that all reasonable precautions are taken to provide working conditions that are safe, healthy and compliant with all statutory requirements and codes of practice.

Living Carers Ltd is required to report specific health and safety accidents and incidents to the Enforcing Authorities E.g. Health and Safety Executive (HSE) or the Local Authority Environmental Health Officer.

The reported incidents enable the Enforcing Authorities to track organisations that fail to maintain good health and safety standards and to investigate any incidents should they deem it necessary.

The Health and Safety Executive produces statistical information from these incidents, enabling them to target areas of high risk and instigate safety campaigns (e.g. falls from height).

All accidents, incidents, communicable diseases, and deaths occurring in a patient's home where a care worker has been supplied are reported to the relevant care commission and other relevant organisations in accordance with legislation and procedures.

### **Key Question: What's the difference between an accident and an incident?**

For the purposes of this procedure, an accident at work is any unplanned event which results in an employee suffering injury during his/her work whilst carrying out an authorised work activity, and an accident to a person which arises in a place or as result of an activity where Living Carers Ltd has responsibility to ensure the safety of others.

An incident is defined as a dangerous occurrence or 'near miss' event that had the potential to cause harm.

## Reporting Procedure

### **Employee Responsibility**

You must report to your line manager / supervisor as soon as possible any accident or causing injury at work or any suspected injury, however slight it may seem;

If it is not possible to report it immediately e.g. you are taken to hospital or go directly home, you must advise another employee of the circumstances of the accident and your resulting injury;

You must report to your line manager /supervisor any incident/accident or near miss where only by good fortune serious injury was avoided;

You must enter details of your injury and the circumstances of your accident on an accident form and this will be entered in our Accident log book;

If you are unable to make an entry in the Accident Book you may ask someone to do this on your behalf, providing you sign the entry as soon as you are able;

When telephoning your line manager/supervisor to report that you are unable to work because of sickness, which you feel is due to an industrial injury, you must state this and give full details of your accident;

Failure to notify your line manager / supervisor of absence due to industrial injury as soon as it is practicable to do so may result in loss of benefits. Your absence may be classed as normal sickness;

If one of your colleagues reports to you that he/she has had an accident and sustained injury, then you should remind them that it must be reported to their supervisor as soon as possible.

### **Manager/Supervisor Responsibilities**

You have a duty to investigate any accident or incident reported by an employee or a member of the public where the accident occurs within your area of responsibility. You must:

If possible, ensure that any injuries sustained are treated by a first aider and take any steps necessary to make the premises safe;

Where an employee suffers serious injury and is taken to hospital, liaise with the Company Director, on steps to inform the next of kin, relative or partner;

Advise the Company Director of any injury to a member of staff or a member of the public;

Inform the local Facilities Manager, if the accident or incident occurs on client premises.

#### **Key Question: What is RIDDOR?**

RIDDOR stands for the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013 will be the responsibility of the Company Director. RIDDOR 2013 is the law that requires employers, and other people who are in control of work premises, to report and keep records of:

- Work-related deaths;
- Certain serious injuries (reportable injuries);
- Diagnosed cases of certain industrial diseases; and
- Certain 'dangerous occurrences' (near-miss incidents).

## **Work related accidents**

Reportable injuries (including deaths) do not have to be automatically reported, but must be reported if they occur as the result of a work-related accident.

For the purposes of RIDDOR, an **accident is a separate, identifiable, unintended incident that causes physical injury**. This specifically includes acts of non-consensual violence to people at work. When deciding if the accident that led to the death or injury is work-related, the key issues to consider are whether the accident was related to:

- **The way in which the work was carried out;**
- **Any machinery, plant, substances or equipment used for work; and**
- **The condition of the site or premises where the accident happened.**

If any of the above factors were related to the cause of the accident, then it is likely that a reportable injury will need to be reported to the enforcing authority. **If none of the above factors are satisfied, it is likely that you will not be required to send a report.**

### **Reportable deaths:**

All deaths to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker. If there is an accident connected with work and a staff member, or self-employed person working on the premises or a member of the public is killed, **the Health & Safety Incident Contact Centre (ICC) must be contacted without delay by the Health & Safety Manager either by:**

Telephone: **0345 300 9923** (opening hours Monday to Friday 8.30 am to 5 pm), or completion of the appropriate online Form.

### **Major injuries:**

If there is an accident connected with work and a Client, staff member, or self-employed person working on the premises sustains an injury, or a member of the public suffers an injury and is taken to hospital from the site of the accident, the enforcing authority must be notified as detailed above, without delay.



Reportable major injuries are:

**A fracture, other than to fingers, thumbs and toes;**

**Amputation of an arm, hand, finger, thumb, leg, foot or toe;**

**Permanent loss of sight or reduction of sight;**

**Crush injuries leading to internal organ damage;**

**Serious burns (covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs);**

**Scalping's (separation of skin from the head) which require hospital treatment;**

**Unconsciousness caused by head injury or asphyxia;**

**Any other injury arising from working in an enclosed space, which leads to hypothermia, heat-induced illness or requires resuscitation or admittance to hospital for more than 24 hours.**

**Over-seven-day injuries to workers:**

This is where an employee, or self-employed person, is away from work or unable to perform their normal work duties for more than seven consecutive days (not counting the day of the accident).

**Reportable diseases:**

If Living Carers Ltd is notified by a doctor stating that a staff member is suffering from a reportable work-related disease, this will be reported without delay by the Health & Safety Manager, to the enforcing authority, as detailed.

Reportable diseases include:

**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.**

### **Reportable dangerous occurrences (near misses):**

Dangerous occurrences are certain, specified near-miss events. Not all such events require reporting. There are 27 categories of dangerous occurrences that are relevant to most workplaces. These can be found here

<http://www.legislation.gov.uk/uksi/2013/1471/schedule/2/made>

The list includes:

- The collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- Plant or equipment encountering overhead power lines;
- The accidental release of any substance which could cause injury to any person.

### **Maintaining records:**

Records will be kept within head office of any reportable injury, disease or dangerous occurrence. This will include the date and method of reporting; the date, time, and place of the event; personal details of those involved; and a brief description of the nature of the event or disease. Regular review will be undertaken to identify and monitor trends.

A copy of the report made to the Incident Contact Centre (ICC) will be retained by Living Carers Ltd, if the report is made by telephone or on line.

### **Slips, Trips and Falls**

Must be reported to the client and to Living Carers Ltd immediately and an incident form must be completed. Staff are responsible for trying to prevent such incidents by ensuring floors around water coolers and kitchens are not wet, and cleaning up any spills immediately and by ensuring that the work place, including stairwells are well lit.

### Workplace Example

It has been recognised for some time that care workers within a home care setting work in an environment where there is potential for threat, aggression or violence.

Violence and aggression can be defined as including the following circumstances:

- Minor assault including situations where physical contact and/or injuries occur which require first aid treatment;
- Threats with an offensive weapon without physical injury;
- Aggravated assault resulting in injury requiring medical assistance;
- Threatening behaviour which could include verbal abuse or threats and fear arising from damage to the physical environment;
- Assault resulting in serious injury and/or death.

Any violent, abusive (including physical, verbal, sexual or racial) or threatening behaviour is unacceptable. You must report any incidents immediately to the client and to your Manager at Living Carers Ltd. An incident report form must also be completed.

All staff members have an obligation under the Health and Safety at Work Act 1974 to have regard for their own health, safety and welfare at work, and that of others who may be affected by their acts or omissions.

### Key Points to Take Away

- All accidents and incidents involving injury to staff or others are reported and recorded, no matter how minor
- Living Carers Ltd is required to report specific health and safety accidents and incidents to the Enforcing Authorities E.g. Health and Safety Executive (HSE) or the Local Authority Environmental Health Officer.

## Policy Review

This policy will be reviewed by the Registered Manager at least annually to make any updates and amendments necessary to ensure the policy conforms to current legislation, reflects current practice and expectations.

## Authorisation and Signature

This Policy is the official and authorised version agreed by the Directors of Living Carers Ltd. All employees are expected to work in accordance with this policy and failure to comply with this policy could result in disciplinary action.

## Registered Manager

04.12.2017

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