ACCIDENT/INCIDENT REPORTING POLICY

1. PURPOSE

The purpose of the Accident/Incident Reporting policy is to provide details of the mandatory procedure that meets the requirements for the reporting of all accidents, incidents, including serious incidents and hazards.

2. SCOPE

This policy applies to all staff of Aberness Recruitment Agency. It details how to report all incidents and near misses. Whether clinical or non-clinical, including serious untoward incidents and notifiable incidents. It applies whether incidents involve commissioned services, patients, carers, visitors, staff, and other members of the public, premises, property, other assets, information or any other aspect of our organisation.

4. POLICY STATEMENT

Due to the nature of our organisation, Aberness Recruitment Agency will ensure that a system is in place to ensure any adverse incident is reported, recorded and investigated. An effective reporting system will enable Aberness Recruitment Agency to identify and rectify any weaknesses, failings or defects which will help to provide safer systems of work. This will also enable us to provide effective support to those who may have been affected by an adverse incident.

To achieve a complete picture of our performance in delivering care services we intend to ensure all our staff will record all incidents and accidents that occur during the provision of care to service users.

The details revealed in some incident/accident reports will require the line manager to carry out an investigation whilst others, of a minor nature, will only require that a detailed record is kept.

Incident reporting is mandatory and is an essential contributory factor in the update of risk assessments, maintaining quality of care provision and designing safe systems of work.

5. LEGISLATION

Legislation that applies to incident and accident reporting at work includes:

Health and Safety at Work etc. Act 1974 - Employers owe a duty of care for the health, safety and welfare of all employees and temporary workers whilst they are at work and to other people who may be affected by their activities. They must comply with the statutory duties contained within the Act, as amended, as well as those Regulations made under it.

Management of Health & Safety at Work Regulations 1999 – employers are required to manage health and safety under the Health and Safety at Work. Prominent among the requirements of these regulations is the duty to carry out suitable and sufficient risk assessments on all work activities.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) – which regulates the statutory obligation to report deaths,

injuries, diseases and dangerous occurrences that take place at work or in connection with work.

6. DEFINITIONS

Incident – An event or occurrence that happens that is not part of the standard operation of a service and which causes, or may cause an interruption to or a reduction in the quality of that service.
Accident - An unfortunate incident that happens unexpectedly and unintentionally, typically resulting in damage or injury.
Near Miss – An incident that could have had the potential to cause an injury, illness or damage.
Work Related Ill Health - Any work related ill health condition a member of staff claims to have, or appears to be suffering from e.g. occupational asthma, dermatitis, muscular injury, stress etc.
Major Injuries - All major injuries must be reported to the Directors immediately or at the latest within 24 hours of the incident occurring. Examples of major injuries are:

- Fractures (exception of fingers, toes or thumbs)
- Amputations
- Dislocations of shoulder, hip, knee or spine
- Loss of sight, chemical or hot metal burn to eye, penetrating eye injury
- Any injury or burn resulting in unconsciousness, requiring resuscitation or admission to hospital for more than 24 hours.
- Acute illness from chemicals, infected materials or biological agents.
- Any injury which results in admission to hospital for more than 24 hours

Dangerous Occurrence - All dangerous occurrences must be reported to the Directors immediately or at the latest within 24 hours of the incident occurring. Examples of dangerous occurrences are:

- Collapse, overturning or failure of any load bearing part of lifting equipment or machinery.
- Fire or explosion
- Collapse or failure of part of scaffold or access equipment
- Dangerous contact with underground cables, gas pipes or overhead electric lines
- Dangerous failure or malfunction of any plant, machinery or equipment
- Failure in explosion during demolition

- Electrical fault in equipment or plant causing electric shock
- Dangerous collapse of a structure or excavation
- Dangerous release of hazardous substances including dusts, fumes, chemical and biological agents.

RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) - These regulations are made under the Health & Safety at Work Act and their main purpose is to generate reports to the Health & Safety Executive (HSE) to indicate where and how risks arise and to highlight any trends. This enables the HSE to target their activities effectively and to advise employers on strategies to help prevent injuries, ill health and accidental loss.
If staff members have been unfit for work for more than 3 days as the result of an accident or incident, (this includes all non-working days, for example, weekends, break days due to shift patterns, public holidays and leave entitlement) the line manager must be notified as soon as possible as the accident/incident is reportable to the HSE under RIDDOR within 10 days of it occurring.
Any incident that results in death or is serious or “major”, as defined in RIDDOR and the employee is taken to hospital. These incidents must be reported to HSE within 24 hours by calling their contact centre http://www.riddor.gov.uk/
Any incident where a member of the public is injured, and this includes service users in Residential/Nursing Homes or at a Day Centre, and is taken to hospital, must also be reported the same way as above.

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PROCEDURE

1. INCIDENT REPORTING

It is imperative that all incidents, accidents and near misses are reported and all employees and temporary workers are required to inform their line manager as soon as possible following an incident, accident or near miss at work.
Whatever the nature of the incident it is the responsibility of the person(s) witnessing or discovering the incident or near miss to take appropriate immediate action to manage the incident, to minimise the potential adverse effects of the incident and to minimise the risk of the incident occurring again. This may involve:

- first-aid to an injured or distressed person (qualified persons only);
- securing individual service user's records
- Modifying the environment by removing a hazard or placing a warning sign to alert others to the presence of the hazard.
- Informing line manager of incident

All staff have a right to be treated with fairness, equality, dignity and without discrimination; to know what is expected of them and be supported in managing their workload; be consulted about changes which affect their job; receive regular, constructive feedback on their performance at work and express their views and opinions in an appropriate manner without fear of reprisal.
The employee ensures that a record is made on Section 1 of the Incident/Accident form (In any event a record should be made as soon as possible even if it is properly transferred later).
The employee, or their representative, informs their line manager about the Incident, accident or near miss and gives any additional information that may be required.
Section 2 of the Incident/Accident form is the initial investigation into the circumstances of the accident/incident and should be completed, where applicable, by the employee's line manager.

2. INCIDENT INVESTIGATING

The line manager decides whether the information supplied by the employee indicates that a full investigation may be necessary. Some incidents will not need detailed investigation. If the line manager decides that a detailed investigation is needed, they should keep a record of their findings with the incident report and complete the appropriate section on the Incident/Accident form. They will then contact relevant managers and other parties in order to prepare their own additional report.
For all Dangerous Occurrences and Major Injuries, immediate support and advice will be provided by Aberness Care who will notify the Health & Safety Executive as required by RIDDOR 1995.

The "potential" of the incident is the factor not necessarily the actual outcome. So for example a minor injury, but one where the person realistically could have been seriously injured or killed, could still be considered serious despite the minor outcome on the occasion being considered.
Incident prevention can only be effective if the conclusion arrived at during any investigative process is then used to suggest solutions and put corrective measures, risk assessments and action plans into practice to prevent reoccurrences.
The line manager need to ensure that during investigation they:

- Collect full details of the incident and establish all the facts surrounding it
- All staff involved learn from the experience and take steps to prevent reoccurrence
- Determine what action may be appropriate e.g. changes to system of work, extra training for staff, closer supervision and monitoring
- Complete risk assessments to determine levels of hazard and risk involved in the actions being taken at the time of the accident and appropriate measures

3. AUDITING OF REPORTS

A copy of all incident and accident reports will be kept in Aberness Recruitment Agency office in the appropriate file. The main report will be kept in the employee or service user's file along with the conclusion and possible risk assessment.
An audit will be carried out monthly of all accidents to enable us to identify trends or areas where there may be more or less incidents or accidents.

4. RESPONSIBILITY

All those persons referred to within the scope of this policy are required to be familiar with the terms of this policy.
Maintenance, regular review and updating of this policy is conducted and agreed by the director. Revisions, amendments or alterations to the policy can only be implemented following consideration and approval by the director of Aberness Recruitment Agency.

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5. INCIDENT PROCEDURE MAP

