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| **Review Sheet** | |
| Last Reviewed Last Amended Next Planned Review in 12 months, or  14 Apr '20 14 Apr '20 sooner as required. | |
| Business impact | Changes are important, but urgent implementation is not required, incorporate into your existing workflow.  **MEDIUM IMPACT** |
| Reason for this review | Scheduled review |
| Were changes made? | Yes |
| Summary: | Having a robust accident and incident reporting system within the service is vital. This policy sets out how accidents and incidents are reported and managed by use of a continuous improvement system that encompasses risk reduction and elimination where possible, and full compliance with legislation and regulation.  This policy has been reviewed and updated to reflect the new requirements to report certain incidents relating to COVID-19 as a RIDDOR. |
| Relevant legislation: | * Care Quality Commission (Registration) Regulations 2009 * Civil Contingencies Act 2004 * Control of Substances Hazardous to Health Regulations 2002 * Health and Safety at Work etc. Act 1974 * The Health and Safety (First Aid) Regulations 1981 * The Health and Safety (Miscellaneous Amendments) 2002 * The Health and Safety (Miscellaneous Amendments) 2002 * Management of Health and Safety at Work Regulations 1999 * The Manual Handling Operations Regulations 1992 * The Regulatory Reform (Fire Safety) Order 2005 * Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) * The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012 |
| Underpinning knowledge - What have we used to ensure that the policy is current: | * Author: HSE, (2013), *Reporting accidents and incidents at work:A brief guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)*. [Online] Available from: <https://www.hse.gov.uk/pubns/indg453.pdf> [Accessed: 14/4/2020] * Author: HSE, (2017), *How to make a RIDDOR report*. [Online] Available from: <http://www.hse.gov.uk/riddor/report.htm>[Accessed: 14/4/2020] * Author: HSE, (2017), *Key definitions*. [Online] Available from: <https://www.hse.gov.uk/riddor/key-definitions.htm>[Accessed: 14/4/2020] * Author: HSE, (2020), *RIDDOR reporting of COVID-19*. [Online] Available from: <https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm>[Accessed: 14/4/2020] |
| Suggested action: | * Encourage sharing the policy through the use of the QCS App |
| Equality impact Assessment: | QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law. |



**1. Purpose**

* 1. To comply with statutes, regulations and quality standards.
  2. To ensure that accidents and incidents are recorded and analysed by Holbeach Hospital & Nursing Home in order to satisfy health and safety requirements and provide information for the minimisation of risks.
  3. To support Holbeach Hospital & Nursing Home in meeting the following Key Lines of Enquiry:

## Key Question Key Lines of Enquiry

|  |  |
| --- | --- |
| 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? |
| 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? |
| 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. To meet the legal requirements of the regulated activities that Holbeach Hospital & Nursing Home is registered to provide:
     + Care Quality Commission (Registration) Regulations 2009
     + Civil Contingencies Act 2004
     + Control of Substances Hazardous to Health Regulations 2002
     + Health and Safety at Work etc. Act 1974
     + The Health and Safety (First Aid) Regulations 1981
     + The Health and Safety (Miscellaneous Amendments) 2002
     + The Health and Safety (Miscellaneous Amendments) 2002
     + Management of Health and Safety at Work Regulations 1999
     + The Manual Handling Operations Regulations 1992
     + The Regulatory Reform (Fire Safety) Order 2005
     + Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
     + The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012



**2. Scope**

* 1. The following roles may be affected by this policy:
     + All staff
  2. The following Service Users may be affected by this policy:
     + Service Users
  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 that subsequent actions are managed effectively, with all relevant parties notified of the accident or incident.



**4. Policy**

* 1. Accidents which cause injury to any person on the premises of Holbeach Hospital & Nursing Home, or employees on duty but not on the premises, or Service Users at any time, will be recorded to promote the analysis and management of risks.
  2. The appropriate recording book is “Accident Book B1510”, which can be obtained from good bookshops and online. Where available, Holbeach Hospital & Nursing Home may have an online accident reporting system which can be used.



**5. Procedure**

* 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 the manager, 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. The Manager must sign the form on completion of the investigation in order to denote that they have discharged their responsibility.
  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.
  3. After the accident/incident investigation and when 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.
  4. Records are held by Holbeach Hospital & Nursing Home to provide a chronological, ordered history of accidents.
  5. The Manager is responsible for the recording of accidents in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), by:
     + Ensuring that the policy and procedure at Holbeach Hospital & Nursing Home is followed and that all accidents are recorded using the form attached
     + Ensuring that 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

## RIDDOR 2013 Reporting Requirements

**RIDDOR** puts duties on employers, the self-employed and people in control of work premises (the Responsible Person) to report certain serious workplace **accidents**, occupational diseases and specified dangerous occurrences (near misses).

* 1. 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, or causing 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
  1. 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
* A worker has been diagnosed as having COVID-19 and there is reasonable evidence that it was caused by exposure at work
  1. 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
* An unintended incident at work has led to someone’s possible or actual exposure to coronavirus For full details of reporting requirements, go to the HSE website

at: <https://www.hse.gov.uk/riddor/reportable-incidents.htm>.

Contacts for the HSE, including for online reporting can be found at: <https://www.hse.gov.uk/contact/contact.htm>.



**6. Definitions**

## RIDDOR

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

## Accident

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

## 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

## 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 Holbeach Hospital & Nursing Home 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
    - Holbeach Hospital & Nursing Home should support the Registered Manager and staff with concerns which can improve services and reduce accidents and incidents occurring
    - Mrs Maxine Winch should use the Safety Officer as a single point of contact for advice and support with regards to accident and incident reporting



**Key Facts - People affected by the service**

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

* + - You should report any accidents that you have to your Care Worker so that you 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.



**Outstanding Practice**

To be ‘ outstanding ’ in this policy area you could provide evidence that:

* + - Holbeach Hospital & Nursing Home undertakes a root cause analysis of accidents, incidents and near misses and applies lessons learned to support continuous improvement
    - Holbeach Hospital & Nursing Home adopts an open and transparent culture where staff feel comfortable to raise concerns, identify measures to improve safety and share innovative ideas
    - There is a regular programme of training and a learning culture that is subject to regular audit



**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 - HS01 | When an individual, or group of people are involved in an accident or an incident has occurred | QCS |

# 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): | | |

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

|  |  |
| --- | --- |
| **At the time of the accident/incident:**  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's investigation notes: | |
| Registered Manager's recommendations: | |
| Signature: | Date: |
| Title: | Date: |
| HSE informed by: | Date: |
| Insurance company informed by: | Date: |
| Reported to Management Meeting by: | Date: |

**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: | | |

**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 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: | |
| Investigator's summary: | |
| Investigator's 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.**

**Accident Statistics Total**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Month:** | | | | **Year:** | | | |
|  | **Slips/Trips/Falls**  ***e.g. D - Day***  ***N - Night*** | **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:** | | |