



SUPPORT SERVICES

**REGISTERED NUMBER CIC 11373253**  
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# **ACCIDENT & INCIDENT REPORTING POLICY & PROCEDURES**

Title of Policy: Accident & Incident Reporting

Effective Date: October 2019

Review Date: October 2020

Policy Number: 2

Policy Authorised by: Nicola Williams

## **Introduction**

Allsorts Support Services CIC (which will be referred to as the organisation throughout this policy).

We want all service users to have successful and fulfilling lives.

This policy document should be considered in conjunction with all other relevant duties, policies and guidance.

## **Aim of the Policy**

This policy is intended to set out the values, principles and policies underpinning the organisation's approach to accident and incident reporting for all staff.

The policy has the following aims:

- To maintain a safe and healthy environment for all service users and employees.
- To comply with applicable laws and legislation.

This policy is informed by the organisation's understanding of its statutory duties as an employer.

Having effective, up to date and easy to follow policies and written documents minimises risk to service user's, employees and the

organisation itself and can ensure that statutory requirements, standards and regulations are understood and provides a framework to monitor compliance. To ensure the organisation provides a robust and clear framework, the organisation has developed this policy to manage processes to achieve compliance and effective co-ordination across the organisation.

Through this policy , the organisation will ensure that there is a process whereby all policy documentation is consistent. In addition, there will be an effective process for managing and reviewing policies and any associated written documents on a regular basis, to ensure that documentation remains legally compliant and actions are undertaken in a safe and efficient manner.

This policy will ensure that the organisation meets its legal responsibilities and provides a clear organisational approach to documentation.

## **Policy Statement**

The organisation will provide a structure for the development of policies and other written documents.

This will include:

- Ensuring that staff has access to the most recent copies of the organisations' documents.
- Establishing a control procedure for all policies and other written documents to ensure that those in use are current and relevant.
- Ensuring that the equality impact assessment process is completed on all policies and procedures.
- Ensuring systems exist to monitor the use of, and compliance with, all written documents.
- Developing and maintaining a central database of policies, procedures and written documents.
- Maintaining and archive of past written documents, for reference and to meet legal requirements.

## **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.

## **Scope**

This policy applies to all staff of the organisation. It details how to report all incidents and near misses, including serious untoward incidents and notifiable incidents. It applies whether incidents involve commissioned services, service users, parents, carers, visitors, staff and other members of the public. It also includes premises, property, other assets, information or any other aspect of our organisation.

Due to the nature of our organisation, the organisation will ensure that system is in place to ensure any adverse incident is reported, recorded and investigated. An effective reporting system will enable the organisation 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 our 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 Manager to carry out 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.

## **Legislation**

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

### ***Health and Safety at Work Act 1974 (HASAWA)***

- 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 and 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 2013 (RIDDOR)**

- Which regulates the statutory obligation to report deaths, injuries, diseases and dangerous occurrences that take place at work or in connection with work.

## **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 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 2013)**

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. 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 a 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 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 a 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>

### **Procedure**

## **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 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. This is 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 person 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 the manager of the incident

All staff have a right to be treated with fairness, equality, dignity and without discrimination; to know what is expected of them and to 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).

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 Manager.

## **Incident Investigating**

The 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 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/report form.

For all Dangerous Occurrences and Major Injuries, immediate support and advice will be provided by the Organisation who will notify the Health & Safety Executive as required by RIDDOR 2013.

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 Manager needs 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

## **Auditing of Reports**

A copy of all incident and accident reports will be kept in the organisation's 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.

## **All policies and other written documents**

It is the responsibility of the Policy Administrator to ensure that when a document is revised, a copy of the original is forwarded to the Manager.

Once revised policies and other written documents are approved, the Manager will pass on to all employees.

Staff will be notified of newly approved/revised policies, procedures and guiding documents within one week of approval by the Manager.

## **Non-compliance with this policy**

In the unlikely event of a member of staff not respecting the policy, the organisation's manager should attempt to resolve the situation informally in the first instance. Ultimately, repeated breaches of the policy will result in disciplinary procedures and may lead to dismissal.

## **Policy Implementation**

It is the responsibility of the Policy Administrator to keep all policies and procedures up to date. The Manager will identify how any policy or written document will be implemented. This will include liaising directly with the policy administrator in order to ensure that staff training requirements have been highlighted. Overall responsibility for ensuring the policy is implemented, monitored and reviewed rests with the organisation's Manager.

## **Information on the policy will be:**

- Circulated to all staff
- Provided to all new employees

## **Training**

All new staff will be required to read all policies as part of their induction process.

## **Review Process**

The Manager requires that most policies are reviewed annually or more frequently if changes in legislation or the service requires it.

Where a review necessitates considerable change to the previous document, the process will be treated as though it is a new document.

Minor amendments can be notified by distributing copies of the policy to appropriate recipients, with a cover sheet with what the changes are and their implications. This sheet should be kept with the original.

## **Review of the policy**

This policy will be reviewed annually or at an earlier date if changes are required due to changes in government advice.