



## Very Important People Services

### ACCIDENT AND INCIDENT POLICY AND PROCEDURES

**Title:** Accident and Incident Policy and Procedures

**Purpose:** To provide information and guidance to staff on what constitutes an accident or incident and how to take the appropriate action following these.

**Policy:** VIPSS understands that it has a duty to service users to keep them safe as far as possible. However, it knows that accidents or incidents sometime occur, and when they do, it expects staff to take the appropriate emergency action to deal with any health issues, to report the incident in the correct way and to take part in any activity that will help to reduce similar accidents or incidents in the future.

**Scope:** This policy contains information and guidance from legislation and from relevant bodies that all staff are expected to adhere to including:

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- Care Quality Commission (Registration) Regulations 2009.

Managers should check guidance from relevant bodies on a regular basis to ensure they are up-to-date with the latest information about accidents and incidents and will amend this policy and its procedures accordingly.

Staff are expected to adhere to this legislation through implementation of the policy and procedures.

**Definition of an accident:** An unexpected and undesirable event that happens by chance without a deliberate cause, for example, broken bones from slips, trips and falls.

**Definition of an incident:** A happening, event or occurrence with the potential to cause harm to the service user, arising as the result of an action or omission, for example, medication errors or falls from a hoist.

#### Accident and Incident Procedures

## **1. Recruit People who can Keep Service Users Safe**

- Loraine Stock will follow the Recruitment Policy and recruit staff who are of good character and safe to work within the organisation.
- As a minimum, recruiting staff must carry out all recruitment checks outlined within the recruitment policy, before allowing the staff member to work for the organisation.
- All staff must receive compulsory induction training from Loraine Stock and additional training to meet the needs of the service user.
- Staff are supervised until they are assessed as being competent to carry out care by themselves.

## **2. Emergency Care**

- Staff will provide emergency first aid following an accident or incident as trained and according to the first aid policy.
- Staff will call for help from colleagues or emergency services as soon as possible to help deal with the emergency.

## **3. Reporting the Accident or Incident**

- Staff will report the accident or incident to the Loraine Stock as soon as possible after the event.
- Staff will make a record of the accident or incident as soon as possible after the event in the service user's daily personal record.
- Staff will record the accident or incident as soon as possible after the event using the incident reporting form attached.
- Loraine Stock will inform the service user's relatives or friends about the accident or incident as soon as possible following the event as outlined within the Duty of Candour policy.
- Loraine Stock will inform the CQC of any notifiable incident using its specific forms available at [www.cqc.org.uk/content/notifications](http://www.cqc.org.uk/content/notifications)

## **4. Making Improvements**

- Loraine Stock will carry out an investigation of the accident or incident as soon as possible after the event to identify what went wrong and how care can be improved to prevent the accident or incident from occurring again.
- Staff are expected to attend any training session aimed at improving practice following an accident or incident.

## **5. Monitoring and Evaluation**

- Except in the case of criminal activity, VIPS will use any poor practice identified, in a positive way as a learning tool, and as a means of improving quality within the organisation.

## **6. Training Requirements**

- Staff will receive training on how to manage accidents and incidents as part of their induction training.

<b>VIPS ACCIDENT AND INCIDENT REPORT FORM</b>		
Name of Service User:	Date of Incident:	Time of Incident:
Address of Service User (Home Care):		
Nature of Accident/Incident (what happened, location, etc.)		
Action Taken:		
Witness Name and Contact Details:	Witness Name and Contact Details:	

<p>Reported by (print name):</p> <p>Designation:</p> <p>Signature:</p>	<p>Date Reported:</p>
<p>Reported to (print name):</p> <p>Designation:</p> <p>Signature:</p>	<p>Date:</p>