

Company Name: Integrative Supported Living Care

<b>Policy No: 03-4110</b>	<b>Authorised: Pellagia Margolis</b>	<b>Date: 15/01/2020</b>
<b>REPORTING OF UNTOWARD INCIDENTS, NEAR MISSES &amp; RISKS</b>		

*This Policy provides a fundamental basis for the reporting of accidents, untoward incidents or events, near misses and risk areas that may be experienced by the Care Worker during the course of his / her daily duties.*

*There is an Accident Reporting Procedure already in place within the Organisation (ref. Policy No 4106). This Policy will therefore focus upon the Reporting of Untoward Incidents or Events, Near Misses and Risk Areas:*

**A: REPORTING PROCEDURE:**

1. Staff Induction and on-going Health & Safety Training programmes will include an awareness of the need for staff to report all accidents and incidents regardless of whether these have resulted in injury, loss or damage. Training will also focus upon the correct reporting procedure and advice on how to complete appropriate record forms.
2. The Untoward Event reporting system allows recording and analysis of all incidents that involve service users, staff, premises or property. This is to ensure compliance with insurance and other reporting requirements such as the Regulatory Authority. The Untoward Incident Record Log (ref *Form No 2-107*) must be completed in addition to reports to any external agencies such as the Regulatory Authority, RIDDOR or the local Fire Department.
3. When an Untoward Incident Record Log is completed relating to a service user they will be advised that a report is being made and of any actions that must be taken immediately to prevent a recurrence of the incident.
4. The Domiciliary Care Services Manager or designate will ensure that all untoward incidents, near misses and risk / hazard issues are fully investigated to establish the cause and what action, if any, is required to correct the situation and / or prevent it from happening again. The level of the investigation will reflect the seriousness of the incident and appropriate advice in this respect may be found in the tables on the following pages.
5. The Untoward Incident Record Log is designed to provide a “rolling” record of untoward incidents, and so enable any possible adverse trends to be identified for action.

**B: CLASSIFICATION OF ACCIDENTS & INCIDENTS:**

Refer to table on page 2 of this Policy.

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B: CLASSIFICATION OF ACCIDENTS & INCIDENTS:

GRADING / SEVERITY	DESCRIPTION	ACTION REQUIRED
GRADE: 0	Incident / accident resulting in no injury or loss; e.g. fall but no injury; buildings found insecure.	1. Ensure incident / accident is recorded. 2. Identify causes and any learning points for future staff training.
	Near miss; e.g. slip or trip but no fall as a result.	
	Hazard or risk reported, but no incident or accident occurring.	
	Hazard or risk reported requiring appropriate specialist advice; e.g. Infection Control, etc.	
GRADE: 1	Accident resulting in injury; First Aid treatment needed.	1. Ensure incident / accident is recorded. 2. Ensure appropriate initial action is taken (e.g. First Aid). 3. Ensure appropriate reporting is undertaken; e.g. Regulatory Authority 4. Identify causes and any learning points for future staff training.
	Vandalism; e.g. graffiti, broken window.	
	Minor fire - damage limited to a single room; e.g. waste bin fire.	
	Opportunistic theft.	
GRADE: 2	Major injury - RIDDOR reportable.	1. Notify directors and other appropriate senior staff. 2. Ensure appropriate reporting is undertaken; e.g. RIDDOR 3. Identify causes and any learning points for future staff training.
	RIDDOR reportable Incident.	
	Injury requiring treatment off-site; e.g. Hospital Casualty Department.	
	Major fire - occurring out-of-hours and seriously affecting viability or use of the building.	
	Burglary or theft necessitating forced entry to the building.	
GRADE: 3	Incident / accident leading to unexpected death of the service user or staff member.	1. Ensure incident / accident is recorded.

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	Adverse healthcare incident causing physical injury to a service user.	2. Appoint investigating officer, if appropriate.
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**FORMS REFERENCES:**

Form No: 2-107 Incident & Action Log