

POL69 – Accident and Incident Reporting Policy and Procedure

Serendipity Healthcare Ltd

Unit 5, Millennium Way, Dunston, Chesterfield, Derbyshire
S41 8ND



1. Purpose

1.1 To comply with statutes, regulations and quality standards.

1.2 To ensure that accidents and incidents are recorded and analysed by Serendipity Healthcare Ltd in order to satisfy health and safety requirements and provide information for the minimisation of risks.

1.3 To support Serendipity Healthcare Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Line of Enquiry (KLOE)
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?
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?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?

1.4 To meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd is registered to provide:

- Care Quality Commission (Registration) Regulations 2009
- Civil Contingencies Act 2004
- Control of Substances Hazardous to Health Regulations 2002
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974
- The Health and Safety (First Aid) Regulations 1981
- The Health and Safety (Miscellaneous Amendments) 2002
- Management of Health and Safety at Work Regulations 1999
- The Manual Handling Operations Regulations 1992
- The Health and Safety (Miscellaneous Amendments) 2002
- The Regulatory Reform (Fire Safety) Order 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

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2. Scope

2.1 The following roles may be affected by this policy:

- All staff

2.2 The following people may be affected by this policy:

- Service Users

2.3 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 subsequent actions are managed effectively, with all relevant parties notified of the accident or incident.

4. Policy

4.1 Accidents which cause injury to any person on the Serendipity Healthcare Ltd premises, or employees on duty but not on the premises, or Service Users at any time will be recorded to promote analysis and management of risks.

4.2 The appropriate recording document is “The Occurrence Form”

5. Procedure

5.1 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 “occurrence” form should be completed and immediately submitted to The Registered 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. A member of the Senior Management Team must sign the form on completion of the investigation in order to denote that they have discharged their responsibility.

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5.2 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.

5.3 After the accident/incident investigation and all matters concerned with it are complete, the signed occurrence form will be scanned to the Occurrence Folder, stored in the physical occurrence file and Carefree logs updated for both staff and service users.

5.4 The purpose of the records held by Serendipity Healthcare Ltd is to provide a chronological, ordered record of accidents.

5.5 The Registered Manager is responsible for the recording of accidents in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), by:

- Ensuring that Serendipity Healthcare Ltd's policy and procedure is followed, and all accidents are recorded, using the occurrence form
- Ensuring that Serendipity Healthcare Ltd has 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

5.6 RIDDOR 2013 Reporting Requirements

5.7 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
- Cause 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

5.8 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

5.9 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
- For full details of reporting requirements, go to the HSE website at:
<http://www.hse.gov.uk/riddor/reportable-incidents.htm>

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

6. Definitions

6.1 RIDDOR

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

6.2 Accident

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

6.3 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

6.4 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

Reviewed – 31.01.2022

HR Manager - Lisa Ward