	<p>Accident and Incident Policy and Procedure</p>	Ref:	093
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The aim of this policy is to support Serendipity Healthcare Ltd 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.

Our objective is to ensure that Serendipity Healthcare Ltd has written a statement of general purpose with respect to the Health and Safety at Work Act 1974. This is known as a “statement of Intent”

This policy and procedure should be read alongside all health and safety policies, procedures and supporting documentation at Serendipity Healthcare Ltd.

Serendipity Healthcare Ltd recognises that it has responsibility to ensure that reasonable precautions are taken to provide and maintain working conditions which are safe, healthy and comply with all statutory requirements and codes of practice relating to the activities of Serendipity Healthcare Ltd.


Accidents which cause injury to any person on the premises of Serendipity Healthcare Ltd, 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.

Where available, Serendipity Healthcare Ltd may have an online accident reporting system which can be used.

Procedure

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 Miss Paula Marshall, 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. Miss Paula Marshall must sign the form on completion of the investigation in order to denote that they have discharged their responsibility.

- 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.


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- 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.
- Records are held by Serendipity Healthcare Ltd to provide a chronological, ordered history of accidents.
- 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 the policy and procedure at Serendipity Healthcare Ltd 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).

- 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,


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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
- 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

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>.

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

Accident Report Form

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):	

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Reviewed 14th October 2025

S Pickles

Director