

Accidents and Emergencies Policy

HS11

Date Written	
Author(s)	
Version	
Date Signed Off	
Reviewed by	

Date: []

Review Data

Initial Production

Name	Role/Department	RACI	Date

R = Responsible for writing the policy; **A** = Accountable; **C** = Consulted; **I** = Informed

Change History

Version	Date	Details of Change	Author

Emergency Contact Details

Name	Email	Mobile

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 12: Safe care and treatment	Care and treatment must be provided in a safe way for service users.
Regulation 20: Duty of Candour	Providers must give the relevant person all reasonable support necessary to help overcome the physical, psychological and emotional impact of a safety incident.

Key Lines of Enquiry

KLOE	How this applies to Access to Files and Records
Safe	Proper recording, management and investigation of accidents and emergencies help ensure the safety of the service through effective risk management and continuous learning to improve prevention and response to accidents and emergencies.
Well led	An open and transparent approach to accidents and emergencies promote a culture of accountability and quality, as well as continuous learning.

Related Documents

This policy should be read in conjunction with our:

- CM05 - Basic Life Support Policy
- CP08 - Duty of Candour Policy
- HR11 - First Aid Policy
- HS02 - Accidents and Incidents Reporting Policy
- CM35 - Serious Untoward Incident Policy

Policy Statement



Policy Aims

This policy is intended to set out the values, principles and policies underpinning the Careville Ltd approach to accidents and emergencies.

The goals of Careville Ltd are to ensure that:

- All accidents and incidents are appropriately dealt with
- All accidents and incidents involving injury to care workers or service users are reported and recorded, no matter how minor
- All reported accidents or incidents are fully investigated

The Care Worker shall notify his/her Team Leader or the on-call Team Leader immediately when practical and in all cases no later than 12 hours from the occurrence of any of the following incidents:

- The death of a service user;
- A serious injury or illness involving medical treatment of a service user;
- A serious emotional or behavioural crisis involving the service user;

- When a service user has been subjected to alleged abuse or neglect, or has been the alleged victim of assault or other physical or sexual abuse;
- When a service user has been subjected to alleged exploitation, or has been the alleged victim of exploitation;
- The outbreak in the service user's home of any infectious disease which may subject the service user to possible serious infection;
- Any unexplained absence of a child service user, or any unexplained absence of an adult service user of such length or reason as to cause concern for the well-being of the service user (also see policy on unexplained absences);
- Removal of the service user from their home by any person or agency, or any attempts at such removal, when such removal is not clearly part of the service plan.



Key Question: When should the local authority be notified?

As soon as possible and in all cases within 24 hours of occurrence, the Team Leader shall notify the Registration and Inspection Unit of the Local Authority of the incident, and the Health & Safety Inspectorate, as required by the Health & Safety Regulations and the Company's health & Safety Policy. CQC will also be informed at this point, if appropriate. In the event that the service user is a child, the Team Leader shall also notify the child's parent or guardian and the relevant local authority.

The Care Worker shall notify his/her Team Leader or the on-call Team Leader as soon as is practical and in all cases no later than 24 hours of the occurrence of:

- Any exclusion of a service user from school or other programme that is part of the service user's routine service plan/life plan.
- Any involvement of the service user with police.
- Any serious illness or death of a non-service user in the service user's household, or any other serious incident, which may impact either the safety and well-being of the service user, or the ability of the Care Worker to adequately perform responsibilities.

All accidents and incidents are to be recorded in conjunction with our Incident Reporting policy.

Procedures

- The Team Leader, under the supervision and direction of their supervisor, is responsible for notifying the relevant local authority, in accordance with their procedures, of any significant incident, as specified in Policy 1.
- The Team Leader, under the supervision and direction of their supervisor, is responsible for following up on all incident reports, and ensuring proper documentation, including but not necessarily limited to, completion of an Incident Reporting Form, and any report forms required by the applicable local authority.
- The Operations Manager/Managing Director is responsible for determining if additional investigation is required following submission of an incident report.
- The Operations Manager/Managing Director is responsible for determining when a matter which may have involved a violation of the law is to be reported to the police.
- The Team Leader, under the supervision and direction of their supervisor, is responsible for identifying the need for and arranging for additional support services which may be required by the service user or service user's family as the result of a serious incident. This may include, but not necessarily be limited to, additional support services, counseling,

advocacy and medical follow-up. Additional supports and services which will incur cost for the Company or the service user must be reviewed and approved by the Operations Manager/Managing Director.



Key Points to Take Away

- The Care Worker shall notify his/her Team Leader or the on-call Team Leader immediately when practical and in all cases no later than 12 hours from the occurrences listed.
- As soon as possible and in all cases within 24 hours of occurrence, the Team Leader shall notify the Registration and Inspection Unit of the Local Authority of the incident, and the Health & Safety Inspectorate.
- The Team Leader, under the supervision and direction of their supervisor, is responsible for following up on all incident reports, and ensuring proper documentation

Policy Review

A Director will review this policy at least once a year to make any updates needed.

Authorisation and Signature

This Policy is the authorised version agreed by the Directors of Careville Ltd. All employees are expected to follow this policy and failure to do so could result in disciplinary action.

Director's Signature

Director