


ACCIDENTS, INCIDENTS AND EMERGENCY

VERSION No	3	
REVIEWED BY	Mariana Philipova	
NUMBER OF PAGES	2	

1. Policy Statement

This organisation recognises its responsibility to ensure that all reasonable precautions are taken to provide working conditions which are safe, healthy and compliant with all statutory requirements and codes of practice.

However, the organisation recognises that accidents are, even in the safest of working environments, from time to time inevitable, despite the best efforts of staff, residents, relatives and other professionals to prevent them. Such occurrences must be handled by the organisation and by its staff so as to minimise threat and injury to all, including residents, relatives and the general public. They must also be reported, and these reports acted upon by the organisation so that accidents can be minimised in the future and the organisation and staff can learn from their experiences.

The organisation understands “accidents and emergencies” to cover an accident or injury to a member of staff or a resident or relative, including health and safety accidents such as trips, falls and cuts. Fires are dealt with in a separate Fire Policy. Dealing with aggression and violence is dealt with in a separate Challenging behaviour, Aggressive and Violent Behaviour Policy. The rendering of Basic Life Support is dealt with in a separate Basic Life Support Policy.

2. The Policy

This policy is intended to set out the values, principles and policies underpinning this organisation’s approach to an accident, emergency or crisis. The goals of the organisation are to ensure that:

- ✓ All accidents and incidents are appropriately dealt with
- ✓ All accidents and incidents involving injury to staff or residents are reported and recorded, no matter how minor
- ✓ All reported accidents or incidents are fully investigated
- ✓ The results and recommendations from investigations are fully implemented to prevent any re-occurrence of such incidents
- ✓ The organisation complies fully with the *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)*.

3. Action to be taken in the Event of an Accident or Injury

In the event of an accident, incident or emergency staff should take the following action:

- a) In the event of a minor injury or health related incident the First Aid Policy should be followed and first aid care rendered according to the situation and the member of staff’s capabilities and training. Following such an incident, an incident or accident form should be completed and the resident’s GP informed.
- b) In the event of an injury where medical attention is considered advisable or necessary, the resident’s GP or an ambulance should be called as appropriate. If there is any doubt about the need for medical attention, an ambulance should be called immediately.
- c) If the first-aider, or RGN in charge, decides that an ambulance is appropriate, they should follow the procedure below.
 - i. Call 999 and make arrangements for an ambulance to be sent immediately. It is essential that the precise location of the occurrence is given and the nearest point of access for the ambulance suggested.

- ii. Make arrangements for the ambulance to be met by a member of the staff.
- iii. Ensure that the resident is accompanied to hospital, where appropriate, by a responsible person and that they contact the organisation's main office soon after arrival at the hospital, to give updated information on the condition and location of the casualty.
- iv. Contact the manager or deputy manager to report the incident and make arrangements for the appropriate forms to be completed.

d) Note:

- i. If the RGN in charge is unsure about the course of action to take, or in the event of complications then he or she should contact the manager or deputy manager for advice.
- ii. The RGN in charge, attending to the casualty should then ensure that the manager or deputy manager is notified of the accident.
- iii. The manager or deputy manager should then ensure that arrangements are made for relatives or friends of the casualty to be advised fully of the situation, if necessary, and to ensure that an incident report form and any other relevant paperwork is completed as soon as possible.
- iv. In the event of an injury requiring first aid, where a fire is reported, where there is violence and aggression or where a resident goes missing, then the appropriate policy should be followed.

4. Accident or Incident Reporting

In this organisation all accidents, incidents, emergencies and "near misses" must be recorded and reported to the management using a standard incident form. Accident and incident reports should then be dealt with according to the Accident and incident reporting policy. The manager must by law notify certain categories of accidents, specified cases of ill health and specified dangerous occurrences to the Health and Safety Executive (HSE) or the local authority (LA) to comply with the *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)*.

A written record should be kept of any accident or incident, however minor, which occurs in the organisation. The manager keeps an accident and incident global log record of all incidents and accidents occurred

5. Training Statement

The Registered Manager is responsible for organising and co-ordinating training and all staff receive training in the organisation's policy for dealing with accidents and emergencies. Basic Life Support and Dealing with Aggressive or Potentially Violent Residents are included. Training sessions are conducted at least annually and all relevant staff should attend. These sessions should cover the drill of how staff should act in an emergency situation. All employees of the organisation are given adequate training and information on accidents at work and how to avoid them.

Related Policies
Accident and Incident Report (RIDDOR)
Basic Life Support
Challenging Behaviour, Violence and Aggression
First Aid
Fire Safety
Missing Persons