

OA Reablement Service	OA Day Care	OA Residential Care	DMH Day Service	DMH Supported Living	DMH Residential Service	EIA'd
✓	✓	✓	✓	✓	✓	✓

A11

Recording Reporting and Investigation of Adverse Events

POLICY

To ensure all staff are fully aware of their role and responsibilities when dealing with accidents, incidents, cases of ill health and near miss events.

PROCEDURE

The recording, reporting and investigation of work related adverse events (accidents, incidents or cases of ill health) involving Cumbria County Council employees, members of the public, independent contractors, school pupils, service users and other persons, either on Council Premises or other locations where an adverse event has arisen out of or in connection with the Council's work.

Effective adverse events investigation can assist in providing valuable insight into inadequacies in risk control and actions to prevent future injuries or loss. It will also help to inform an investigation into any claim that may arise.

The Health and Safety Procedures No 6 Recording, Reporting and Investigating of Adverse Events (Accidents and Incidents) can be found in the Cumbria County Council Safety Manual or on the intranet by using the following link:

<http://www.intouch.ccc/healthandsafety/safetyprocedures.asp>

Accident, incident and near miss report forms can be entered directly onto the E-Safety system via this link <https://genohsisportal.cumbria.gov.uk/Portal/>

User guide for managers, supervisors and authorised users submitting accidents and incidents via the E-Safety portal is accessible via this link

<http://www.intouch.ccc/elibrary/view.asp?id=92547>

For those establishments that do not currently have direct access to the E-Safety portal, Accident, incident and near miss report forms can be accessed via this link <http://www.intouch.ccc/elibrary/view.asp?id=58183>. It is the manager's responsibility to ensure staff are working on the most up to date version.

For Employees:

If you have an accident at work, or in connection with work the law requires you to tell your employer as soon as possible. You can do this by making an entry in the hard copy accident book B1-510, or by having someone do this on your behalf.

Staff must report accidents, incidents and near misses to their supervisor or line manager who will complete the Cumbria County Council Corporate report via the E-Safety System.

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For establishments where access to a computer is limited non-editable version (PDF) should be used when completing a report form by hand.

(Near miss is an incident which had the potential to cause harm, injury, ill health or property damage)

All completed reports must be verified by the relevant manager so that an investigation can be conducted in most cases this will be a minimal basic evidence gathering exercise to identify what went wrong and determine what steps must be taken to prevent the same thing happening again. Providing sufficient information to enable the manager to confirm that the proposed remedial actions have been implemented to a satisfactory standard to eliminate or reduce the risk to a manageable level.

Any investigation that takes place should be proportionate to the event that occurred.

Depending on the seriousness of the event it may be necessary to contact the Health and Safety Team 01228 221616. Outside of office hours the answerphone will give details of the emergency contact. Accidents and incidents that are RIDDOR reportable must be entered on E-Safety and Corporate Health and Safety Team advised of the accident, incident report number HealthandSafety@cumbria.gov.uk

A member of the Health and Safety Team may contact the manager, supervisor, involved and injured persons to obtain further details. The manager may be asked to collate witness statements along with additional evidence.

Service User:

All service user accident, incident and near misses, must be recorded on the electronic health and safety database E-Safety by a designated member of staff. Manager, supervisor or admin support staff.

Information can be collated using the accident, incident form. This is an interim arrangement to capture information within an appropriate timeframe prior to entering the details onto the E-Safety System.

Forms should be sent to the relevant manager to enable them to record and or verify the details of action taken to prevent a recurrence. This data must be captured on the E-Safety System.

For reports entered directly onto the E-Safety System, managers receive an automatic report notification from the system. The report must be viewed and if required additional information that wasn't previously available can be recorded i.e. name of a witness, equipment used etc.

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If the investigation has highlighted additional remedial actions they must be recorded at this stage. Managers can also use this section to assign the implementation of remedial actions and compliance monitoring to supervisors and key workers.

The completed accident, incident report can be printed and retained with the service users care plan if required.

Physical Assault, Threats and Verbal Abuse and Challenging Behaviours:

Staff, service users, contractors and visitors and any person who is exposed to and or has witnessed an incident must be given the opportunity to attend a debriefing session. This information must be captured on the relevant debriefing record (Appendix 1, 2 or 3) If staff do not wish to attend, this will be respected however they must provide sufficient and factual details about the incident to enable management to complete an accident, incident or near miss report. It is imperative that staff provide adequate information to any investigation that may be conducted following an incident, so that the correct conclusion can be reached and appropriate remedial actions identified and implemented.

Staff members that choose not to participant in a debriefing session must be offered additional support such as advice from the positive people company, occupational health referral, counselling, mentoring etc. This information must be recorded on the debriefing record. (Appendix 1)

Challenging Behaviour

For specific advice and guidance pertaining to managing behaviours please refer to Cumbria Care procedure M2 managing behaviours.

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