

# A11 Accidents, Incidents and Near Misses.

Recording Reporting and Investigation of Adverse Events

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
✓	✓	✓	✓	✓	✓	✓	✓

## Procedure

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.

## Policy

### All Services other than Support at Home

1. The recording, reporting and investigation of work-related adverse events (accidents, incidents, near miss or cases of ill health) involving employees, members of the public, independent contractors, 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.
2. 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.
3. The Health and Safety Procedures No 6 Recording, Reporting and Investigating of Adverse Events (Accidents, Incidents and near misses) can be found in the Council Safety Manual.
4. Accident, incident and near misses must be reported and entered directly onto the ICASS system via the portal.
5. Those members of staff using the electronic care recording system must record any service user accidents, incidents and/or near misses on the accidents / incidents and near miss log. This must be signed off and the esafety ICASS number also recorded. Consideration must be taken to decide if the incident needs to be reported to CQC via a notification.
6. For those establishments that do not currently have direct access to the E-Safety ICASS portal, Accident, incident and near miss report forms can be accessed via Health and Safety.

### For Employees:

1. 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.
2. Staff must report all accidents, incidents and near misses to their supervisor or line manager who will complete the Council Corporate report via the E-Safety System once the facts have been ascertained.

### People who use our Services

1. All services using the electronic care recording system must report any accidents, incidents and / or near misses for people who we support must be recorded on the

electronic on the accident / incident / near miss / falls log and then the manager / supervisors must be adding the details to the ICASS health and safety database E-Safety.

Other services NOT using the electronic system must report an accident / incidents / near miss onto the ICASS system.

2. 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.
3. 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.
4. 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.  
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.
5. The completed accident, incident report can be printed and retained with the individuals care plan if required.
6. 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)
7. 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.
8. Any investigation that takes place should be proportionate to the event that occurred.
9. 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](mailto:HealthandSafety@cumbria.gov.uk)

10. 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.

### **Support at Home Service**

Support workers must report accidents / incidents / near misses using their telephone mobile App and will also require a verbal conversation with their line manager and central business function. This is for all support worker staff accidents / incidents / near misses. This is then transposed to Cygnum where it will be picked up by the duty supervisor, it maybe that the supervisor requires a further conversation with the staff member to clarify facts. It is then the requirement that the incident is reported via the E-Safety Portal and an action date must be added to the Cygnum report.

All other Support at Home staff must report to their line manager and the incident reported via the E-Safety portal.

### **Physical Assault, Threats and Verbal Abuse and Challenging Behaviours**

Staff, people we support, 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 appropriate 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 Occupational Health referral (self-referral can be completed), counselling, mentoring etc. This information must be recorded on the debriefing record. (Appendix 1)

### **Challenging Behaviours**

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