

Reablement services	OA Day Care	OA Residential Care	Domiciliary Services	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA
✓	✓	✓	✓	✓	✓	✓	✓

H4

HEAD INJURIES

POLICY

To ensure staff are aware of their roles and responsibilities if they suspect a service user may have sustained a head injury

PROCEDURE

1. If a person is unconscious contact the Emergency Services immediately and administer first aid as directed.
2. If the person is conscious and you suspect a head injury may have occurred, whether they have full mental capacity or not, try to find out what has happened by asking the following simple questions:
 - What has happened?
 - Do you hurt anywhere or have any pain? Refer to the P3 pain assessment tool
 - Have you banged your head?
 - Listen / look out for other signs e.g. confusion, disorientation or discharge from the ear
3. Where a head injury has been observed either the GP, out of hour's service or the Emergency Services should be called.
4. Even if the individual tells you they are ok sit them in a chair or on the bed; you must follow their instruction. We have a duty of care however so where staff have any concerns about the individual the person must be told that medical advice will be sought.
5. When contacting the GP, out of hours service or Emergency Services staff must specify what medication the service user is on (especially if they are on any anticoagulants).
6. If the GP advises that **close** monitoring must be carried out use the health and wellbeing check however you may need to monitor more often. If the injury occurs during the night and close monitoring is required Emergency Services must be called.
7. All actions including who was contacted, times and dates must be written on the communication records / daily diaries. The body map must also be completed.

Date	01/07/15					Issue date
Amendment	1					09/12/13 P&P

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H4 HEAD INJURIES

8. Signs that a head injury may have occurred include the following:
- Complaining of a headache
 - Complaining of pain
 - Bleeding
 - Vomiting
 - Becoming unusually sleepy or hard to waken
 - Becoming confused or behaviour is out of character
 - Becoming fretful or agitated
 - Complaining of blurred or double vision
 - Having a seizure or collapsing
 - Discharge from the ear or nose
 - Loss of balance
 - Difficulty walking
9. If any of the above symptoms occur or if staff have any further concerns about the person Emergency Services must be contacted.
10. Remember to follow our health and safety and manual handling procedures.
11. All appropriate accident forms must be completed.
12. Where a head injury has occurred within a registered service and the service user is admitted to hospital the appropriate CQC notification form must be completed.

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