

# ACCIDENTS AND EMERGENCY POLICY

## Policy Statement

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

However, Complete Care Agency recognises that even in the safest of working environments accidents are, from time to time, inevitable. The Health and Safety at Work Act 1974, requires employers to ensure health, safety and welfare of all their employees as far as is reasonably practicable.

As part of this commitment, employers must, by law, notify certain categories of accidents, specified cases of ill health and specified dangerous occurrences to the Health and Safety Executive (HSE), Local Authority (LA) and Care Quality Commission (CQC) to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). This is necessary so that the HSE can determine trends and patterns in workplace accidents and put in place legislation and guidelines that will safeguard workers all over the UK. It also helps the agency to determine local patterns and causes of accidents so that it can ensure that preventative measures are in place to avoid recurrence. Therefore, in this agency all accidents, incidents and “near misses” must be recorded and reported to the management.

## Scope

This policy is intended to set out the values, principles and policies underpinning this agency's approach to accident reporting, to enable the agency to meet the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) and to prevent the recurrence of incidents in the future as far as it is possible.

The goals of the agency are to ensure that:

- a) The agency complies fully with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).
- b) All accidents and incidents involving injury to staff or service users are reported and recorded, no matter how minor.
- c) All reported accidents or incidents are fully investigated.
- d) The results and recommendations from investigations are fully implemented to prevent any recurrence of such incidents.

## Accident Reporting

Accident reports are covered by the Reporting of Injuries, Disease and Dangerous Occurrences Regulations 1995 (RIDDOR). RIDDOR requires employers to:

- a) Keep adequate records of accidents and injuries.
- b) Report fatal accidents immediately to the Health and Safety Executive (HSE).
- c) Report major injuries to the HSE, CQC and LA.
- d) Report dangerous occurrences immediately to the HSE or LA.
- e) Report specified diseases to the HSE or LA.

A report is required in the following circumstances.

- 1) A fatality (to an employee or a non-employee)
- 2) A major injury to an employee, including:
  - a) Skull, spine or pelvic fractures.
  - b) Any other fracture other than to fingers, thumbs or toes.
  - c) Any amputation.
  - d) Dislocation of the shoulder, hip, knee or spine.
  - e) Loss of sight (temporary or permanent).
  - f) Chemical burn to the eye or penetrating injury.
  - g) Any injury resulting from an electric shock or electrical burn leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours.
  - h) Any other injury leading to hypothermia, heat induced illness or unconsciousness, requiring resuscitation, or requiring hospital admission for more than 24 hours.
  - i) Loss of consciousness caused by asphyxia or exposure to a harmful substance or biological agent.
  - j) Absorption of any substance by inhalation, ingestion or through the skin leading to acute illness requiring medical treatment or resulting in loss of consciousness.
  - k) Acute illness requiring treatment where there is reason to believe this resulted from exposure to a biological agent or its toxins or infected materials.
  - l) Any other injury which results in the person being admitted immediately into hospital for 24 hours or more.
- 3) An employee being unable to carry out normal work for three successive days. An over-three-day injury is one which is not major but results in the injured person being away from work or unable to do the full range of their normal duties for more than three days (including any days they wouldn't normally be expected to work such as weekends, rest days or holidays) not counting the day of the injury itself.

- 4) Dangerous occurrences, including:
- a. Lifting machinery
  - b. Pressure systems
  - c. Electrical short circuit
  - d. Biological agents
  - e. Collapse of scaffolding, building or structure
  - f. Explosion or fire
  - g. Escape of flammable substances

**Note:** Reportable dangerous occurrences are potentially dangerous incidents (e.g. the collapse of part of a building or scaffolding, accidental ignition of explosives and the release of large quantities of flammable liquid), which must be notified to the enforcing authority even if they do not, in fact, cause injury.

- 5) Reportable diseases. The list of reportable disease is split into two parts; there are 72 listed under the following three categories:
- a) Conditions due to physical agents and the physical demands of work.
  - b) Infections due to biological agents.
  - c) Conditions due to substance.
- 6) Notifiable diseases which include cholera, food poisoning, small pox, typhus, dysentery, measles, meningitis, mumps, rabies, rubella, typhoid fever, viral haemorrhagic fever, hepatitis, whooping cough, leptospirosis, tuberculosis and yellow fever.

### **Care Quality Commission Statutory Notifications**

These notifications should be submitted without delay (as soon after the event as it is possible to report). The appropriate form should be completed in full.

- 1. Death of a person who uses the service
- 2. Death and unauthorised absences of people who are detained or liable to be detained under the Mental Health Act 1983
- 3. Other incidents to report:
- 4. Serious injury as on the form:
  - a) Damage to a major organ
  - b) Fracture of one or more bones
  - c) Damage to one or more of the muscles, joints, blood vessels
  - d) Damage to one or more intellectual function
  - e) Psychological Harm
  - f) Injury to one or more of the senses
  - g) Pressure sore Grade 3 or above
  - h) Pain lasting or likely to last 28 days or more
  - i) An injury requiring treatment in order to prevent death
- 5. Deprivation of liberty applications and their outcomes
- 6. Abuse and allegation of abuse
- 7. Incidents reported to, or investigated by, the police

8. Events that stop, or may stop, the registered person from running the service safely and properly

## Procedures

A written record should be kept of any accident, however minor, that occurs in the organisation. Three types of record should be made:

1. An Accident Book is provided in the Agency's main office to keep a record of all accidents which occur in the organisation, whether they are notifiable or not, whether they occur in a service user's home, in the street or in office, and whether or not they happen to a member of staff, a contractor, a service user or relative.
2. Accident/incident report forms are also available in the general office. One of these should be filled in by the person suffering from the accident or by a member of staff. Forms should be witnessed and counter-signed by the witness.
3. For reportable accidents listed above, HSE report forms F2508 are also available from the general office. These forms must be completed and sent to the relevant enforcing authority within 10 days of the incident or accident.

**Note:** Fatal accidents, major injury accidents/conditions and dangerous occurrences must be reported immediately by telephone to the enforcing authority by the head of the agency or their nominated deputy and followed up by the appropriate form.

Telephone notification should always be followed up with submission of form F2508. Notification forms should be completed by the head of the organisation, their deputy or by a senior member of staff as soon as possible after the accident. Copies of the completed form should be kept.

The HSE Incident Contact Centre for reporting can be contacted by writing by Incident Contact Centre, Caerphilly Business Park, Caerphilly CF83 3 GG, Tel: 0845 300 9923 (0830-1700); fax: 0845 300 9924; email: [riddor@natbrit.com](mailto:riddor@natbrit.com); website: [www.riddor.gov.uk](http://www.riddor.gov.uk).

There is a legal requirement that written records of reportable accidents and dangerous occurrences (i.e. those which must be reported to the appropriate enforcing authority) be kept for a minimum of 3 years.

It is the policy of Complete Care Agency that all records should include:

- a) The date, time and place of the incident that occurred.
- b) The name, address and job of the injured or ill person.
- c) Details of the injury/illness and what first aid was given.
- d) What happened to the person immediately afterwards (for example went to agency office, went back to work, went to hospital).

- e) The name and signature of the first aider or person dealing with or witnessing the incident.

## **Training**

All employees of Complete Care Agency must be given adequate training and information on accidents at work and how to avoid them. Such training should focus on specific risk areas. All new staff should be encouraged to read the policy on health and safety and on accident reporting as part of their induction process. Existing staff will be offered training to National Training Organisation standards covering basic information about health and safety. In addition, all staff will be appropriately trained to perform their duties safely and competently and those staff that need to use specialist equipment will be fully trained and supervised while they are developing their competency.

Review of this Policy

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