



Accidents, Incidents and Emergencies Policy

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Accidents, Incidents and Emergencies Policy

1 ACCIDENTS TO CLIENTS

If, on entering the home of a client, a carer discovers that an accident has occurred to the client, the carer should immediately assess the situation.

If the accident is not of a serious nature, the carer should contact the Office or On call manager, who will decide what action should be taken.

If the accident is of a serious nature (for example, a bad fall, a bleeding wound, unconsciousness) then the carer should:

- **NOT MOVE** the client
- Immediately call 999 and request an ambulance,
- Give the name and address of the client, state their condition and follow any instructions given
- Keep the client comfortable and stay with them until the ambulance arrives
- Inform the Company by calling the Office or on call manager

Carers should **NOT** attempt to rectify the situation by themselves unless told to do so by the emergency services.

The Office or On call manager shall inform other appropriate staff of the incident, and shall inform the appropriate relatives or other emergency contact, of the accident.

All accidents must be documented by the carer as a visit note, and a Report to Office submitted. An incident report must also be completed.

2 WHAT TO DO IF A CLIENT HAS A FALL

If a client falls, the carer must **NOT** attempt to lift them up from the floor but should:

- Call 999 immediately and request an ambulance, giving the name and address of the client, and state their condition
- Inform the Office or On call manager that the client has had a fall
- Keep the client comfortable and stay with the client until the Emergency Services arrive

The carer must record the incident as a visit note, and submit a Report to Office, additionally the carer must also complete an incident form.

3 ACCIDENTS TO CARERS

If a carer sustains an injury during a call and it is not of a serious nature, the carer should immediately inform the Company by calling the Office or On call manager, who will decide on the appropriate action to be taken. If it is of a serious nature, the carer should first call 999 and request an ambulance, and then inform the Office or On call manager.

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An incident form will need to be completed in the event of any injury to a carer, and the Safety Officer will complete or delegate authority to complete any other documentation and report the accident if required (see below).

4 ACCIDENTS AND INCIDENTS

All accidents and incidents should be reported to the Office or On call manager, including any “near miss” incidents. A “near miss” is “an unplanned event which does not cause injury or damage but could have done so”. All accidents or incidents will be recorded by the Company and will be investigated following the event. Steps will be taken to prevent any recurrence, and make sure that the lessons learned are adopted.

The Safety Officer (see the Health and Safety Policy) is ultimately responsible for the recording and reporting of accidents in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), as follows:

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- All **deaths** to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker
- “**Specified injuries**” must be reported including fractures (other than to fingers, thumbs and toes); amputations, and any injury likely to lead to permanent loss of sight or reduction in sight (refer to <http://www.hse.gov.uk/riddor/specified-injuries.htm>)
- Accidents that result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury, must be reported. This seven-day period does not include the day of the accident but does include weekends and rest days. The report must be made within 15 days of the accident.
- Specified dangerous occurrences (near misses – see first paragraph above in this section) should be notified to the HSE without delay by telephone, followed by written notification on the relevant form, currently form F2508.

Additionally, the Safety Officer or his/her deputy will inform the CQC of any accidents and incidents that must be reported to it, in accordance with the relevant requirements. The Safety Officer or appropriate Manager will also report significant accidents/incidents and health and safety concerns to Oxford County Council (in relation to matters arising out of the Oxford branch of 1st Homecare) as contractually required by it, and will do the same as may be required by any other local authority in relation to the other branches of 1st Homecare.

If the incident is in relation to medication, the Medication Policy should be followed. If it is of a health and safety nature, the Health & Safety Policy should be referred to.

5 SUDDEN OR UNEXPECTED DEATH OF A CLIENT

Should a carer arrive at the client's premises to begin a call and find that the client has died, the carer should:

- **NOT MOVE THE BODY IN ANY WAY**
- Call 999 immediately and report the situation to the emergency services. Usually, the emergency services will send a paramedic to confirm the death and may also send the police, who may request a statement from the carer, who should provide one
- Inform the Company by calling the Office or On call manager
- Complete any documentation required by the Company

A Manager shall inform the appropriate relatives or other contact(s) as specified in the Care Plan.

If the death occurs during a visit by a 1st Homecare care worker or manager, the CQC would need to be informed using the relevant form.

6 EMERGENCIES – FIRE, GAS, ELECTRICITY AND WATER

6.1 Fire

In the event of a fire at a client's home, the carer should:

- If appropriate and possible, assist the client from the home to a place of safety
- Telephone 999 and request the Fire Service
- Report the situation to the Company, by calling the Office or On call manager
- Not return to the scene of the fire, for personal belongings (whether his/her own or those of the client)
- Not re-enter the building until the Fire Service has confirmed it is safe to do so
- Complete any documentation required by the Company

6.2 Gas

If a carer enters a client's home and suspects that there is a gas leak, the carer should:

- Open the windows to allow the gas to escape
- Ensure the client is in a well-ventilated area and is breathing fresh air. If appropriate and possible, take the client outside their home
- Not light any matches, lighters, or light switches,
- Briefly try to establish the source of the leak – first of all by checking that all gas hobs are turned off
- Call the National Gas Emergency Service on 0800 111 999, or alternatively the emergency services on 999

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- If the client appears unwell, call 999 for advice
- Call the Office or On call manager immediately for further advice.

6.3 *Electricity*

If a carer enters a client's home and suspects that the client may have suffered an electric shock, the carer should:

- **NOT TOUCH THEM**
- Use a wooden implement (eg brush handle) to remove the source of electricity
- Dial 999 for assistance and request an ambulance
- Immediately inform the Office or On call manager of the situation
- Stay with the client until the ambulance arrives

In each case, the Company shall inform the appropriate relatives or contact (as specified in the Care Plan) of the incident.

The incident must be recorded as a visit note, and a Report to Office completed, immediately following the incident, if practicable. In each case an incident form must be completed also.

7 **AMENDMENTS TO THIS POLICY**

This Policy may be amended by the Company at any time as may be required and a new version produced. Staff shall be informed of the amended version.

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CHANGE HISTORY

Issue	Date	Description of Change and Reason
1	November 2012	First Issue
2	February 2014	Second Issue – minor amendment to include reporting of incidents
3	November 2014	Third issue – review date inserted and minor changes
4	June 2016	Fourth Issue – change of address, change to title of RIDDOR, change to section 6 with regard to gas emergencies
5	November 2016	Fifth Issue – addition of logo and of 1 st Homecare (Oxford) address, renaming of section “General Arrangements” to “Accidents & Incidents”, addition to that section to refer to Medication Policy and Health & Safety Policy, and renaming of this Policy as “Accidents, Incidents and Emergencies Policy”
6	October 2018	Sixth Issue – change of address, amendment to section on RIDDOR and to section on sudden or unexpected death of client
7	January 2020	Seventh Issue – adding a reference to recording in a digital format and also to reporting to Oxford County Council in line with contractual requirements as per PAMMS and to doing so to any other relevant local authority also as may be necessary. Also adding Kings Langley to the front sheet.
8	July 2022	Eighth Issue – amending reference to Daily Record Sheet, amending typos

DOCUMENT CONTROL

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