

Accident and Incident Policy

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The purpose and scope of this policy statement

Storyy Homes recognises its responsibility to ensure that all reasonable precautions are taken to provide and maintain working and living conditions which are safe, healthy, and compliant with all statutory requirements and codes of practice. Whilst our staff are trained to identify risks to alleviate the risk of accidents, we are aware that accidents will occur. This policy sets out the process for recording accidents and incidents.

Accident and Incident Reporting

For the purposes of this policy, brief definitions and examples of an accident and a near miss are given below.

1. An accident is an unplanned event that causes injury to people, damage to property or a combination of both.
2. A near miss is an unplanned event that does not cause injury or damage but could do so.
3. A significant event occurs that could be used to improve services, help with a further investigation, or involves the safety or wellbeing of staff and children.

This policy covers reporting and recording procedures for managers, employees and non-employees. Suitable information and training will be given to all personnel regarding accident reporting, and the location and completion of the accident book.

The person responsible for coordinating all incident reporting is the Registered Manager.

Examples of significant events may include:

- involvement with safeguarding partners and statutory agencies about incidents or concerns that might affect someone's suitability, for instance child protection, welfare or safety investigations. These agencies and organisations could include: the police, your local authority (and services within it), mental health services, drug/alcohol services, fire services, environmental health, and building control and planning departments.
- a device containing children's information being stolen.
- an incident where a child or children may have been at risk of harm, for example:
- you were involved in a car accident when transporting children and the police are investigating a possible offence.

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- a child was able to leave a setting or was missing for any period.
- a child was not adequately supervised (such as being left unattended in a car)
- an unauthorised person gained access to the childcare premises.
- if you have been the victim of a crime that occurred on the childcare premises, such as assault, harassment or vandalism.
- any incidents of domestic abuse
- any incidents of self-harm or overdose
- any one-off or ongoing incidents on or around your premises that may affect children, such as violence, criminal or sexual exploitation and gangs, county lines activity, grooming and child trafficking.
- the [disqualification of an employee or any person who lives or works on the premises](#) where childcare is provided (see [applying to waive disqualification](#))
- changes to health

The Accident and Incident Book

All accidents resulting in personal injury must be recorded in the accident book and where children (service users) are involved a detailed incident report is required.

The accident book will be reviewed regularly by senior management to ascertain the nature of incidents that have occurred in the workplace. This review will be in addition to an individual investigation of the circumstances surrounding each incident.

All near misses must also be reported to management as soon as possible so that action can be taken to investigate the causes and to prevent recurrence.

Reporting Procedure — Employees

In addition to an entry in the accident book, any accident or dangerous occurrence must be reported to a responsible person. Injuries which occur whilst carrying out work duties off-site must be reported in the same way and the occupier of the site should be advised accordingly.

If an injury renders an employee unable to make an entry in the accident book, a witness or someone who is able to enter an account of the incident should make the entry. The employee's account must be entered as soon as possible after the event.

Employees must ensure that they are aware of the location of the accident book.

All accidents and near misses must be recorded, however minor. Unless Storyy Homes is informed of these incidents, it will be unable to take remedial action.

A first aider may deal with the injury, or an appointed person should take control of the situation.

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However, if an emergency arises, medical assistance, e.g., an ambulance, must be called at the first opportunity. Any incident involving an emergency must be reported to senior management immediately and where applicable to the child's social worker.

Where an accident results in absence from work, employees must tick the appropriate box on the self-certification form. Employees who are absent as a result of an accident at work must keep Storyy Homes informed of their progress, up to and including a return to normal duties.

Reporting Procedure — Managers

If an injury, damage incident or near miss is reported to a member of management, the manager should ensure that appropriate records are maintained.

Deaths and major injuries should be reported without delay either by phone to the Incident Contact Centre at 0845 300 99 23 (local rate) or online by using the RIDDOR online reporting facility on the HSE website: www.hse.gov.uk/riddor and immediate involvement of senior managers and social care professionals (social workers and senior managers).

If the incident results in over seven consecutive days of incapacity for work it is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) the enforcing authority must be informed online using the forms on the HSE website within 15 days.

Dangerous occurrences (as defined in RIDDOR) must be reported without delay online using the appropriate form on the HSE website. The copy that will be provided should be kept with other Storyy Homes records, including documents on the accident investigation. They should also be kept to advise the insurers of a potential claim.

The manager must keep records of any developments to the injured person's health, up to and including a return to normal duties. The manager must check that self-certification forms submitted by an injured employee are completed to show that the absence was caused by a work accident.

The manager is responsible for assisting contractors and visitors in complying with Storyy Homes's policy regarding accident reporting whilst on Storyy Homes's premises.

Accident Reporting Procedure — Visitors/Contractors/Service Users

Any non-employee who is involved in an accident or near-miss incident whilst on the home's premises must report the incident immediately to the person responsible for his or her presence on site. If the person responsible is not available, the visitor/contractor must obtain the assistance of a responsible person to ensure that company's procedure is adhered to.

All injuries must be reported in the accident book, however minor. Visitors and contractors who are unable to enter their own account into the book must arrange for another person to make an entry on their behalf. Visitors and contractors should also notify their own employer where applicable.

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Accident Reporting Procedure: OFSTED

According to Regulation 17 (Registration) Regulations 2009 the registered person must notify OFSTED without delay of the following incidents specified where they occur whilst services are being provided in the carrying on of a regulated activity, or because of the carrying on of a regulated activity:

- anything that requires resuscitation.
- admittance to hospital for more than 24 hours
- a broken bone or fracture
- dislocation of any major joint, such as the shoulder, knee, hip or elbow
- any loss of consciousness
- severe breathing difficulties, including asphyxia
- anything leading to hypothermia or heat-induced illness
- Incidents affecting a child who uses the service, including serious injuries or an injury requiring treatment by a healthcare professional to avoid death or serious injury requiring treatment by a healthcare professional to avoid death or serious injury.
- Events involving the service in a way that could affect all of the people who use it, including incidents reported to the police or emergency services.
- Where necessary report to local safeguarding team and work in line with the safeguarding children policy and procedure.

In all cases the notifications about an incident affecting a person must be made anonymous and include a unique identifier or code for the person involved.

Investigations

This section outlines the investigation procedures which are to be adopted when any accident, ill health, near miss or dangerous occurrence occurs on Storyy Homes premises during any work activity.

It is the policy of Storyy Homes to ensure that, where practicable, all accidents or incidence of work-related ill health, dangerous occurrences and near misses will be fully investigated by suitably trained staff. Accident or incident investigation is not a means of determining fault or apportioning blame.

The purpose of the investigation is:

1. to ensure that all necessary information in respect of the accident or incident is collated.
2. to understand the sequence of events that led to the accident or incident.
3. to identify the unsafe acts and conditions that contributed to the cause of the accident or incident.
4. to identify the underlying causes that may have contributed to the accident or incident.

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5. to ensure that effective remedial actions are taken to prevent any recurrence.
6. to enable a full and comprehensive report of the accident or incident to be prepared and circulated to all interested parties.
7. to enable all statutory requirements to be adhered to.

This policy will apply to all accidents or incidents involving employees, visitors, members of the public and contractors. Storyy Homes will co-operate with employers of contractors who may be involved in any accident or incident.

Staff Selection

To ensure that the objectives of the investigation are met, suitable and sufficient staff will be selected and trained in investigation procedures and interview techniques.

Staff selected to carry out investigations will be required to attend any necessary training and will be provided with the appropriate information and resources to enable them to carry out their respective roles.

Manager will act as lead investigator for the accidents or incidents as detailed below.

Other staff will be required to co-operate and participate in any investigation if the Storyy Homes feels that they have specific knowledge, understanding, experience or skills that may assist in the investigation.

All Staff will be required to co-operate and participate in any investigation.

Training

All staff selected to lead investigations will receive suitable and sufficient training in the investigative procedures to be adopted, interview techniques, report writing skills and in the use of any equipment employed in the investigation process.

Safety Representatives and Employees

Storyy Homes encourages the involvement of employees in the investigation process.

Recognised trade union safety representatives will be given access to any necessary information and workplaces to enable them to fulfil their duties.

Safety representatives will also be encouraged to fully participate in any investigation.

Employee representatives will also be encouraged to participate where a safety representative is not present.

All employees will be required to co-operate with Storyy Homes in any investigation.

Accident or incident investigation is not a means of determining fault or apportioning blame.

Enforcing Authority

In the event that the enforcing authority wishes to carry out an investigation, the care service will strive to meet all of its legal responsibilities when co-operating with the investigating inspector.

Equipment

All necessary equipment required to carry out investigations will be supplied, located in a suitable environment and be well maintained. All staff necessary will be trained in the use of such equipment.

Process of Investigation

Staff investigating any accident or incident will be given full access to the scene of the incident/accident and any other part of the workplace deemed necessary to carry out the investigation.

All necessary information will be collected and collated. Physical evidence may be recorded, and samples taken as necessary.

Investigating staff will be given access to any necessary documentation and will act in accordance with any requirements of the Data Protection Act 1998.

Interviews of those involved in the accident or incident, witnesses and any other person necessary will be carried out in accordance with the training and guidelines issued.

Remedial Action

Storyy Homes will, so far as is reasonably practicable, implement any recommendations made as part of the investigation. In the event of any remedial action taken, staff will be fully involved and provided with the necessary information, instruction, and training.

Records and Reports

All necessary staff will be issued with an accident report as soon as is reasonably practicable. Employees or their representatives will be given access to any report in so far as it is applicable to do so.

Records of any accident will be kept in accordance with the company's policy on record keeping and using company incident and serious incident reporting paperwork.

Any records kept will be done in accordance with the Data Protection Act 1998.