



KEEPING PEOPLE SAFE; POLICY & PROCEDURE FOR INCIDENTS, ACCIDENTS AND RISK ASSESSMENTS

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POLICY STATEMENT

ELCAP is committed to supporting people to have as full and as real a life as possible and recognises that this may involve ELCAP enabling a degree of risk-taking.

ELCAP will plan with each person how they want to live their lives, identify the risk this might entail, help the person to understand these risks and work out with the person best to manage these risks. With the knowledge and consent of the person ELCAP will work with others involved in their life to engage them in this process of risk assessment and risk enablement. Where health or other professionals have identified specific risks, those will have high priority in the planning of risk management. All identified risks and the strategies for managing these will be recorded in the person's support plan.

As part of the process of managing risks, all incidents and accidents will be recorded reported and reviewed, and the support plan updated as necessary.

PROCEDURE

To keep people safe we have to record, report and review what happens to the people we support. This includes recording, reporting and reviewing what might harm the person.

The Care inspectorate expects us to keep a record of any incident which is detrimental to the health or welfare of a service user. Scottish Statutory Instruments 2002, No, 114. The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002, 19, (3), (d). The Care inspectorate has also created a Notification Report (NR1102) which it requires in accordance with the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002. Other than management and staffing issues, the Care inspectorate expects ELCAP to report.

ELCAP also has a responsibility under the 'Duty of Candour (Scotland) Regulations 2018' to be open and transparent when an unintended incident occurs, that results in death or harm (or additional treatment is required to prevent injury that would result in death or harm).

Serious injury to service user, Theft, Accident, Outbreak of infectious disease or Death of a service user.

In addition, we think it would be best practice to complete an incident form if there is;

- A situation which exposes staff or service users to injury or the risk of injury. See ELCAP's Health and Safety policy.
- Any situation which may expose the service user or the member of staff to abuse. See Protecting Vulnerable Adults: ensuring rights and preventing abuse and also see the Lothian Child Protection Policy and Guidance document. See Adult Support and Protections Guidelines

All staff are responsible for reporting incidents as soon as possible after the incident. Firstly, by telephone, to the manager, to ensure that service users, staff and others can be supported and later by completing an incident form so that there can be a review of support. Managers will ensure that service users' personal plans and risk assessments are reviewed after incidents and that the service user's representative, Care Manager and the Care inspectorate are informed when necessary and will report on incidents to the Board of ELCAP.

Incident forms will be passed through line managers and sent to the Registered Manager. An administrator will maintain a register of completed forms. The Registered manager is the nominated person in ELCAP who is responsible for ensuring that information about neglect or abuse or the potential for neglect of abuse of an adult or a child is recorded and passed to the other agencies who can help to keep people safe.

Incidents and Accidents Procedure

For Incidents and Accidents which have happened, the member of staff will complete an Incident/Accident form.

When these forms are completed they are sent to the line manager.

When the line manager has dealt with the Incident/Accident, the forms is sent through line management to the Registered Manager.

In the event that the Duty of Candour applies, the line manager and Registered Manager will decide, using the Duty of Candour (Scotland) Regulations 2018 if the incident requires reporting under Duty of Candour and will report the incident accordingly.

The line manager and Registered Manager will arrange to meet with all relevant parties to the incident, where full disclosure will be made and an apology on behalf of ELCAP. This apology will then be followed up in writing, with an explanation of learning from the incident and measures that will be put in place to prevent the incident from happening again.

Learning from incidents/accidents

When a service user's support is reviewed by the support team any incidents/accidents reports and risk assessments will be part of that review.

In order that we can support a service user well we need to:

- know what the service user can understand and is likely to do now to prevent the risk
- know what the service user can understand and could do in the future to prevent the risk
- know what we have to do to support the service user where a situation poses a high risk and the service user cannot prevent that risk
- understand how we can communicate with the service user to reduce the risk, understand how we can change the place in which the risk is likely to happen to reduce the risk,
- understand how the different people involved effect the risk and what we can do to manage these.

We need clear and quick reporting of incidents and accidents because the needs of service users change and we want to make sure that we keep offering the best support and keep staff and other people safe.

If staff communicate with their managers immediately, the manager will give the support needed to deal with the situation. If staff fill in the forms quickly, managers can advise on the prevention of further incidents and accidents and can make sure that other agencies have been informed as soon as possible.

Risk Assessment Procedure

When we have a written risk assessment from Healthcare or Social Work professionals, we must follow these risk assessments until we have agreement from a formal review with a Care Manager to change this.

Any situation involving an ELCAP service user, which harms or might harm someone as we provide our service must be reported to a manager. Then it must be recorded and reasonable steps taken to prevent or minimise the danger in future.

It is the responsibility of every member of staff to report any incident or accident or risk that think may harm someone as we go about our business in ELCAP. We do this by contacting a manager who will ensure that any support that is required immediately is put in place. Then we fill out a form which allows us to make people aware of the danger, prevent the danger or manage that danger in the longer term.

Sometimes, there has been no incident or accident **yet** but a risk of harm has been identified. If we can **stop** the risk and provide the service users agreed support, we do this and record this in the service user's personal plan.

Risk Management

If changing what we do will only reduce the risk of harm, a risk assessment form is completed. A risk assessment form tells us about some threat or hazard to the service user, staff or others which we can't **stop** but the form tells us how we can minimise the harm to people **if** it happened or how to make it less likely to happen.

When these forms are completed they are kept for staff to read before they do their work. These forms will say if we are limiting the person's freedom when we try to keep them safe and these limits to freedom will be discussed at every review with the Care Manager. See Mental Welfare Commission document, "Rights, Risks and Limits to Freedom".



Risk Assessment Form

Service User's Name

Date of Birth

Risk Assessment implemented by

Care Manager involved

Date implemented

To be reviewed by

Date to be reviewed

2nd Date reviewed

Who could be harmed?
What harm are we concerned about?
How will we prevent and/or minimise the harm?
Limits to Freedom [e.g. safety sides, lap belts, alarms...]

Flowchart for Incident/Accident/Risk Management

