

## Incident Report Policy

The policy applies to all staff, volunteers and anyone working with, or on behalf of, Wellbeing 4 Life CIC (hereafter referred to as “Motivated Minds”).

### 1. Introduction

Motivated Minds recognise that the delivery of wellbeing is complex and sometimes things can go wrong. The organisation is committed to ensuring the safety of our customers, staff, volunteers, contractors and visitors and this is taken seriously at every level in the organisation.

Motivated Minds supports open and transparent systems of safety, and it is unacceptable to prioritise other objectives at the expense of safety.

The organisation actively supports the promotion of a positive approach and has a culture of openness and learning, which is fundamental to effective risk management and quality improvement.

The organisation supports the view that the response to incidents should not be one of blame but of organisational learning to encourage participation in the overall process. The organisation is committed to developing a just culture, encouraging a willingness to admit mistakes without fear of punitive measures. Every incident report is seen as a learning and quality improvement opportunity. Incident reporting is more likely to take place in an organisation where there is a well-developed safety culture and where there is strong leadership.

The organisation’s approach to incident management is designed to achieve the following objectives:

A standardised approach to incident management;

- To ensure that learning from incidents is an integral part of the organisation’s culture;
- To provide an analysis of trends which may identify the further need for intervention;
- To improve patient, staff and visitor safety by addressing systematic errors;
- To promote a culture of accountability.

### 2. Legislation & Guidance

Legislation	Description	Link
Health and Safety Executive (HSE). The reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 1995 (RIDDOR).	The Health and Safety at Work Act 1974, often referred to as the HSW is the main piece of UK legislation detailing the duties of employers regarding health and safety in the workplace. Its general principle is that employers have a duty to protect the health, safety and welfare at work of all of their employees and customers.	<a href="http://www.hse.gov.uk">www.hse.gov.uk</a>
Safeguarding Vulnerable Groups Act 2006	This created the Independent Safeguarding Authority (ISA) which aims to prevent unsuitable people working with children and adults across all services.	<a href="http://www.legislation.gov.uk/ukpga/2006/47/contents">http://www.legislation.gov.uk/ukpga/2006/47/contents</a>
Data Protection Act 2018 and the General Data Protection Regulation (GDPR)	Data Protection Act 2018 and the GDPR allows for storage and sharing of information for safeguarding purposes, including information which is sensitive and personal, and should be treated as ‘special category personal data’. Where practitioners need to share special category personal data, they should be aware that the Data Protection Act 2018 contains ‘safeguarding of children and individuals at risk’ as a processing condition that allows practitioners to share	<a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/711097/guide-to-the-general-data-protection-regulation-gdpr-1-0.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/711097/guide-to-the-general-data-protection-regulation-gdpr-1-0.pdf</a>

	information. This includes allowing practitioners to share information without consent, if it is not possible to gain consent, it cannot be reasonably expected that a practitioner gains consent, or if to gain consent would place a child/vulnerable adult at risk	
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### 3. Purpose

The purpose of this policy is to make clear the Incident reporting and investigation process, from incident recognition through to completion of the actions and closure. If the policy is implemented successfully, the result will be:

- Continuous reduction in levels of avoidable harm
- The provision of a safe environment for staff, volunteers, customer, visitors and contractors
- All incidents reported and investigated in a timely manner and appropriate learning and actions taken as a result successful implementation of this policy has the overarching aim of reducing harm and improving safety for staff and other key stakeholders.

#### **In applying this policy, Motivated Minds aims to:**

- accepts that things may go wrong and incidents will occur. When this happens, the organisation will respond quickly and positively to ensure the wellbeing of customers, staff, volunteers and the public. We shall investigate incidents to ensure that we learn the lessons and hence improve the quality of our services and promote a safer environment for all
- all team members have a role to play in identifying and minimising all kinds of risks.
- commit to promoting an open and fair culture where staff feel able to report incidents and learn from mistakes without fear of recrimination
- record all incidents that have resulted in harm or loss or have the potential to do so, and team members are to report these incidents to the appropriate person and in a timely manner. This applies to incidents affecting customers, directly employed staff and others including visitors, contractors and volunteers who are visiting or working on the premises.

### 4. Roles & Responsibility

- The Managing Director and the Board of Directors to ensure Motivated Minds has effective policies and procedures in place in accordance with legal requirements
- The Managing Director will monitor compliance with all policies and procedures
- Senior Managers should deal with grievances promptly, carrying out any necessary fact finding or investigations to establish the facts of the case and should not unreasonably delay meetings, decisions or confirmation of those decisions
- This policy will be reviewed, by the Board of Directors on an annual basis or amended in the light of new employment legislation and/or relevant case law.
- All team members have a responsibility to report incidents, to ensure that Motivated Minds is effective and that all statutory reporting requirements are met. Any member of the team who are involved in an incident must report to their line manager immediately.
- All new team members will be introduced to the principles of risk management, including incident reporting, during their Induction training programme. The organisation will identify an appropriate interval for training updates. Thereafter it is the responsibility of the staff member to identify their training needs on an ongoing basis, including the need for training updates.

## 5. What is an Incident?

- An incident is an untoward or adverse event that gives rise to, or has the potential to produce, unexpected or unwanted effects which could be detrimental to the safety of service users, other persons, staff or the organisation.
- 'Near miss', means any incident, which could have led to harm but did not, because intervention or evasive action was taken. 'Harm' means, "injury, ill-health, damage, theft or loss relating to persons, property, income or reputation".

**Adverse Incidents** are defined as:

- personal accident
- fire
- violence/abuse/harassment
- security
- incidents involving a vehicle
- ill health
- member pulled muscle whilst lifting
- infection control related incident

**Serious Incident** have serious outcomes that require formal investigation and are reportable to the Board of Directors and Funders. A serious incident is defined as:

- unexpected or avoidable death or severe harm of a customer, staff, volunteer or a member of the public;
- a scenario that prevents, or threatens to prevent, our organisation's ability to continue to deliver wellbeing services, including data loss, property damage
- harm potentially may extend to a large population;
- allegations, or incidents, of physical abuse and sexual assault or abuse;
- loss of confidence in the service, adverse media coverage or public concern

## 6. Risk Evaluation

- a) In line with our Health and Safety policy, risk assessments for all of our services are regularly undertaken and reviewed.
- b) Evaluation of risk is a key component of incident reporting and all incidents should be assessed to determine the level of risk and the type of action to be taken to reduce or eliminate any risk. Team Leaders have a responsibility for undertaking Risk Assessments in relation to our Health and Safety Policy for each programme and venue.
- c) All team members have a responsibility to identify and respond to, or escalate the risk to promote a safe environment.

## 7. Recording of Incidents

- a) Team Members should be fully open and co-operative with any reporting, investigation processes, and have a responsibility to highlight any risk issues which could warrant further investigation.

- b) Any member of staff who is involved in an incident must complete 004a Incident Form, and may be asked to write a written report. Completing an Incident Report form does not constitute an admission of liability.
- c) The organisation believes that incident investigation and reporting should only trigger or contribute to any disciplinary procedure where one of the following applies:
- d) Where there are repeated occurrences involving the same individual, despite retraining;
- e) Where the incident results in a police investigation;
- f) Where, in the view of the organisation or any professional registration body, the action causing the incident is far removed from acceptable practice;
- g) Where there is a failure to report an incident in which a member of staff was either involved or about which they were made aware.

## 8. Procedures

This policy and procedure describe the organisation's approach to the recording, reporting and the management of incidents and is the first step in the process.

- a) In the first instance, completion of an Accident/Incident Report form (**Appendix A**) which is to be raised by the on-duty Team Leader/Line Manager. Any member of staff who is involved in an incident may be asked to write a written report and should be fully open and co-operative with any investigation process, and have a responsibility to highlight any risk issues which could warrant further investigation.
- b) The Line Manager is then responsible for checking that all necessary steps have been taken to manage the incident/complaint and its aftermath. Once the incident has been initially investigated, a further risk assessment is undertaken to reassess services.
- c) Risks which cannot be rectified sufficiently should be escalated to the Therapeutic Lead (TL) and/or Managing Director (MD) who will make a best decision, based on policies, experience and the safety of customers and team. In the event that the TL/MD is not available, the Line Manager may use their best judgement, but let the TL/MD know immediately via voicemail and follow up with an email.
- d) The Therapeutic Lead and Managing Director may request further clarification, undertake further investigation or action as a result of an incident and will advise the person who reported the incident, accordingly. They will be responsible for collating and analysing data for presentation within required reports/associated trends analysis. They will monitor incoming incident reports to ensure that actions are completed in a timely way and risks escalated within the organisation. In these cases, a full investigation will be undertaken to determine the appropriate action.
- e) Following completion of an investigation, the TL or MD will refer the incident to the Board of Directors for review and sign off. The MD is responsible for ensuring the investigation has covered the requirements and has identified appropriate issues, learning and action.
- f) Final closure of an incident investigation is completed by the Board of Directors who quality assures the process and identify any wider learning or repeat incidents that may require more robust review.

## Accident or Incident Report

Details of Injured Person		Details of the Incident			
Name		How and where the incident took place and the activity at the time.			
Address					
Postcode					
Age	Telephone				
Details of Action Taken		Name of person in charge at the time			
Please give full details of the action taken, including any first aid treatment given. Please include the name(s) of the first aider(s)					
		Nature of Incident			
Any Contacts Made?		FULL DETAILS (continued)			
(Tick if Yes)					
Parent/Carer	<input type="checkbox"/>			Ambulance	<input type="checkbox"/>
First Aider	<input type="checkbox"/>			Fire and Rescue	<input type="checkbox"/>
Police	<input type="checkbox"/>			Premises Management	<input type="checkbox"/>

**Afterwards**

Please describe what happened to the injured person(s) following the incident or accident (e.g. went home, went to hospital, re-joined activity, etc.). Please also record any actions taken to prevent a reoccurrence of the accident.

**All of the facts stated on this form are a true and accurate record of the incident or accident.**

**Signature**.....

**Date**.....

**Name (Print)**

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**Return completed forms to: Managing Director Carla Andrews**