



Accidents and Health Emergencies for SSA Star Care

! Please ensure this document is read and understood by all new members of the team.

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ACCIDENTS, EMERGENCIES and DEATH POLICY

Introduction

This policy is intended to set out the correct and safe procedures to follow in the event of an accident or incident happening in the workplace.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning SSA Star Care approach to an accident, emergency or crisis.

The goals of SSA Star Care are to ensure that: all accidents and incidents are appropriately dealt with all accidents and incidents involving injury to staff or service users are reported and recorded appropriately all accidents and incidents are fully investigated the results and recommendations from investigations are fully implemented to prevent any re-occurrence of such incidents accident and incident records are monitored on a regular basis to inform practice and improve safety SSA Star Care complies fully with the Reporting of Injuries , Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) Policy Statement SSA Star Care recognises its responsibility to ensure that all reasonable precautions are taken to provide working conditions which are safe, healthy and compliant with all statutory requirements and codes of practice.

All accidents which do occur will be handled by SSA Star Care and its staff so as to minimise threat and injury to all, including service users, relatives and the general public.

Accidents will also be reported and the reports acted upon by SSA Star Care so that accidents can be minimised in the future and the experiences learnt from.

SSA Star Carefully adheres to Standard 11 – Safe Working Practices of the National Minimum Standards for Domiciliary Care Agencies, published in accordance with the Care Standards Act 2000, which related to the degree to which staff and service users are protected by the organisation’s working practices, policies and procedures.

Procedures to be taken in the event of an Accident, Injury or Health Emergency

In the event of an accident or emergency an immediate assessment must be made as to the seriousness of injury:

- a) if the injury is minor, basic first aid procedures, in which all care workers have been trained, should be carried out, senior staff informed and the appropriate incident or accident form completed
- b) if the injury is more severe, the prime concern must be to call an ambulance, inform the senior in charge and wait for the ambulance. When they arrive it is our responsibility to give them as much information as possible. It is important to explain what happened, if we know. It is extremely important to tell them about medication taken, if any and any special recorded preferences in the care plan, for example “Do NOT resuscitate!”.



2. If a service user needs to be taken to hospital, they must be accompanied by the familiar worker or other appropriate person/senior, unless the family or carer are also present. In that case offer and if declined simply report to your senior.
3. If and when accompanying a service user to hospital, the worker should take appropriate information about the service user i.e. date of birth, home address, next of kin, any medication being taken, special instructions in the care plan.
4. The senior in charge will inform any carer or family.
5. All accidents should be recorded in the accident book and in the service user's file.
6. Additionally, serious accidents should also be entered in the RIDDOR book and a copy forwarded as indicated. This will be done by senior in charge or the Health and Safety Champion(s). The care worker on t her scene must give all relevant information to these people in charge of reporting the accident under the RIDDOR law.
7. Registered Manager, H&S Champions and all other relevant staff will be informed of the outcome when it occurs.
8. Where a member of staff needs to be taken to hospital, their emergency details must be taken and friends or relatives notified through the emergency contact numbers.
9. Incidents where no injury has been sustained but which have identified a potential risk must also be recorded.
10. H&S Champions must monitor and analyse accident and incident records on a regular basis. This information should be used to inform practice and improve safety.
11. People under the influence of alcohol or drugs at work are a hazard to themselves and the people they work with. If an accident is caused when a person is drunk or on drugs they will be held responsible.
12. If the accident/incident involves any Safeguarding issue, the designated Safeguarding Champion(s) will be informed. They will investigate, inform carers, Social Services, Contract Manager, CQC, Safeguarding Board or Police as relevant.

In the event of a service users' Death

Care in the home frequently involves situations where expected and unexpected death can occur. Whilst it may not be possible to anticipate the timing of death, SSA Star Care is committed to participating in a planned and responsible management of the event. This encompasses suitable and sufficient guidance for the care worker who is/was undertaking the care.

The care worker must inform the senior in charge at the earliest opportunity who will then inform the carer and/or family of the service user.



The senior may also request the care worker to call the service user's GP, an ambulance and the Police.

If present at the time of death, the time at which breathing and pulse stopped must be recorded where possible.

It is the responsibility of the next of kin, or the Service User's representative to notify the undertakers once the GP has issued the death certificate, unless specific alternative arrangements have been made.

The Registered Manager will give notice to the relevant Care Commission in accordance with the regulations. The information should include the circumstances of the death.