



Phoenix Community Care Ltd Policy & Procedure

Internal and External Accident Incident Reporting

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Phoenix Community Care Ltd
Policy & Procedure

Internal & External Accident Incident Reporting

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Internal & External Accident Incident Reporting

Introduction

This procedural arrangement forms part of the PCC Health and safety policy document. It is to be read in conjunction with other PCC procedural arrangements on first aid at work and service users Health and safety policy. This procedure has been agreed with the board of directors and is effective immediately and requires the full co – operation of all staff volunteers and service users.

Internal reporting of accidents incidents procedure

Employees, service users volunteers, contractors or members of the public who sustain an injury or occupational disease must report the circumstances to the manager immediately. Assaults and near misses and no injury incidents are also reported on the same form. APPENDIX 1 is a flow chart to help in the distribution of accident/ incident forms

It is the managers responsibility to carry out a thorough investigation of all accidents and incidents, near misses and dangerous occurrences, using the attached form APPENDIX 2 . This investigation must be carried out promptly and all necessary action taken to prevent recurrence. The internal report form must be fully completed and signed.

Copies of the accident / incident form together with the completed investigation form must be discussed with the safety advisor. A copy of the accident / incident form is given to the injured person and a copy placed in the personnel file.

The manager must implement any interim precautions to [where applicable and practical] prevent the scene of the accident /incident from being disturbed, pending any investigations made by the enforcing authority or the police. The appropriate manager and health and safety officer must be advised of all reporting of injuries, diseases and dangerous occurrence [RIDDOR] incidents, and the manager must carry out an investigation of the accident / incident.

Where necessary and in cases of notifiable accidents and occurrences under RDDOR, the external reporting procedure must be followed, in addition to the internal procedures and completion of the investigation form. APPENDIX 3.

PCC has an internal accident / incident reporting book which is kept at the office.

The accident book is made up of individual accident forms that must be separated on completion and kept for not less than 40 years. The accident book must be kept centrally for completion by the injured person or their proxy [the accident book referred to in this procedural arrangement is a separate document and has its own sets of instructions for completion that must be followed.]

If injury occurs while off site but the person is engaged in an activity sponsored by PCC the relevant details must be entered into PCC accident / incident form and also in the accident book kept at the office.

External accident and incident reporting procedures

Riddor imposes legal requirements to ensure that reports to the appropriate enforcing authority are generated following certain incidents relating to work activities. Reporting of RIDDOR incidents are reported through the incident contact centre [ICC]

Following the incident notification to the ICC, the manager will receive a report back from the ICC that needs to be checked. The RIDDOR forms are found in the back of the accident / incident book kept at the E – Base office. A copy of the RIDDOR form needs to be kept along with the PCC accident and incident form and any investigation that has been done.

Summary of the main RIDDOR duties

RIDDOR applies to events that arise out of or in connection with work activities. The definition of 'work' and 'at' work have been altered to include the following:-

- Work as an employee
- Work as a self employed person
- Work experience provided in connection with a training course or programme
- Training for employment
- An understanding of the meaning of the phrase ' arising out of or in connection with work' is vital to being able to determine when an accident must be reported. It is certainly the key to determining whether or not accidents involving volunteers, service users and others who are not at work at the time must be reported.
- Whenever any of the following events arise ' out of or in connection with work ', it must be reported to the ICC . The manager making the report must retain a record of any incident.
- The death of any person as a result of a work – related accident whether or not they are at work. If a reportable injury subsequently results in the death of an employee, even if this is up to one year afterwards, it must be reported.
- Someone who is at work suffers a major injury as a result of an accident.
- Someone who is not at work e.g. service user, volunteer or a member of the public suffers an injury as a result of an accident and is taken from the scene to hospital for treatment.
- One of a list of specified dangerous occurrences takes place. RIDDOR dangerous occurrences are events that do not necessarily result in an injury, but have the potential to cause significant harm. A list of the reportable dangerous occurrences that might happen at a service is given below. The full list is to be found in schedule 2 to the HSE guide to RIDDOR at the back of the accident / incident book.

Major injuries include

- Any fracture [includes a break, crack or chip] other than to the fingers or toes.
- Any amputation – either traumatic amputation at the accident or surgical amputation at some time after the accident.
- Dislocation of the shoulder, hip knee or spine.
- Loss of sight [temporary or permanent]
- A chemical or hot metal burn to an eye
- .
- Any penetrating injury to an eye.
- Any injury resulting from electric shock or electric burn, leading to unconsciousness, or requiring resuscitation or admittance to hospital for over 24 hours.
- Any injury leading to hypothermia, heat – induced illness or to unconsciousness.
- Any injury leading to admittance to hospital for more than 24 hours.
- Loss of consciousness caused by asphyxia or by exposure to harmful substance or a biological agent
- .
- An acute illness requiring medical treatment, resulting from the absorption from any substance by inhalation, ingestion or through the skin.

Dangerous occurrences

Experience has shown that reportable dangerous occurrences at a service are rare. The following list is of those that could possibly affect PCC.

- The failure of any load bearing part of any lift, hoist, window – cleaning cradle, ‘ cherry picker’ or similar lifting equipment.
- The failure of a closed pressures vessel or associated pipe work such as a boiler,
- Substantial collapse of scaffolding over 5 metres high
- Any unintentional collapse of any floor, wall or false work of any building used as a place of work.
- An explosion or fire causing suspension of work in the premises for over 24 hours
- The sudden, uncontrolled release inside a building of 10 kgs or more of a flammable liquid or gas.
- The accidental release or escape of any substance in a quantity sufficient to cause death, major injury or damage to health.

Flammable gas incidents

There are requirements under RIDDOR for reporting certain events involving the supply of flammable gas to premises. In such cases the 'responsible person' will be the supplier of the gas and not the manager..

Over 3 day injuries

If someone, as a result of an accident at work suffers an injury resulting in them not being able to carry out their normal duties it is said to be an 'over three day injury', notification to the ICC is required. 'Incapacity for work' as defined by RIDDOR does not necessarily mean actual absence from the work place e.g. if a care manager suffered a back injury whilst at work and for the next 3 days was unable to undertake manual handling tasks, even if they were at work doing their other duties, this would still be reportable as an over 3 day injury. RIDDOR then requires notification to the ICC within 10 days of the event and in order to meet this legal deadline the manager must not delay the completion and posting off the form.

Reportable occupational diseases

If a person's job involves a specified activity and as a result of this, a doctor diagnoses that they suffer one of a number of specified occupational diseases, illness or medical conditions, then this is reportable. A list of reportable occupational diseases is to be found in schedule 3 of HSE guide to RIDDOR. Those that could reasonably be expected to affect certain employees at PCC are Cramp to the hand or forearm due to repetitive movements

- Traumatic inflammation of the tendons or tendon sheaths of the hand or forearm, due to frequent or repeated movements
- Carpal tunnel syndrome
- Occupational dermatitis
- Occupational asthma

Violence at work

This includes

- Verbal abuse, such as shouting, threats, insults and the use of foul or objectionable language
- Racial, sexual and other forms of harassment
- Physical assaults upon the person or their property
- Gestures and other types of anti social, unacceptable behaviour, likely to cause distress.



However, only actual physical injuries resulting in major injury or an ‘ over 3 day ‘ absence from work are reportable and not any psychological ill – effects resulting from acts of violence suffered by accident / incident report form.

Note some incidents involving acts of assaults must be reported to the police, whether or not they are reportable to the ICC under RIDDOR.

Responsible person

The person who has the legal obligation to ensure that the notifications and reports stipulated by RIDDOR are made to ICC is known as the ‘the responsible person ‘. The identity of the ‘responsible person’ will depend upon the exact circumstances of the accident or incident, including what happened, where it happened and the status of the injured person. As regards reportable accident and incidents to an employee and others at work, service users and volunteers the ‘responsible person ‘will normally be that person’s employer.

As with other health and safety legislation, RIDDOR imposes legal duties upon those who are in ‘control of the premises’. If for instance, if a person was injured and required hospital treatment while on an outing, organised by their service the ‘ responsible person ‘ for reporting the accident or incident would be the manager of the place they are visiting, rather than PCC. In the case of another employer’s employee suffering a reportable incident while working at one of PCC houses the ‘the responsible person ‘would be that persons employer. It must be stressed that PCC managers would still be required to report on any injury under any circumstances using the internal accident / incident form.

If a self employed or contractor working at one of PCC properties was injured, it would be the manager as ‘ the controller ‘ of the premises who would be the ‘responsible person’ .The situation is often complicated by the presence at services of employees of other employers including outside contractors that can often lead to confusion about who is the ‘responsible person’. To avoid unintentional breaches or RIDDOR arising from such scenarios, PCC has established simple safe guards in the reporting procedures. This consists of the manager undertaking the reporting process, where there is any doubt about who is in fact the ‘ responsible person’.

Employees and others are legally required to assist and co – operate with the ‘ responsible person ‘in the discharge of their RIDDOR duties by reliably, clearly and promptly drawing to the attention of the management, using the internal reporting procedure all accidents and incidents and ill – health which are work – related or associated with any other service – sponsored or permitted activities. Disciplinary action may be taken against any employee for non – compliance.

Incident contact centre

Reporting centre for all RIDDOR incidents. The ICC will in turn notify the correct enforcing authority:-

Caerphilly Business Park. Caerphilly. CF83 3GG

Tel 08453009923

fax 08453009924

Email iddor@natbrit.com

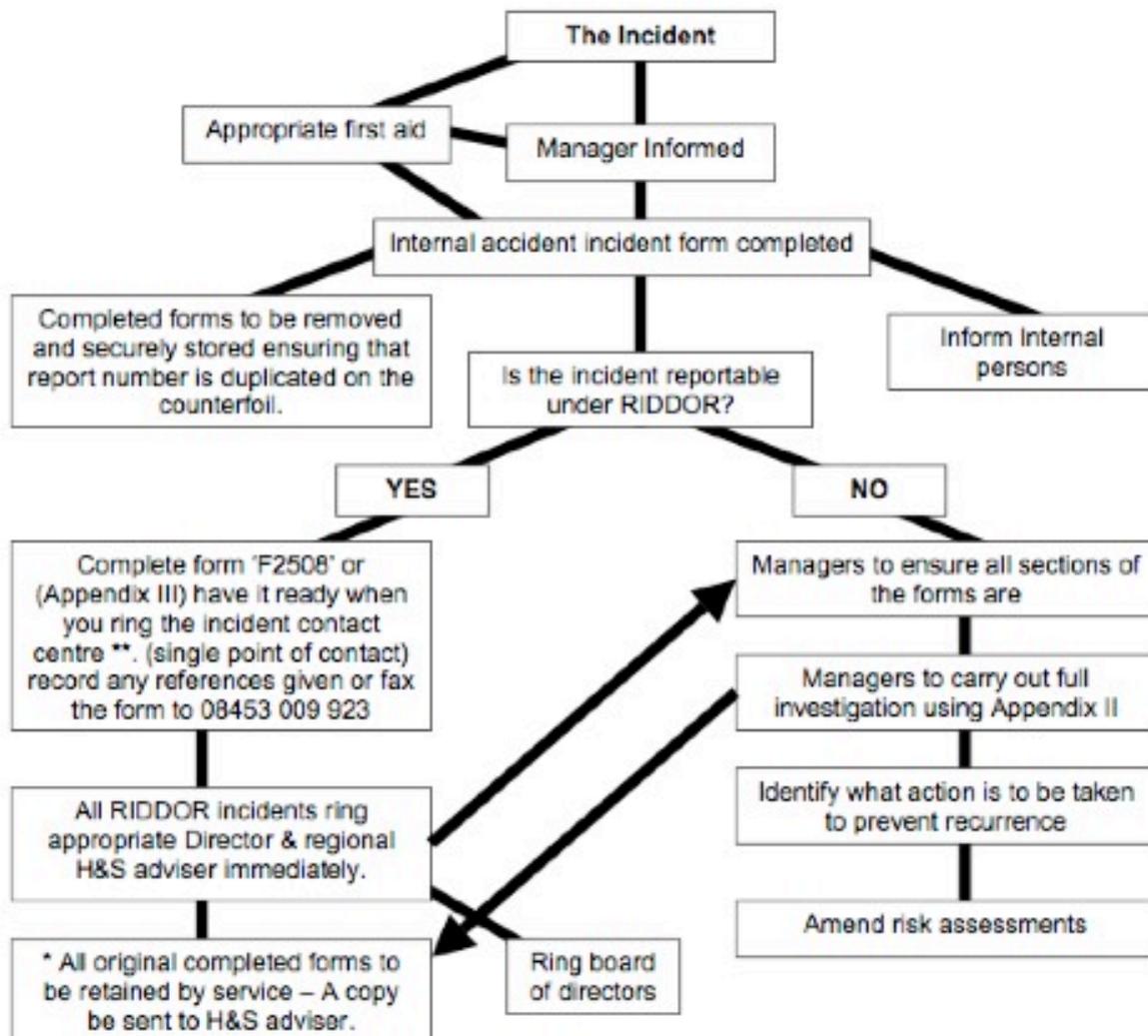


Summary of safe systems of work

- All personnel on PCC premises must report all accidents, incidents, near misses and assaults.
- All injured persons [or their proxy] must ensure that all details are recorded on the internal accident / incident report form in accordance with procedures.
- Employees and volunteers must notify management of incapacity for work.
- The manager must keep the board of directors informed of any after effects of the incident to an employee or volunteer, including any periods of total or partial incapacity for work.
- The manager must make the area safe in the vicinity e.g. by using barriers, warning notices etc, to safeguard other persons in the vicinity [where the accident results in a major injury, the scene should be left undisturbed until advised by the enforcing authority]
- The manager must ensure that any RIDDOR category has been notified to the incident contact centre,
- The manager must carry out a thorough accident / incident investigation, using the procedure forma attached, to;
 - Identify the cause
 - Identify what action is needed to prevent recurrence
 - Ensure that all necessary forms are fully completed and if any incidents falling under RIDDOR is duly reported to the incident contact centre
 - Amend risk assessments as appropriate
 - Satisfy PCC insurance.

APPENDIX 1

Accident / Incident Reporting Procedure flow chart





APPENDIX 2

ACCIDENT/INCIDENT REPORT FORM (008)

To be completed by the client's Key Worker

Client's Full Name _____

Date of Birth _____

Incident/accident involved who

Date of accident/incident _____

Where did the accident/incident occur? _____

Please give a full account of what happened

What was the outcome _____

Was anyone physically harmed as a result of the accident/incident? Please give details of any medical treatment administered and by whom?

Was the key worker present? YES NO

Please give the date that the key worker became informed of the accident/incident _____

Were any of the emergency services involved? (Police, fire or ambulance). If so, please give details of who and what action was taken.



Any further notes, please use the reverse side of this form.

APPENDIX 2

ACCIDENT/INCIDENT REPORT FORM (008)

To be completed by the client's Key Worker

Incident:

Outcome:

Recommendations:

Report by:

Date:



Name: