



Title
Accident and Incidents Policy and Procedure
Principle
Homekare Community Services approach is to remain proactive and respond to prevention, reporting and investigations appropriately to identify potential triggers, risk assess and minimise and future recurrence. We aim to do this by identifying learning lessons to improve the quality of our services, the safety of our team members and the health, safety and wellbeing of all our clients
Objectives
This policy sets the procedure and standards in which Homekare Community Service's approach to the prevention, reporting, investigation and learning from accidents and incidents that occur during the delivery of our care and support in the community This policy aims to: • Ensure the safety and wellbeing of all our client's, team member's and visitors • Prevent accidents and incidents through proactive risk identification and management • Ensure all accidents and incidents are reported promptly and accurately • Meet all regulatory and legal requirements for notification and reporting • Support people harmed by incidents through the Duty of Candour obligations • Investigate incidents thoroughly and identify root causes • Learn from incidents and implement improvements to prevent recurrence • Foster a positive culture where reporting is encouraged and valued
Scope
This policy applies to: • All clients of Homekare Community Services • All team members employed by Homekare Community Services including Care team, Senior team, Care Manager, HR & Compliance Lead, Registered Manager and Director/ Nominated Individual • All visitors, contract and agency workers that are working on behalf of Homekare Community Service's • All visitors and contractor on Homekare Community Service's premises

- All regulated activities carried out as part of our provision of care and support to others

Responsibilities

All Team Member's

- Report all accidents and incidents to the Senior/ Care Manager immediately or as soon as practicable
- Provide first aid or summon emergency assistance if necessary
- Secure the area to prevent further harm
- Preserve evidence and record details accurately
- Maintain confidentiality and dignity of all involved

Team Member's

- Report incidents to the Care Manager or Senior immediately
- Provide detailed information about what happened
- Engage with incident investigation and learning processes

Senior Care Team

- Act as first point of escalation for incidents
- Support Care Team in completing incident reports- accessible through their individual Nurse Buddy app
- Escalate serious incidents to the Registered Manager without delay
- Participate in incident investigations

Care Manager

- Receive and log all incident reports
- Complete incident report form with full details
- Escalate serious incidents to Registered Manager immediately
- Monitor and track incident trends
- Provide incident data for monthly governance reporting

Registered Manager

- Hold ultimate accountabilities for all incidents and safety
- Make decisions on CQC notification requirements
- Notify CQC without delay when required
- Apply Duty of Candour procedures for notifiable safety incidents
- Conduct or oversee serious incident investigations
- Review all incidents monthly
- Identify patterns and trends
- Ensure learning is shared with team member's
- Report incidents in monthly governance reports

Director / Nominated Individual

- Receive and review monthly governance reports
- Hold Registered Manager accountable for incident management
- Review serious incident reports
- Ensure strategic improvements based on incident learning

All team members-

- To complete training provided for first aid

Procedure

1. Definitions

1.1 Accident

An accident can be described as an unplanned event that results in injury, damage or loss. Examples include: falls, medication errors, burns, scalds, lacerations, equipment failures, and trips.

1.2 Incident

A broader term to describe an incident is encompassing any unplanned event that may affect the safety, wellbeing or quality of care. This includes accidents, near misses, safeguarding concerns, adverse events, equipment failures, security breaches, and any events that may impact our service delivery.

1.3 Near Miss

This can be described as an event that could have resulted in harm but did not, for whatever reason. Near misses provide valuable learning opportunities and must be reported and analysed to prevent future incidents.

1.4 Serious Injury

A serious injury is defined as one which, in the reasonable opinion of a health care professional: permanently impairs sensory, motor or intellectual function; causes prolonged pain (lasting or likely to last more than 28 days); changes the structure of the body; or shortens life expectancy. Specific examples include Grade 3 or 4 pressure injuries, broken bones, and serious medication errors causing harm.

1.5 Notifiable Safety Incident

A notifiable safety incident is any unintended or unexpected incident that occurred during the provision of a regulated activity that, in the reasonable opinion of a healthcare professional, already has or might result in death, or severe or moderate harm to the person receiving care. These incidents trigger the Duty of Candour obligations.

1.6 Duty of Candour

The duty to act in an open and transparent way with people receiving care. When a notifiable safety incident occurs, Homekare Community Service must inform the affected person (or their representative) in person, followed by written notification, provide an account of what happened, apologise, and offer appropriate support.

2. Types of Incidents Requiring Reporting

2.1 All Incidents Must Be Reported, Including:

- Falls (with or without injury)
- Medication errors or discrepancies (whether or not harm occurred)
- Missed or late care visits
- Injuries (minor or serious)
- Pressure injuries or deterioration in skin integrity
- Safeguarding concerns (suspected abuse, neglect, or exploitation)
- Challenging or aggressive behaviour
- Equipment failures or malfunctions
- Environmental hazards or health and safety concerns
- Team member's injuries or occupational health concerns
- Allergic reactions or medical emergencies
- Any other events that may impact care quality or safety

2.2 CQC Notification Required

Homekare Community Service will report the following incidents to CQC without delay:

- Death of a client (without delay)
- Serious injury causing: permanent impairment of sensory, motor or intellectual function; prolonged pain (28+ days); structural body changes; shortened life expectancy
- Confirmed abuse or allegations of abuse
- Grade 3 or 4 pressure injuries that developed after commencing care and support with Homekare Community Services
- Medication errors causing serious harm
- Falls resulting in serious injury (e.g., fractured hip)
- Any incident preventing the service from running safely
- Incidents reported to or investigated by police

3. Incident Response Procedure

3.1 Immediate Response (First 30 minutes)

- Ensure immediate safety: Call emergency services (999) if medical assistance is needed; Remove any immediate hazards; Move people to a place of safety if necessary
- Provide first aid or appropriate care support
- Preserve the incident scene as far as possible (do not move items that may be evidence)
- Identify and separate witnesses
- Reassure and support the person harmed
- Ensure confidentiality - only essential personnel should know about the incident at this stage

3.2 Initial Reporting (Within 1 hour)

- The team member involved reports the incident to their Senior/Care Manager
- Provide a verbal account of what happened
- If serious: Care Manager immediately telephones Registered Manager with brief details
- Record the time of report and the person receiving the report

3.3 Client and Family Notification

For minor incidents:

- Inform the client and family on the same day verbally; Provide written follow-up within 2 working days

For serious incidents or notifiable safety incidents:

- Registered Manager must inform the client and/or their representative in person as soon as reasonably practicable (within 24 hours)
- Provide an honest account of what happened
- Offer a sincere apology
- Explain what will happen next (investigation, support, monitoring)
- Offer emotional support
- Follow up with a written letter within 3 working days containing all the above information

4. Incident Reporting Form

All incidents must be documented on the Homekare Community Service's Incident Report Form- this is accessible by all team members on their individual Nurse Buddy app and once completed and saved will generate an automatic notification to the Care Manager and Registered Manager. The completion of the incident form must be completed within 5 hours. The form must be completed by the team member witnessing or dealing with the accident or incident first hand and with support from the Care Manager/ Senior.

4.1 Information to be recorded:

- Client's name, date of birth and address
- Date, time and location of incident
- Name and role of team member(s) involved
- Type of incident (fall, medication error, safeguarding concern, etc.)
- Detailed description of what happened (who, what, when, where, how) - clear and factual, avoiding blame
- Any injuries sustained and severity (none, minor, moderate, severe)
- Medical treatment provided or required
- Names and contact details of witnesses
- Immediate actions taken
- Whether emergency services were called
- Environmental factors or conditions that may have contributed
- Signature of person completing form and date
- Confirmation that client/family have been informed

5. Categorisation of Incidents

The Registered Manager will categorise each incident as follows to determine the level of response required:

Category	Examples	Action Required	CQC Notification
Green (Minor)	No injury; minor near miss; small administrative	Reported; documented;	No

	error with no impact	monitored for trends	
Amber (Moderate)	Minor injury; medication error with minor consequence; safeguarding concern without harm	Reported; Manager review; investigation if needed; safeguarding referral if applicable	No
Red (Serious)	Serious injury; Grade 3/4 pressure injury; confirmed abuse; death	Immediate escalation to RM; serious incident investigation; Duty of Candour; safeguarding referral	Yes

6. CQC Notification Procedure

6.1 When Notification is Required

The Registered Manager must notify CQC without delay (typically within 24 hours) when a serious incident occurs, including:

- Death of a client
- Serious injury
- Confirmed abuse or allegations of abuse
- Grade 3 or 4 pressure injuries developed after commencing care and support with Homkare Community Services
- Any event that stops the service running safely or as required by regulations

6.2 Notification Process

- Registered Manager identifies that the incident meets CQC notification criteria
- Registered Manager completes CQC notification form online
- Form includes: date and time of incident; full description of what happened; any injuries; actions taken; outcome
- Registered Manager submits notification to CQC without delay
- Director/Nominated Individual is informed of CQC notification

7. Duty of Candour Procedure

When a notifiable safety incident occurs (serious harm to a client), the Registered Manager must follow the Duty of Candour procedure:

7.1 Verbal Notification

- As soon as reasonably practicable (within 24 hours) after becoming aware of the incident
- Registered Manager or Care Manager meets the client and/or their representative in person

- Provide a factual account of what happened, based on information available at that time
- Offer a genuine apology for the incident
- Explain what happened and why
- Explain what will happen next (investigation, support offered)
- Listen to the person's concerns and answer questions as far as possible

7.2 Written Notification

- Within 3 working days of the verbal notification, send a written letter to the client and/or representative
- Letter must contain: full account of what happened; sincere apology; explanation of investigation process; timeline for updates; contact details for support
- Retain a copy of the letter in the client's file

7.3 Support and Follow-up

- Offer ongoing support: counselling; contact with family or advocates; updates on investigation
- Provide written updates on investigation progress
- Document all conversations and support provided

8. Safeguarding Referral Procedure

If an incident involves suspected abuse, neglect, or safeguarding concerns, the Registered Manager must make a referral to Nottinghamshire Safeguarding Adults Board or Local Authority Safeguarding Team:

- Notify Nottinghamshire County Council Adult Safeguarding: 0300 500 8080
- If Nottingham City: 0115 8763330
- Report immediately or within 24 hours
- Provide details of the concern, evidence, and vulnerable adult information
- Document the referral and outcome in the incident file

9. Incident Investigation

9.1 Investigation Standard

The Registered Manager will investigate all serious incidents to determine root cause and contributory factors. The investigation should be thorough, fair and objective, aiming to identify system or process failures rather than blame individuals.

9.2 Investigation Timeline

- Minor/Moderate incidents: Investigated and documented within 5 working days
- Serious incidents: Investigated within 10 working days

9.3 Investigation Process

- Gather all available information: review incident report; interview team member's involved (separately); interview witnesses; review care records; review risk assessments
- Identify potential causes: individual factors; environmental factors; systemic/process factors; training gaps
- Determine if incident was preventable or unavoidable
- Identify recommendations for improvement
- Complete investigation report

10. Learning and Improvement

10.1 Action Planning

For all incidents, the Registered Manager will develop an action plan to prevent recurrence:

- Identify specific actions required
- Assign responsibility to named individuals
- Set clear timescales for completion (target date)
- Identify training or procedure changes needed
- Monitor progress and evidence completion

10.2 Sharing Learning

- All significant incidents (Amber/Red) will be discussed in team meetings
- Learning points will be shared verbally and documented
- Training will be provided on identified topics
- Policies and procedures will be updated if needed
- Trend analysis will be presented at monthly governance meetings

10.3 Monitoring Progress

- Monthly: Registered Manager reviews all incidents, action plans and completion status
- Quarterly: Trend analysis presented to our governance meeting
- Annually: Policy review and update

11. Record Keeping and Confidentiality

11.1 Storage of Records

- Original incident reports: Stored securely in individual clients files
- Summary data: Recorded in incident log for trend analysis (anonymised)
- Investigation reports: Stored securely with access restricted to relevant personnel
- All records held electronically in secure systems with access controls

11.2 Retention

- Incident records retained for the duration of the client's involvement with Homekare Community Services
- Records retained for minimum of 6 years after closure of case
- Records must be available for CQC inspection at any time

11.3 Confidentiality

- All incident information is confidential and only shared on a need-to-know basis
- Individuals named in reports must be handled with sensitivity and respect
- No incident information shared with service users or families without consent, except as required by duty of candour

12. Team member's Support and Wellbeing

When a serious incident occurs, particularly if harm has resulted, Homekare Community Service's recognises that team member's involved may also require support:

- Managers will check in with affected team member's following day of incident
- Support available includes: counselling; supervision; debriefing
- Ensure team member's understand they will not be blamed if the incident resulted from systemic issues
- Document support offered and received

13. Monitoring and Governance

13.1 Monthly Governance Reporting

The Registered Manager will produce a monthly governance report for review by the Director/Nominated Individual, containing:

- Summary of incidents reported in the month
- Categorisation of incidents (Green/Amber/Red)
- Trends identified (e.g., recurring falls, medication errors)
- CQC notifications made
- Safeguarding referrals made
- Outstanding action plans and completion status
- Learning outcomes and improvements implemented

13.2 Key Performance Indicators

The following Key Performance Indicators will be monitored:

KPI	Target
Zero preventable serious incidents	Zero preventable Grade 3/4 pressure injuries; zero medication errors causing harm
100% safeguarding concerns reported to local authority within 24 hours	All safeguarding concerns actioned within 24 hours

