

OP21 *Accidents and Incidents*

1. Policy Statement

- 1.1 Shared Lives South West (SLSW) is committed to responding promptly and effectively to support any carer, person supported, or other individuals involved in an accident or incident related to the Scheme.
- 1.2 All out-of-hours incidents or accidents must be reported via the Shared Lives South West **on-call system**, which is available during weekends and bank holidays.
- 1.3 SLSW has a legal and moral duty to record and report any accident or incident involving people supported in Shared Lives services or carers in line with all regulatory requirements, including those set out by the Care Quality Commission (CQC), Health and Safety Executive (HSE), and local safeguarding boards.
- 1.4 The purpose of recording and reporting incidents is to identify patterns, understand causes, implement preventative measures, and create a safer environment. It is not about assigning blame but about learning and improvement.

2. General Principles

2.1 SLSW will ensure:

- A clear Health and Safety Policy is in place, supported by ongoing risk assessments and appropriate maintenance of premises and equipment
- All carers and staff have access to relevant training on health and safety, risk management, and incident reporting
- Carers understand their legal responsibilities under health and safety legislation
- Every carer undertaking a Shared Lives arrangement has up-to-date First Aid training, including CPR. See the Training Policy for full details
- Accident and incident reporting forms are easily accessible in hard copy (office and carer handbook) and digital format (on request)
- All accidents/incidents are reported, regardless of perceived severity.
- Statutory notifications to external authorities (e.g., HSE, Environmental Health) are completed as required
- Safety-related equipment (e.g., alarms, fire safety tools, assistive devices) is regularly inspected and maintained
- All incidents are reviewed systematically to inform ongoing risk reduction efforts

3. Responsibilities of Shared Lives Carers

3.1 Carers are responsible for:

- Understanding and complying with all relevant policies, procedures, and legislation relating to health and safety and incident management
- Engaging fully in required training and being aware of the legal implications of their actions
- Participating in risk assessments and implementing identified control measures
- Ensuring anyone affected by an accident or incident receives prompt support and, if needed, emergency or specialist medical treatment
- Reporting all incidents to the SLSW team as soon as possible
- Taking proactive steps to reduce the likelihood of future accidents or incidents
- Keeping accurate and complete records of all incidents and actions taken
- Reporting any perceived risks, unsafe conditions, or concerns to SLSW

4. Recording

4.1 All accidents or incidents involving people supported, carers, household members, visitors, or anyone else associated with Shared Lives must be recorded using the official Accident/Incident Form.

4.2 Carers must retain a copy of the completed form and send it promptly to SLSW, either by post or email.

4.3 SLSW staff will record the incident on the central database in accordance with the **SLSW Operational Record Keeping Flow Chart** and **Incident Reporting Guidelines** (available in the 'Notifications' section of the database).

4.1 The Operations team must be notified of all recorded accidents or incidents via email: Operations@sharedlivesw.org.uk

5. RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)

5.1 RIDDOR is the statutory framework for reporting certain work-related injuries, diseases, and dangerous occurrences.

5.2 SLSW is legally required to report to the HSE (or relevant enforcing authority) any notifiable event as defined in RIDDOR.

5.3 Team Leaders are responsible for:

- Completing the RIDDOR report form
- Submitting it to the enforcing authority promptly
- Ensuring accurate records are maintained for regulatory inspection

5.4 The following events must be reported:

- Fatalities resulting from an accident in connection with work
- Specified serious injuries (as outlined in RIDDOR)
- Dangerous occurrences, even if no one is injured
- Any injury that results in an employee or carer being incapacitated for more than three consecutive days
- Any diagnosed work-related disease where a connection to occupational activity is reasonably suspected

5.5 It is a criminal offence to fail to comply with RIDDOR or any directive issued by an enforcing authority.

6. Review

- 6.1 This policy will be reviewed every three years, or earlier if there are changes in legislation, guidance or local circumstances.

7. Responsibilities

- 7.1 The Registered Manager has overall responsibility for the effective implementation of this policy.