



## Incident and Accident Reporting Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

### 1. Purpose

To ensure that all incidents, accidents, near-misses, and unsafe practices are reported, recorded, investigated, and used to inform learning and service improvement at CARERS' HANDS H C A LTD.

### 2. Scope

This policy applies to all employees, agency staff, volunteers, contractors, and anyone working on behalf of CARERS' HANDS H C A LTD.

### 3. Policy Statement

We are committed to creating a culture of safety and continuous improvement. All incidents and accidents must be reported promptly, and no staff member will be blamed for reporting in good faith. Every report is an opportunity to learn and improve care.

### 4. Definitions

- **Incident:** Any unexpected or unplanned event that causes, or could cause, harm
- **Accident:** An unplanned event that results in injury or damage
- **Near-miss:** An event that did not cause harm but could have under different circumstances
- **Notifiable Incident:** An event that must be reported to CQC or under RIDDOR



## 5. Responsibilities

- All staff must report incidents immediately to their line manager or the Registered Manager
- The Registered Manager ensures appropriate investigation, follow-up, and external reporting
- Incident reporting is part of induction and ongoing training

## 6. Reporting Procedure

- Ensure immediate safety of all individuals
- Complete the Incident/Accident Report Form within 24 hours
- Notify the Registered Manager
- Record incident on internal log
- Review and assess level of risk and harm
- If serious: escalate to safeguarding team, RIDDOR, or CQC as appropriate

## 7. RIDDOR Reporting

Notifiable incidents under RIDDOR include:

- Major injuries (fractures, amputations)
- Over-seven-day staff absence due to injury
- Occupational diseases
- Dangerous occurrences (e.g. gas leak, fire)

Reports must be made online at <https://www.hse.gov.uk/riddor> within legally required timeframes.

## 8. CQC Notification

CQC must be notified without delay if incidents involve:

- Death or serious injury of a service user
- Allegations of abuse
- Police involvement
- Any event that stops the service from operating safely

## 9. Investigation and Learning

- All incidents are reviewed for root causes
- Action plans are developed to prevent recurrence
- Lessons learned are shared with the team during debriefs or supervision
- Repeat incidents are audited to identify trends



## 10. Confidentiality and Record Keeping

All records are stored securely and treated as confidential. They are retained for a minimum of 8 years in line with data protection regulations.

## 11. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or best practice occur. Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:

☎ **Call the Office:** 07535 8524917

✉ **Email:** [carershandsagency@gmail.com](mailto:carershandsagency@gmail.com)

## Signature and Declaration

Signed:

Chanyuka Dhlakama

**Designation:** Registered Manager

**Date:** 01/06/2025

**Next Review Due:** 01/06/2026