



Reporting Accidents and Incidents

Incident/Accident Reporting.

All accidents or incidents that happen at work (however small) must be properly reported even if no apparent injury is received. In addition, "near miss" or potentially hazardous occurrences must also be reported so that the company can deal with them and help prevent another member of staff or service user from suffering injury.

Incidents and accidents should be recorded for the person who is considered to be the **victim**.

IMPORTANT – If it is a staff member who is the **victim**, then a manager must complete Part 1 and Part 2 of the form. This is because Support Workers are not able to access staff dashboards on Mobizio.

The procedure for reporting an accident / hazard is as follows:

- As soon as possible report the accident to your line manager. This should ideally be done personally, but if this is not possible, get someone else to do it for you.
- Incidents and accidents should be recorded on the Company software Mobizio. The form to complete this can be found on the service user's dashboard under Incident/Accident. The form is in 3 parts and there are 2 versions of part 1 – Community Support and Supported Living.
- Part 1 should be completed by the person witnessing or involved in the incident/accident, or by a manager from discussion with the person witnessing or involved in the incident/accident. Only managers can access the incident accident form for staff members. Part 1 asks the person to create a form reference number (Initials of the person involved in the incident/accident, followed by the date of the incident/accident. For example pb040316). This reference number should be copied onto Part 2 and Part 3 forms.
- When the Part 1 form is submitted, it automatically prompts the relevant manager to complete Part 2.
- When Part 2 is completed the form will automatically prompt the Service Managers that they should complete Part 3.
- If it is something that requires a CQC notification such as a violent incident, safeguarding incident etc, the Service Manager must complete the notification on the Provider Portal on the CQC website.
- If the Service Manager is not available, the General Manager should be notified. The General Manager will then take appropriate action and notify CQC.
- There is **no need** to record the incident/accident on People Planner.

Please see the RIDDOR policy regarding information on reporting injuries, diseases and dangerous occurrences.

Paul Battershall
General Manager