INCIDENT REPORTING FOR INDEPENDENT SECTOR PROVIDERS

Legislation and Contractual Agreement requires that the Trust must be informed of Adverse Incidents within One Working Day and in writing not later than 48 hours after the occurrence. Below is a list of incidents that should and should not be sent to us.

An **Incident** is defined as *any event or circumstance that could have or did lead to harm, loss or damage to people, property, environment or reputation* (How to classify Adverse Incidents and Risk, HPSS April 2006)

Please Note: Where an incident is deemed to be of an urgent or safeguarding nature, it is essential that immediate action is taken.

WHAT TO REPORT:

Incident to be reported	Description/Perimeter's	ISP
Suspected Adult Safeguarding/ RQIA Reportable Incidents	Alleged/Suspected Abuse: Physical Psychological/emotional Financial Neglect Sexual Domestic Violence Human Trafficking/Modern Slavery	DOM
Fire/Smoking	Service User smoking in room/residence, Service User at risk in terms of smoking, Risk Assessment not undertaken; non-compliance with Smoking Guidelines within their residence	DOM
Falls Resulting In Injury	Injuries or suspected injuries including (but not limited to) head injury, fractures (including suspected); complaints of pain, bruising, skin tears, cuts/abrasion. If medical attention was required, if hospital attendance was required. All falls to be reported.	DOM
Medication	Misuse of medication; Medication not given; Medication given in error; Dosage errors; Loss of medication; Non-compliance; pharmacy errors; syringe pump errors	DOM
Missing/ Absconded	Service User missing from their Home/Residence/Absconded	DOM
Pressure Damage	Pressure Damage from Grade 2 upwards	DOM
Poor Recording	Home Recording books not appropriately completed; home recording books falsified	DOM
Choking	Episodes of choking or swallowing difficulties resulting in potential or actual harm to Service User	DOM
Accident	Explained injury that requires medical attention. Example (but not limited to) fractures, bruises, complaints of pain, abrasions, skin tears	DOM

Unexplained Bruising/Injury	Unexplained injury that requires medical attention. Example (but not limited to) bruising/skin tears/cuts/abrasions, fractures, etc. **NB: Ensure consideration of screening by the Adult Safeguarding Champion**	DOM
Missed Calls	Any calls missed. (Should also include the tasks not undertaken) This should include missed runs (note in body of DATIX missed run and number of missed calls, ie, missed tea run x 6 calls)	DOM
Call Times	Call earlier/later than commissioned; not staying allocated time; clients feeling rushed.	DOM
Communication	Lack of communication; poor communications; communication breakdown	DOM
Equipment	Equipment issues – any incident or fault related to equipment, which could cause risk or harm, ie dislodged enteral feeding/trachea tubes, dropped syringe pump, deflated mattress, hoist faults/issues.	DOM
GDPR	Data Breaches, including but not limited to: • Missing records • Unintentional destruction of records • Inappropriate storage of records • Inappropriate sharing of Service Users information • Failure to retain records in line with Guidance	DOM

Environmental/ Estates	Including but not limited to:
	• Damage to buildings, equipment or records as a consequence of:
	  ○ Fire
	  ○ Flood
	  ○ Storm
	  ○ Intruder
	  ○ Vandalism
	  ○ Terrorist Act
	• Adverse weather conditions
	• Infestation/non-hygienic environment
		DOM

Infectious Outbreaks	Infectious Outbreak including but not limited to: • Norovirus • C Difficile • Scabies • Chicken Pox/Shingles • Influenza/Covid-19	DOM
Behaviour	Including but not limited to: • Distressed reactions • Dementia related behaviours • Sexualised behaviour • Alcohol/drug misuse • Self-harm	DOM
Unexpected/Sudden Death	Only required where the death is unexpected, sudden or suspicious	DOM
Refusal/Non-Compliance	Required where Service User refuses tasks regularly such as personal care, food, medication, where potential for harm exists	DOM