



*Making the difference*

## Serious Incident Procedures



## SERIOUS INCIDENT PROCEDURES

### Introduction

This policy details the process for the management of incidents. This includes incidents ranging from 'No Harm' to 'Serious Incidents'. The aim of this policy is to ensure that all incidents, whether clinical or non-clinical are reported to the Senior Management Team, investigated appropriately and action[s] taken to minimise the risk of reoccurrence.

### Definitions of terms commonly used in incident management

'Near miss' or 'Prevented Incident' – Any incident that had the potential to cause harm but was prevented (by chance or appropriate intervention), and resulted in no harm.

'Incident' – an event or circumstance that could have, or did result, in unnecessary damage, loss or harm such as physical or mental injury to a patient, staff, visitors or members of the public:

'Serious Incident' (SI) - An accident or incident when a patient, member of staff, or member of the public suffers serious injury, major permanent harm or unexpected death, (or the risk of death or injury), on Vbranch House premises or where they are providing services. Serious incidents requiring investigation are rare (none reported at Vbranch House). However, these measures are written to protect patients and ensure that robust investigations are carried out. When a serious incident occurs it will be reported to all relevant bodies, trustees and governors by the Chief Executive.

### Roles and responsibility

The Chief Executive of Vbranch House has responsibility for supervising the way regulated activity is managed. The Head of Therapies will notify the CQC and CCG about events that indicate or may indicate risks to ongoing compliance to our clinical service. The Head of Education has responsibility to notify Ofsted about events that indicate risks to practice in the school. All Employees/Staff have a duty to Report Incidents.

### Reporting Process

If you are involved in or witness an incident, to the best of your ability take all necessary action to ensure that the needs of the person(s) or facilities affected by the event are attended to, minimising the risk of further harm to the person affected and others.

Ensure that any medicines or equipment that has been involved in the incident are quarantined labelled and under the jurisdiction of the Head of Service.

Report the incident verbally to your line manager or member of the Senior Management team. Immediately following any action in relation to the person/facility affected and complete the incident file as soon as is reasonably possible.

A member of the Senior Management Team will review the incident within 3 working days.

If it is suspected that the cause of the incident was the unacceptable performance or conduct of a member of staff the Chief Executive may be required to consider suspension of the member of staff to ensure the safety of patients, children or the service.

**K Moss**  
**Chief Executive**  
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