



Delivering Quality Healthcare

Policy Title	Accidents and Emergencies. Policy: 02	Date implemented or date of last review	09/05/2020
CQC KLOE Reference	Safe	Date of next review	08/05/2021

1. POLICY STATEMENT

- 1.1 KOPE-MEDICS recognises its responsibility to ensure that all reasonable precautions are taken to provide working conditions which are safe, healthy and compliant with all statutory requirements and codes of practice.
- 1.2 However, the organisation recognises that accidents are, even in the safest of working environments, from time to time is inevitable, despite the best efforts of staff, service users, relatives and other professionals to prevent them.
- 1.3 Such occurrences must be handles by KOPE-MEDICS and by its staff so as to minimise threat and injury to all, including service users, relatives and the general public. They must also be reported, and the reports acted upon so that accidents can be minimised in the future.
- 1.4 Any incidents must be reported, and the reports must be acted upon by KOPE-MEDICS so that accidents can be minimised in the future and KOPE-MEDICS and the staff can learn from their experiences.
- 1.5 To this end, KOPE-MEDICS adhered fully to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 which states that registered persons must have procedures in place for dealing with emergencies which are reasonably expected to arise from time to time and which would, if they arose, affect or be likely to affect, the provision of services.

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2. AIM OF THE POLICY

- 2.1. This policy is intended to set out the values, principles and policies underpinning KOPE-MEDICS' approach to an accident, emergency or crisis.
- 2.2. The goals of KOPE-MEDICS are to ensure that:
 - a. All accidents and incidents are appropriately dealt with and all accidents and incidents involving injury to staff or clients are reported and recorded.
 - b. No matter how minor, all reported accidents or incidents are fully investigated; with the results and recommendations from investigations are fully implemented to prevent **any re-occurrence of such incidents**.
- 2.3. The registered person ensures that the agency has system and procedures in place to comply with the requirements of the Health and Safety legislation including:
 - a. Management of Health and Safety at Work Regulations 1999 (Management Regulations)
 - b. Manual Handling Operations Regulations 1992
 - c. Control of Substances Hazardous to Health Regulations (COSHH)
 - d. Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)
 - e. Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
 - f. Provision and Use of Work Equipment Regulations 1998 (PUWER)
 - g. Health and Safety at Work Act 1974
 - h. Food Safety Act 1990

3. ACTIONS TO BE TAKEN IN THE EVENT OF AN ACCIDENT OR INJURY

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- 3.1. In the event of an accident, incident or emergency, temporary workers should take the following action:
- a. In the event of a minor injury or health related incident the First Aid Policy should be followed and first aid care rendered per the situation and the member of staff capabilities and training.
 - b. Following such an incident, an accident form should be completed and the clients' GP or relevant medical professional informed.
 - c. In the event of an injury where medical attention is considered advisable or necessary, the clients' GP or an ambulance should be called as appropriate.
 - d. If there is any doubt about the need for medical attention, an ambulance should be called immediately and arrangements should be made to take the casualty to hospital.
 - e. If the first-aider, or home care worker, decides that an ambulance is appropriate, they should follow the procedures below:
 - Call 999 and request for an ambulance to be sent immediately. It is essential that the precise location of the occurrence is given and the nearest point of access for the ambulance to be suggested.
 - Decide for the ambulance to be met by a relative or another person as appropriate and if available.
 - Ensure that the client is accompanied to hospital, when appropriate; by responsible person and that they contact KOPE-MEDICS main office soon after arrival at the hospital, to give updated information on the condition and location of the casualty.
 - Contact the main office or a line manager to report the incident and make arrangement for the appropriate forms to be completed.
 - If the agency worker is unsure about the course of action to take or in the event of complications (such as having to accompany

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the client themselves) then they should contact their line manager or the main office for advice.

- The agency worker or first aider attending to the casualty should then ensure that the line manager/ head office is notified of the accident/ illness, as appropriate.
 - The responsible line manager should then ensure that arrangements are made for relatives or friends of the casualty to be advised fully of the situation if necessary, and to ensure that an incident report form and any other relevant paperwork is completed as soon as possible.
- f. In the event of an injury requiring first aid, where a fire is reported, where there is violence or aggression or where a client goes missing, the appropriate policy should be followed.

4. ACCIDENT OR INCIDENT REPORTING

- 4.1. At KOPE-MEDICS all accidents, incidents, emergencies and "near misses" must be recorded and reported to the management using a standard incident form.
- 4.2. Accident and incident reports should then be dealt with per the Accident Reporting Policy.
- 4.3. Employers must by law notify certain categories of accidents, specified cases of ill health and specified dangerous occurrences to the Health and Safety Executive (HSE) or the local authority (LA) to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

5. TRAINING

- 5.1. The Training Manager, Ms Feyi Olabisi is responsible for organising and co-ordinating training.

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5.2. All staff receive induction training in KOPE-MEDICS policy for dealing with accidents and emergencies.

6. DEALING WITH SO-CALLED CHALLENGING BEHAVIOUR IS INCLUDED IN THE INDUCTION TRAINING FOR ALL NEW STAFF

- 6.1. These sessions should cover the drill of how staff should act in an emergency.
- 6.2. All staff of KOPE-MEDICS are given adequate training and information on accidents at work and how to avoid them.

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