



Delivering Quality Healthcare

Policy Title:	Serious Incident Notification Policy: 61	Date implemented or date of last review:	11/05/2020
CQC KLOE Reference:	Safe	Date of next review	10/05/2021

1. PURPOSE

1.1. To comply with statutes, regulations and quality standards

2. CARE QUALITY COMMISSION (REGISTRATION) REGULATIONS 2009: REGULATION 18

- 2.1. The intention of this regulation is to specify a range of events or occurrences that must be notified to CQC so that, where needed, CQC can take follow-up action.
- 2.2. Providers must notify CQC of all incidents that affect the health, safety and welfare of people who use services.

3. COMPONENT OF THE REGULATION

- 3.1. Section 18(2) of this regulation refers incidents as any injury to a service user which, in the reasonable opinion of a health care professional, has resulted in
 - a. an impairment of the sensory, motor or intellectual functions of the service user, which is not likely to be temporary,
 - b. changes to the structure of a service user's body,
 - c. the service user experiencing prolonged pain or prolonged psychological harm, or
 - d. the shortening of the life expectancy of the service user.

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- e. any injury to a service user which, in the reasonable opinion of a health care professional, requires treatment by that, or another, health care professional in order to prevent—
 - f. the death of the service user, or
 - g. an injury to the service user which, if left untreated, would lead to one or more of the outcomes mentioned in sub-paragraph (a).
- 3.2. All our staff, Client and visitors to the establishment, and all staff working in the community during working hours on the organisation's business

4. POLICY

- 4.1. Serious accidents will be reported to the CQC within 24 hours of occurrence
- 4.2. KOPE-MEDICS will have regard to the following guidance and will ensure that incidents are reported as per regulatory requirements
- 4.3. Injuries include those that lead to, or that if untreated are likely to lead to, permanent damage – or damage that lasts or is likely to last more than 28 days – to:
 - a. a person's sight, hearing, touch, smell or taste any major organ of the body (including the brain and skin) bones muscles, tendons, joints or vessels
 - b. the development after admission of a pressure sore of grade 3 or above that develops after the person has started to use the service any injury or other event that causes a person pain lasting, or likely to last, for more than 28 days
 - c. Intellectual functions, such as intelligence, speech, thinking, remembering, making judgment, solving problems.
 - d. Injuries or events leading to psychological harm, including post-traumatic stress disorder other stress that requires clinical treatment or support psychosis clinical depression clinical anxiety

These lists is not exhaustive

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