



Incident Management System

Residential Care and Home Services

We take any incidents that may happen very seriously. An **incident** is any event that has (or could have) caused harm to you or another person while we are providing care or services. Our goal is to manage any incident to ensure your safety and reduce the chance of it happening again. This includes taking steps to improve the way we do things. Here is a simple overview of how we manage incidents.

Step 1: Immediate help

- Staff will take action right away to keep you safe.
- They might call for more help or an ambulance if needed.
- The event will be written down in your care record.

Step 2: Check and Talk

- A staff member with the right skills will look at what happened.
- They will tell a manager about high-risk incidents.
- We will often talk to your chosen family member or representative about the incident.
- We are open about what has happened and what will happen next.

Step 3: Taking Action

- We will think of new things that can be done to stop the incident from happening again.
- This might include:
 - Changing equipment you use.
 - Changing how we provide your care.
 - Asking a nurse or other health expert to see you.
 - Having a meeting with you and your family to talk about your care plan.
- We will add any new actions to your care plan.

Step 4: Learn and Improve

- Our leaders will check that we handled the incident well.
- They may investigate further to find out more about what happened and what we can learn.
- Sometimes we need to tell other people about the incident, like the Police or the Government Serious Incident Response Scheme. This is so your rights are protected and your care is transparent.
- We look at incident patterns to find ways to make our services better for everyone.
- We report this information to our leaders and the Board so we are continually improving.