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| **DOCUMENT TITLE:** | **Incident, Accident & Death Notification Protocol** |
| **CATEGORY:** | Governance and Assurance |
| **LAST REVISED:** | March 2023 |
| **VERSION:** | v3.0 |
| **DUE FOR REVISION:** | March 2024 |
| **OWNED BY:** | Head of Governance and Assurance |
| **RELATED DOCUMENTS:** | Near Miss, Incident, and Serious Untoward Incident Policy |

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| **OUR PRINCIPLES:** | With passion and excellence, Delphi makes a  difference to people’s lives by providing innovative and specialist addiction services that lead the way from dependence to freedom. |
| **OUR VALUES:** | We all commit to and care about: going one step further with our customers; our wellbeing as individuals and as teams; and improving and strengthening ourselves and our organisation. |



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| **BEFORE** | |
| **Understand role & complete adequate training** | All staff and volunteers must read the Near Miss, Incident, and Serious Untoward Incident Policy and must discuss any questions they have about the Policy, or this procedure, with their manager.    Upon joining Delphi Medical, all staff and volunteers must undertake induction, which includes incident training.    Annual incident training is mandatory, for all staff and volunteers working within the company. Managers must ensure that all staff complete their mandatory training.    Additional training is encouraged. Managers must discuss additional training via supervision. |
| **Be alert** | Actively observe your surroundings for potential hazards and take responsibility for your own safety and the safety of others around you. |

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| **DURING** | |
| **Act in a timely manner** | Upon discovery of an incident or accident, assess the situation and take immediate steps to minimise impact and secure the safety of any other persons potentially at risk.   1. Does medical attention need to be organised? (Dial 999) 2. Is urgent police presence required? (Dial 999) 3. Has a crime been committed, and does it need to be reported? (Dial 101 unless immediate risk) and preserve forensic evidence (if applicable)     All safeguarding concerns must be discussed with either the Safeguarding Lead or Service Manager in the first instance (see separate safeguarding procedure if appropriate.) |
| **Always Protect Our Data** | All forms that are submitted as part of this process should always be password protected. This is to protect both our and our customers information. |



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|  | If you are unsure what the Delphi default password is please speak to your manager or contact the Governance and Assurance (G&A) team. |
| **CQC**  **Notifications** | For CQC registered services we notify CQC in the following circumstances:   * Upon the event of the death of a customer within our case. * If the incident involves calling the police, a Police CQC notification form must be completed and submitted along with the Incident Accident form. * All instances of abuse or alleged abuse involving a customer within our services should be reported to CQC. Please note that instances of self-neglect should be reported as abuse.     Each CQC registred location has a unique registration number so please ensure that the correct form is used for your location.  Copies of the CQC Notification forms can be found at Appendix 1. |
| **Internal Reporting** | Complete and submit the appropriate form as soon as possible, within **48 hours**. Within Syncora we use two incident reporting  forms the ‘Incident, Accident Form’ and ‘Death Notification form’. Copies of the forms can be found at Appendix 1.  The forms are available on SharePoint and on Quip. Details of where to submit the completed form are located on the bottom of the form.    Upon receipt of the form, the G&A Team will log and then review the incident.    If no further action is required (for example a near miss where correct action has been taken by staff), G&A Team will log the outcome and then close the incident. |
| **Statutory & contractual reporting** | If the incident relates to a data breach, G&A Team will complete the GDPR reporting template immediately (via QUIP) and liaise with the Group Data Protection Officer so that a report can be made to the Information Commissioners Office (ICO) if  appropriate. |

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|  | G&A Team will advise the Service Manager and member of staff if duty of candour applies, and the three parties will work collectively in accordance with the Duty of Candour policy.    If the incident is notifiable to commissioners via contractual obligation, for example the death of a customer within our care, the appropriate Service Manager will be notified and sent a copy of the completed Death Notification for sign off, and the G&A Team will correspond with commissioners.    If the incident is notifiable to insurers as per our insurance policy, G&A Team will ensure that an insurance notification form is completed by the relevant person and Governance and Assurance Team will liaise with insurers.    If the incident is notifiable to CQC as per our regulatory requirements, G&A Team will send the completed CQC notification form to the Service’s CQC Registered Manager (RM) for sign off and then ensure it is submitted to the CQC in line with set timescales. |
| **Incident Investigation** | If investigation is required, a manager will be assigned and notified via email.  The timescale for completion of an incident or accident investigation is **14 days** from the date of the incident.  The timescale for completion of a Death notification investigation is **28 days** from the date of the incident. |
| **Customer Death** | If the matter concerns the death of a customer who is under our care, we may be called to Coroner Court.    Within the investigation section of the Death Notification form (Part 2) contains a section that the investigating manager should pass to the keyworker to complete.  The ‘Keyworker summary’ section should be completed by all of the relevant staff members who were involved in the customer’s  care. |





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|  | (As this section is part of the investigation, the section needs to be fully completed in line with the deadline for completing the investigation).  The information contained within this section will be used by the G&A Team to liaise with the Inquest Team or Coroner to provide the necessary documents on behalf of Delphi.    For staff working in HMPs a Team debrief is completed. The Prison will also complete a HOTT Debrief and 72 hour review.    Delphi Commuity teams may also hold a team debrief to ensure the staff team is supported and one-to-one support is offered to the keyworker involved in the customer’s care. |

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| **AFTER** | |
| **Tracking** | Once the investigation is complete, G&A Team will note lessons learnt, good practice and recommendations and will liaise with managers for updates on outstanding actions until they are complete. |
| **Statutory & contractual reporting** | G&A Team will send all completed Death Notification investigations to commissioners (if appropriate) and to CQC and/or insurers if they have been requested as part of the notification process. |
| **Learning** | Good practice and lessons to learn from near misses, incidents, and serious untoward incidents are discussed initially at team meetings and individual supervision meetings as appropriate.    Learning from near misses, incidents, and serious untoward incident investigations are then discussed at the monthly managers meetings. Further actions agreed as necessary to ensure robust learning and quality improvements.    All Registered / Service Managers, and SLT members, attend the six weekly Care Governance Group and share learning, contributing to group-wide learning and improvement.    The Head of Governance & Assurance monitors effectiveness of this procedure and associated policy, including the effectiveness of the learning and improvement process, in line with the audit schedule. |

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| **Appendix 1** | |
| Incident forms to use: |  |
| Police CQC notification forms to use: |  |
| Safeguarding CQC  notification forms to use: |  |
| Customer Death CQC notification forms to use: | Separate Death CQC notification forms are no longer required as this forms part of the Death Notification form – the G&A Team will extract the information and complete the Customer Death CQC notification form from the information provided. |