

Culture&

Accident Policy

In the Event of an Accident

Always try to remain calm.

Assess the Situation

1. Always check that the area the patient is in is safe enough to enter before you give assistance.
2. If you did not see what happened ask someone who witnessed the incident. This could include asking the patient.
3. NEVER PUT YOURSELF AT PERSONAL RISK.

Dealing With the Accident

1. If professional help is required e.g. ambulance, qualified 1st Aider or GP, ensure this assistance is called upon immediately.
2. Whilst waiting for assistance, and only if you are sure of what you are doing, apply appropriate first Aid.
3. If you are unsure of what to do, keep the patient STILL, WARM and comfort them.
4. NEVER GIVE THE PATIENT ANYTHING TO EAT OR DRINK.
5. Where possible stay with the patient and monitor their progress e.g. If they become unconscious note at what time did this happen etc.

After Care

1. When professional help arrives, give them as much information about the patient as you can e.g. what happened to the patient. Did they become unconscious at what time did this happen etc?
2. If the patient is on medication give this information to the professional.
3. If the patient needs to go to hospital, find out which hospital they will be taken to.

MAKE SAFE

1. When the patient is suitably cared for, if it is practical and appropriate to do so and with suitable personal protection, ensure that the area in which the accident took place is clear of any bodily fluids or debris.

Recording the Accident

1. Report verbally any information to those who need to know. e.g. Relatives, First Aid Officers, the Manager and other work colleagues.
2. Complete an accident report form giving as much information about the incident as you can. Ensure this is duplicated in the staff file as appropriate.
3. Any accident which requires admission to hospital or has Health and Safety implications must be reported using the statutory Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Accident* (or near misses) records must be kept in accordance with the Data Protection Act, no matter how small the incident or injury. Accidents and near misses are recorded in the accident book held in both our Stoke and London offices.

*An accident is defined as a separate, identifiable, unintended incident, which causes physical injury.