



Easy Read



Incident Reporting Procedures

May 2025



Why do we need this policy?



Centre 404 must make sure that everyone who uses its services stays as safe as possible



This policy tell us what staff must do when there is an






- Incident
- Accident
- A near miss



The policy tells staff what an incident is and how to record and report it



Centre 404 staff, volunteers and agency workers must all follow the incident reporting procedures

	<p>Staff will have training on how to report incidents</p>
	<p>All staff involved in or who saw the incident must fill out an incident report</p> <p>Managers must make sure they follow up on anything that needs to happen</p>
	<p>Centre 404 must protect service users and staff</p> <p>We must learn from incidents</p>
	<p>Centre 404 must be honest with our service users and their families around the care and support we give people</p>
	<p>We must tell people when something goes wrong</p> <p>We must offer support, tell the truth and say sorry</p>

What is an incident



Incidents are things like

- Having to call the police or an ambulance
- Someone having to go to hospital
- Someone being seriously harmed or injured
- A service user dying
- Medication errors
- A missing person
- Acts of violence or crime
- Bruising on a service user that we cannot explain
- A service user refusing their medication



Incidents could also be

- Evacuated the service in an emergency
- Damage to a property, like a fire, flood or loss of power
- Lots of incidents happening in a service
- Incidents that might lead to safeguarding, like allegations of abuse



Incidents can also be things like

- Staff using physical restraint
- Behaviour that is out of character for a service user and might be seen as challenging
- Any other behaviour that could be a concern
- Giving PRN medicine that is a controlled drug



If staff are not sure something is an incident they should speak to their manager

Getting medical attention



All staff must have first aid training

If they need advice they should call

- the person's GP
- 111
- or out of hours GP



For serious injuries staff will need to call 999 and decide if the person needs to go to hospital



This is very important for non-verbal service users and service users who do not express pain



Anyone who has a head injury should be checked out at A and E or by a medical professional



Some people feel upset going to hospital and it might make things worse

These service users must have a special risk assessment to make exceptions for going to A and E



They should have a VIP pass for A and E so they can be seen quickly if they must go to hospital

Safeguarding



Safeguarding concerns must be reported to a manager as soon as possible

The manager will report to the local authority, who will decide if an incident is safeguarding



If there is risk of immediate harm

- Take yourself out of danger
- Call 999

Incidents with third parties








Many people we support use other services or stay with friends and family

An injury or incident can happen at these times as well



The duty of care stays with Centre 404 if we are their accommodation and support provider

	<p>If an incident happens when the service user is with another provider they should tell us about the incident</p>
	<p>If an incident happens while the person is with family we will speak to them as soon as possible</p>
	<p>Incidents should be reported to a Centre 404 manager</p> <p>They will report the incident to the local authority if needed</p>

Incident Report Form	
	<p>Centre 404 has an incident report form that must be filled in for all incidents</p>
	<p>There are guidelines for staff about how to fill in an incident form</p> <p>It is important to do this correctly</p>



We send all incident forms in a secure way

Like using secure email systems

Learning from incidents



It is important to talk about incidents after they happen

It can help us find out if staff need more training or if we need to update the persons support plans




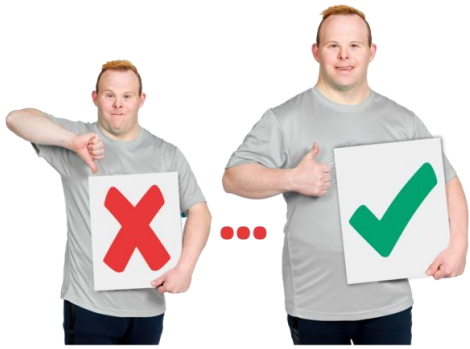
We can work out if other professionals need to be involved and ask for their help or advice






Staff will be offered support if the incident has had an impact on them



Staff will also have a chance to talk about incidents in supervisions and team meetings

	<p>Managers talk about incidents in their management meetings as well</p>
	<p>Recording and reporting on incidents helps us to understand why they happened</p> <p>We can think of ways to improve and make sure this happens</p>

Contact Us	
	<p>If you feel worried or have any questions please talk to someone at Centre 404 like your support worker or service manager</p>
<p>Telephone</p> <p>020 76 97 13 27</p> 	<p>Website</p> <p>www.centre404.org.uk</p> 
<p>Address</p> <p>Centre 404 404 Camden Road London N7 0SJ</p> 	<p>E-mail</p> <p>general@centre404.org.uk</p> 