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Recording, Reporting, Investigating and Dealing with Accidents and Incidents



Version control

Agreed at Meeting on	Attended by	Final Approval by	Date Approved	Next Review Date
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Policy

At Otters Nursery School we keep a written record all accidents and incidents including First Aid Treatment given.

- We inform parents of any accident injury to or involving their child.
- We request Parent permission to administer First Aid and permission to remove a child to hospital if necessary.
- We follow the guidelines of the Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR) for the reporting of accidents and incidents.
- We notify Ofsted (phone number 0300 123 1231) of any serious accident, death, illness or injury to a child in our care.
- We have a First Aid Policy and First Aid Procedure.
- We risk assess the environment and analyse the accident/incident file, as part of the nursery routine to ensure the environment, routines, procedures and processes remain safe.

NOTE :

Although the Procedures only makes reference to child as the casualty, the same procedures should be followed in the event of any minor or major accident /incident involving any adult on the nursery premises.

All staff record and report accidents and incidents following the procedure:

Reporting and Recording Procedure For Accidents & Incidents

(Including procedure for reporting to Ofsted ,Health and Safety Executive, RIDDOR)

- All staff paid or unpaid ,students, volunteers ,visitors or persons using the nursery must report any accident or incident that may occur to them whilst on the nursery premises. They should speak directly to a senior member of staff, line manager or the Manager.
- All staff paid or unpaid ,students, volunteers ,visitors or persons using the nursery must report any accident or incident that they witness occur to a child or other person whilst on the nursery premises. They should speak directly to a senior member of staff, line manager or the Manager.

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- All accidents and incidents must be recorded in the Accident/Incident File as per the instructions written in the book
- Each record must be confidential and the parent/carer must be informed the same day or as soon as reasonably practicable.
- The Accident /Incident File:
 - a) is provided uniquely for each age related room
 - b) is stored in a designated, easily accessible and safe document folder
 - c) is accessible to all staff and volunteers, who know how to complete it
 - d) has a list of current First Aiders and First Aid Kit location
 - e) has an allergy and special requirements risk assessment
 - f) contains a confidential record sheet for each child
 - g) each confidential record sheet has information on the accident/injury, position on the body, head injury, first aid administered, time, witness and parent signature
 - h) for head injury an additional information sheet is handed to the parent.
 - i) each sheet indicates if other agencies have been notified.
 - j) is reviewed at least half termly to identify any potential or actual hazards.
- The Manager must report within 24 hours to the Health and Safety Executive any accident to a member of staff, child or person using the nursery requiring treatment by a general practitioner or hospital; and or any dangerous occurrences.
- We meet our legal requirements for the safety of our employees, children or person using the nursery by complying with RIDDOR (the Reporting of Injury, Disease and Dangerous Occurrences Regulations). This may be an event that causes injury or fatalities or an event that does not cause an accident but could have done, such as a gas leak.
- The Manager must report to Ofsted (phone number 0300 123 1231) as soon as is practicable any serious accident, illness or injury to, or death of, any child whilst in the care of the Nursery. Ofsted define serious injuries as:
 - broken bones or a fracture
 - loss of consciousness
 - pain that is not relieved by simple pain killers
 - acute confused state
 - persistent, severe chest pain or breathing difficulties
 - amputation
 - dislocation of any major joint including the shoulder, hip, knee, elbow or spine
 - loss of sight (temporary or permanent)
 - chemical or hot metal burn to the eye or any penetrating injury to the eye
 - injury resulting from an electric shock or electrical burn leading to unconsciousness, or requiring resuscitation or admittance to hospital for more than 24 hours
 - any other injury leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours
 - unconsciousness caused by asphyxia or exposure to harmful substance or biological agent
 - medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin

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- o medical treatment where there is reason to believe that this resulted from exposure to a biological agent, or its toxins, or infected material.
- The Manager must report to the Local Child Protection Agency within 24 hours any serious accident, illness or injury to, or death of, any child whilst in the care of the Nursery.

Dealing with Procedure - minor accidents & Incidents

For minor accident & incident **all staff** must follow the procedure

- Deal with the casualty (casualties)
- Administer First Aid if necessary using a First Aider
- Offer help, comfort and emotional support if required.
- Follow the Procedure for Recording and Reporting Accidents and Incidents.
- The key person must speak directly to the parent /carer at collection to explain, reassure and ensure the accident/incident file is complete.

Dealing with Procedure - Major Accidents and Incidents involve Emergency Services including Police, Fire, Ambulance, and Medical Practitioners

For major accidents & incidents **all staff** must follow the procedure

- Deal with the casualty (casualties) as below
- Call for immediate assistance, summoning a First Aider
- First Aid is administered by a trained First Aider.
- Inform the Manager immediately or as soon as is practicable.
- The Manager (in her absence the Deputy) follow the Procedure for the Manager as detailed.
- Unless there is risk of further injury, the child should not be moved. If the incident happens outside, keep the child (and yourself) warm / cool as appropriate.
- Inform the child's key person who should be present to help to reassure the child.
- Offer practical help , comfort and emotional support if required.
- Organise for other children to be safely and calmly removed from the area.
- Work with all members of staff following direction from senior staff and the Manager
- Working as a staff team maintain the safety and security of all children in your care.
- Staff keep calm and do not let the other children become anxious or worried.
- Working as a staff team gather the children together in their home unit, check all gates and doors to ensure they are secured and shut,
- Working as a staff team take a register to ensure that all children are accounted for.
- Working as a staff team designate staff to supervise the children and staff to help with the casualty if required.
- Follow the Procedure for Recording and Reporting Accidents and Incidents.



Dealing with Procedure - a Major Accident that involves Emergency Services including Police, Fire, Ambulance, and Medical Practitioners

For major accidents the **Manager** (in her absence the Deputy) must follow the procedure immediately

1. **Ambulance Service**Inform the ambulance service
2. **Parents**.....Inform the parents
3. **Staff**

Ambulance

- Inform the Ambulance Service – dial 999 and ask for an ambulance
- Give brief details and description of injuries, age of child, location of the nursery and any other information required by operator. Note time of call and estimated time of arrival.
- Remain in constant contact with any agencies or people involved. He/she must co-operate fully and give full support at all times.

Parents

- Inform the parents – using phone contact details given, including emergency contacts and ask the parents to attend the Nursery or if more appropriate the Local Hospital Ambulance and Emergency Department as soon as is possible.
- Remain in constant contact with the parents/carers .He/she must co-operate fully, give full support and information at all times. Remain calm and reassuring.
- Reassure the parent that the child is being cared for and will be accompanied in the ambulance if meeting at the hospital.

Staff

- Ensure a First Aider is attending the child at all times and remain with the child to supervise proceedings and to ensure all parties are kept up to date.
- Direct a member of staff to meet the ambulance team outside nursery to direct them to the child.
- Direct a member of staff to have ready the child's personal details (from their personal file), gather child's belongings and be ready to accompany child in the ambulance.
- THE CHILD'S PERSONAL DETAILS MUST ACCOMPANY THEM TO HOSPITAL
- The manager is the central point of contact for the Nursery for the duration of the incident .
- The manager must retain the nursery phone on their person for the duration of the incident and use the nursery phone for liaising with the ambulance service, parents and staff.
- The Manager has overall responsibility to ensure all members of staff follow the procedure.
- If the child / person must leave the premises by ambulance before the parents have arrived at the setting the Manager must organize the child's key person to accompany the child

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- The member of staff must take a mobile phone and report to the Manager every 15 mins or as is reasonably possible.
- The Manager must have contact details of the ambulance destination with phone numbers and address.
- The Manager must immediately inform the parents and request that they travel to the hospital giving the hospital details, keeping them updated with progress reports from the key person accompanying the child.

For **major incidents** the **Manager** (in her absence the Deputy) must follow the procedure:

- Follow the appropriate procedure suited to the incident whether the Emergency Procedure or the Dealing with a Major Accident Procedure.
- Contact the relevant Emergency Services
- Major Incidents incidents include:
 - break in, burglary, theft of personal or the setting's property;
 - an intruder gaining unauthorised access to the premises;
 - fire, flood, gas leak or electrical failure;
 - attack on member of staff or parent on the premises or nearby;
 - any racist incident involving staff or family on the centre's premises;
 - death of a child, and
 - a terrorist attack, or threat of one.

Reporting and Recording Procedure - Major Accidents and Incidents involving Emergency Services including Police, Fire, Ambulance, and Medical Practitioners

The **manager** must follow the procedure:

- Follow the first part of the procedures detailed above immediately.
- Contact the designated company director R Angell and report the incident as soon as possible.
- A designated company director R Angell comes to the setting immediately to support and help carry out an investigation as soon as possible.
- Inform the Local Authority Designated Officer within 24 hours.
- Inform Ofsted (phone number 0300 1231231) as soon as is practicable.
- If the incident warrants a police investigation or Local Authority Designated Officer Investigation, all staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff. Children's social care may be involved if it seems likely that there is a child protection issue to address.
- The incident is reported under RIDDOR arrangements (see the Reporting of Accidents and Incidents policy); the local authority Health and Safety Officer may want to investigate and will decide if there is a case for prosecution.
- Report the findings and conclusion to the designated company director R Angell with in 24 hours following the Procedure for Investigation.
- The manager must follow the child's case and offer help and support to both any outside agencies and the parents/carers.
- Managers need to ensure that staff under investigation are not only fairly treated but receive support while feeling vulnerable.

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- When dealing with a distraught and angry parent, there should always be two members of staff, one of whom is the manager and the other should be a designated company director R Angell. No matter how understandable the parent's anger may be, aggression or threats against staff are not tolerated, and the police should be called.

Investigating Procedure - Major Accidents and Incidents involving Emergency Services including Police, Fire, Ambulance, and Medical Practitioners

The **manager** must follow the procedure following the incident:

- Follow the first part of the procedures detailed above.
- Prepare the report work with all other agencies to ensure all procedures are followed. Safeguarding Procedure does not allow interview and investigation of staff by staff members.
- Carry out a full investigation interviewing and collecting written statements from all the staff in the setting or who were on the outing.
- The key person/staff member writes an incident report using the Otters Nursery School Witness Statement forms which are located in the Staff Handbook.
- Report Details must include the following information
 - a) The date: and time: of the report.
 - b) What staff/children were in the group/outing and the name of the staff designated responsible for the injured child.
 - c) What the child was doing.
 - d) What staff were doing.
 - e) The time: it is estimated that the child was injured.
 - f) The time the ambulance was called/arrived.
 - g) The condition of the child ,if first aid was required and the action taken.
 - h) Dealings and information given to parents.
 - i) Conclusion is drawn as to how the accident happened and how to prevent the situation from occurring again.

Dealing with Procedure - Major Accident or Incident that involve Emergency Services including Police, Fire, Ambulance, and Medical Practitioners **The Designated Company Director R Angell Procedure**

Having received information that a major accident or incident has occurred designated company director R Angell must follow the procedure

- Contact all company directors and keep all Directors fully briefed.
- Dispatch a designated company director R Angell to the location immediately.
- Designate a designated company director R Angell as the main point of contact and lead.
- Work with staff and agencies involved co-operating fully and give full support at all times.
- Support the manager and staff with the incident, assisting where appropriate with speaking to parents.

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- Undertake a thorough independent investigation and compile a report.
- Following procedures ensure all legal requirements are met.
- Inform Ofsted (phone number 0300 1231231) as soon as is practicable and within 14 days.
- inform the insurance provider.
- In accordance with the severity of the final outcome, the Company will offer staff counseling and support.
- Co-ordinate and oversee all press releases or media reporting.

Legal framework

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR 1995)

Further guidance

RIDDOR Guidance and Reporting Form