

## Summary

At **Life Without Barriers**, we help people live safe and happy lives.

Life Without Barriers is sometimes called **LWB**.

At LWB, we write in a way that is easy to read. We use pictures to explain some things.

You can ask a staff member, friend or family member to help you read this document.

At LWB, we follow rules. One of the rules is that we must **manage incidents**.

This document talks about how we manage incidents.

An **incident** is when someone is hurt or could be hurt. This can be a staff member, carer or person we support.

**Managing incidents** means following rules after an incident.

# Incident Management Procedure



This information explains the rules about incidents.

It tells staff what to do step by step.

It also tells people we support what to expect if something goes wrong.

## 1. What is an incident?

There are different types of incidents.



An example of an incident is when someone:

- Had to get **first aid** or **medical help**.
- Had their things damaged or money taken.
- Was treated or touched in a way that they did not like.

Incidents can also be a situation when:

- Police, ambulance or fire services are called.
- Someone is badly hurt or dies.
- There is **abuse** or **neglect**.
- Abuse is doing things to someone in a way that may hurt them.
- Neglect is harming someone by not giving them the things they need to live.

## 2. Staff must act quickly

When an incident happens, staff need to quickly make sure everyone is safe.

If you are a staff member, this is what you need to do:

### Step 1- Look around and check:

- Is everyone safe?
- Does anyone need help?

### Step 2 – If people need emergency help:

- Call **000** right away.

### Step 3 – If the situation is very serious:

- Check if it is safe to stay and help.
- Take away the danger.
- Move away from the danger.
- Make sure everyone else moves away from the danger.

### Step 4 – Work out what to do next:

- Ask someone for help, for example a First Aid Officer or an LWB leader.
- Ask people what help they need.

### Step 5 - Protecting evidence:

**Protecting evidence** means keeping proof of an incident.

Sometimes, after an incident, there may be an **investigation** to find out what happened.

### 3. What happens next?



**Staff must tell a manager right away if:**

- They saw an incident.
- Somebody told them about an incident.

**Staff must tell their manager:**

- What happened and where it happened.
- Date and time of the incident.
- Details of the people that were there.
- What was done at the time and what needs to be done now.
- If police, ambulance, or fire services were called.
- If other people were told about the incident, for example, the government.

**Staff must help to record the incident:**



- Staff must write all incidents in **i-Report**. We call this a **Client Event**.
- i-Report is our incident management system. It is a computer program.
- This must be done on the day the incident happened or by end of shift.
- If a staff member is hurt or could get hurt, we must also make a **Staff Event** in i-Report.

## 4. Staff roles and responsibilities

At LWB, we follow the [National Safeguarding Framework](#). It means all staff must make sure the people we support are safe. We must **protect** them from violence, abuse and neglect.

Role	Responsibility
All staff	<ul style="list-style-type: none"> <li>• Watch out for any danger to people.</li> <li>• Keep everyone safe.</li> <li>• Follow rules and stay calm.</li> <li>• Try to <b>prevent</b> incidents.</li> <li>• Write down incidents quickly and correctly in i-Report.</li> <li>• Write in i-Report on the day of the incident or before end of shift.</li> <li>• If staff was hurt, make a <b>HSE Event</b> in i-Report. HSE means health, safety, and environment.</li> <li>• Come to any meeting about the incident.</li> <li>• If the incident is serious, staff need to ask a manager what to do.</li> </ul>

## 5. Management response

Here are the steps staff must take after an incident:

### 1. If the incident involved a person LWB supports, the LWB leader must:

- Make sure everyone else is safe.
- Make sure the person feels calm.
- Get medical help or call 000.
- Contact their Manager or Manager On-Call.
- Contact the police if:
  - There is danger.
  - The person we support asks us to call the police.
  - There has been a crime.

## 2. If the incident is serious, staff may need to contact other people

Staff must check with their manager who to contact.

## 3. Does an Incident Review need to happen?

An **incident review** is when staff look at what happened and why. Staff check if the incident was managed correctly.

## 4. Next Steps and Saying Sorry

Afterwards, staff must talk to the person we support, their family or other people in their life to:

- Tell them that an incident happened.
- Say sorry and **acknowledge** the incident.
- Say that it will be taken seriously.
- Explain what the next steps will be.

## 5. Follow up actions

Staff must make sure that all follow up actions are done.

## 6. Close incident report

If all follow up actions are done, staff can close the i-Report Client Event.