



Dudley Mind

Serious Incidents Policy and Procedure

1. Policy

Dudley Mind wishes to ensure that service users receive a safe, secure and appropriate service, and works together as a team with other providers and statutory services to manage risk.

2. Reporting Serious Incidents

Immediate reporting of serious incidents enables Dudley Mind to:

1. Provide support to the service user and staff member to resolve immediate difficulties
2. Alert and inform other stakeholders to the incident
3. Update risk assessments and put risk management strategies in place
4. Manage any publicity

3. Definition of a Serious Incident

The definition of a serious incident is broad - below are examples of incidents that require reporting, but it should be noted that this is not an exhaustive list:

1. Serious crime or violence to service users, staff or members of the public
2. Serious threats to service users, staff or members of the public
3. Suicide or attempted suicide
4. Death or serious injury within the service
5. Abuse or exploitation of service users or by service users
6. Cases of serious neglect
7. Housing management incidents that lead to a serious disruption of a Dudley Mind service. This includes serious damage to property, fire, flood or power failure. In particular those which lead to the building being evacuated or unoccupied for a period of time.

4. Procedure for Reporting Incidents

On hearing of or witnessing a serious incident relating to a Dudley Mind service user:

1. The staff member must inform their immediate line manager, acting line manager or on-call manager immediately

2. The staff member must inform any stakeholders/police/carers if necessary as a matter of urgency
3. The staff member must complete a Serious Incident Form (appendix A) and forward to the operations manager or CEO within 24 hours.
4. The operations manager or CEO must complete their section of the Serious Incident Form, return a copy to the line manager or staff member to be placed on the service users file and place a copy in the serious incidents file at Head Office
5. The line manager or staff member is to carry out any further action required as identified in the Serious Incident Form
6. The service user's risk assessment and management plan to be updated if necessary by the staff member
7. The serious incident should be followed-up in supervision and during recovery plan and risk assessment reviews

For Supporting People funded services (floating support and supported housing):

All serious and untoward incidents are to be reported to the Dudley Supporting People team as soon as practically possible following the event. In the first incidence the provider should email/telephone/fax the Supporting People team within 24 hours during weekdays and 48 hours at weekends. Cases that are likely to attract media interest should be reported immediately. The final Serious Incident Form must be posted to the Dudley Supporting People team within 5 days.

Dudley Mind ensures that the requirements of the Dudley Adult (and child if applicable) Protection Procedures are adhered to if any serious incident requires their use. The Supporting People team must be advised of any actual or potential adult (or child) Protection alerts that are raised as a result of any serious incident.

Contact Details

The Dudley MBC – Supporting People Team Ednam House St James's Road, Dudley. DY1 3JJ Tel: 01384 81 6609 Fax: 01384 81 2652

Dudley Council Emergency Duty Team (DACHS)

Tel: 01384 81 8574

You will be asked to leave your name and a contact number and the duty social worker will return your call as soon as possible.

This service provides urgent cover between 5pm and 9am weekdays and 24 hours a day during weekends and on public holidays to deal with urgent work involving vulnerable children and adults, their families and carers.

Related Documents:

1. Adult Protection Policy and Procedure
2. Risk Assessment Policy and Procedure
3. Serious Incident Form (Appendix A)

Reviewed: May 2010

Next review: May 2013