ADVERSE INCIDENTS

1. BULLETIN AIM

1.1 The aim of the Adverse Incidents bulletin is to provide guidance to employees and self-employed panel members regarding the reporting of adverse incidents relating to health and safety matters.

2. ADVERSE INCIDENT DEFINITION

2.1 An adverse incident is,

‘Any event or circumstances that could have or did lead to harm, loss or damage to people, property, environment or reputation’.1

2.2 This definition covers all areas including fire, theft, verbal abuse, assault & battery and employee accident.

3. PRINCIPLES

3.1 There are four key principles in creating an effective and open reporting culture. These are:

(i) **Openness and Accessibility**: Staff will be encouraged to report all incidents and have access to the relevant e-form and mechanisms for reporting.
(ii) **Fairness and Independence**: All incident reports will be dealt with in a fair and independent manner.
(iii) **Responsiveness**: All incidents will be dealt with in a punctual and positive non-punitive manner will all staff being kept informed of progress
(iv) **Learning and Development**: The organisation will ensure that all incidents are reviewed regularly to incorporate actions that ensure the risk of similar incidents are reduced or minimised.

4. EMPLOYEE RESPONSIBILITY

- Co-operate with line managers on health and safety matters;
- Not interfere with anything provided to safeguard their health and safety;
- Take reasonable care of their own health and safety;
- Report all health and safety concerns immediately to their supervisor;
- Complete a detailed report of any incident as soon afterwards as is reasonably possible.

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5. **REPORTING OF INCIDENTS**

5.1 The NIGALA will ensure a robust system of incidents reporting. Once the line manager has been informed of an adverse incident, the employee will complete an adverse incident form accessed on the staff intranet by clicking ‘Report Incident’ or via the following link:

http://nigaladatix.hscni.net/datix/live/index.php

Please refer to Appendix 1 for a step-by-step guide to completing the form.

5.2 When the form has been completed and submitted, the line manager will automatically receive a copy of the form. This will also be received by Declan McAllister, Corporate Services Manager as a Risk Manager for recording on to the Adverse Incident Register.

5.3 The Corporate Services Manager will periodically review and oversee the effectiveness of an incidents procedure for the NIGALA that is based on:

- Awareness of a procedure for incident reporting throughout the NIGALA;
- The provision of an incidents reporting form for local recording of adverse events;
- The collation of local incidents reports for analysis and review.

5.4 The Corporate Services Manager will ensure that reports are provided to the H&S Committee at H&S Committee meetings, which are held twice a year.

5.5 The Risk Management Committee reviews the corporate risk register and risk action plan on a quarterly basis and updates the Executive Team.

5.6 Using information recorded on the Datix system, incidents will be graded in relation to severity, casual factors will be identified and the outcomes/management actions will be recorded along with any preventative measures.

5.7 The employee’s line manager/case-coordinator will ensure that any follow up reports, learning outcomes or preventative measures are communicated to the Executive Team.

5.8 The requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (NI) 1997 (RIDDOR)\(^2\) will be covered by incidents reporting requirements. Specifically, the Corporate Services Manager will ensure that the system of incident reporting is based on the following:

- Complies with RIDDOR requirements.
- Uses a generic form for reporting all incidents.

- All incidents are graded by severity.
- Investigations of more serious incidents are carried out to determine the underlying cause.
- Injuries, ill-health, sickness absence and other unplanned events should be analysed to establish underlying trends.
- Reports to the NIGALA Board and Health and Safety Committee are produced at least annually and these are referred to the Risk Management Committee and other relevant committees of the NIGALA.

For further information regarding RIDDOR reporting please access via footnote link on page 2.

6. **HAZARDS**

6.1 The NIGALA will ensure that steps will be taken to minimise hazards in the workplace that can cause harm.

6.2 A key practical element for minimising the risks associated with hazards is around identification. The NIGALA will, as a first step, commit itself to the designation and specialist training of staff as risk assessors with a key role in identifying hazards and acting as a conduit for hazard reduction in the workplace.

6.3 The NIGALA will have at least two designated risk assessors. The NIGALA Risk Assessors will conduct risk assessments as per the NIGALA Risk Assessment Programme. Current NIGALA risk assessors are:

- James Lawne, ext 269;
- Sinead Casey, ext 309.

7. **CROSS-REFERENCE TO OTHER NIGALA DOCUMENTS**

7.1 This bulletin should be read in conjunction with the following NIGALA documents:

POLICY NIGALA Adverse Incident Policy
POLICY NIGALA Lone Working Policy and Procedure
DOCUMENT NIGALA Risk Assessment Programme
BULLETIN 1 Risk Assessments
BULLETIN 2 Display Screen Equipment
BULLETIN 5 Manual Handling
BULLETIN 7 COSHH
BULLETIN 11 Fire Safety & Emergency Evacuation
BULLETIN 12 Remote Working

8. **APPENDICES**

Appendix 1 How to Report an Incident on Datix