
Incident Reporting Policy

Turas Training

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1. Policy Statement

- 1.1. It is the policy of the TURAS that all incidents shall be identified, reported, communicated and investigated if required.
- 1.2. This document should be read together with Health and Safety Policy.

2. Purpose

- 2.1. To ensure an integrated system for the reporting, analysis and learning from all adverse incidents (including near misses) involving service users, staff and others.
- 2.2. To ensure that the health and safety of those affected is the primary focus of attention, and that the incidents are acted on effectively and with the appropriate level of urgency.
- 2.3. To solve and learn from problems. It is through the reporting of incidents that causes can be identified, and appropriate control measures and/or training programmes developed and implemented to prevent a recurrence.
- 2.4. To ensure that all employees are aware of what constitutes an incident so they are in a position to report incidents as they occur.

3. Scope

- 3.1. This Policy is intended to cover all areas and activities of TURAS
- 3.2. It includes incidents relating to service provision, including accidents, fires, security and health and safety.

4. Glossary of Terms and Definitions

- 4.1. Incident: This includes
 - 4.1.1. Adverse Incident: anything that could have or did lead to harm, loss or damage.
 - 4.1.2. Adverse event: an incident which resulted in actual harm, loss or damage.
 - 4.1.3. Near miss: An incident, which resulted in no actual harm, loss or damage but had the potential to do so, had particular circumstances been different.

5. Roles and Responsibilities

- 5.1. Employees
 - 5.1.1. Employees have the responsibility to comply with the TURAS Incident Reporting Policy with regard to identifying, taking any immediate action required or reporting incidents to their manager;
 - 5.1.2. Partaking, if required, in incident investigations relevant to them.
- 5.2. Managers
 - 5.2.1. Managers must ensure that staff are aware of the policy and are fully compliant.
 - 5.2.2. They must support staff by generating a culture of openness and transparency that allows disclosure of all incidents, as they occur.
 - 5.2.3. They must accept responsibility for preventing, minimising and managing incidents where possible.
 - 5.2.4. They must conduct any investigation of the incident in an appropriate and thorough manner, and fully implement any recommendations to prevent re-occurrence and enhance service provision.

6. Procedure

- 6.1. Immediate Management of Incident
 - 6.1.1. When an incident is identified, the first response is to ensure the safety, health and welfare of the injured person(s). Any care that is required must be provided without delay and reported to the appropriate manager.
 - 6.1.2. Make the area safe for others. Depending on the incident there may be a further risk to others e.g. spillage on the floor which if not cleaned up could lead to further slips and falls or a piece of equipment which is electrically live which will give shocks/electrocution to others unless the power is switched off.
- 6.2. Reports

- 6.2.1. All incidents must be reported to the service manager, verbally, as soon as possible.
- 6.2.2. An Incident Report Form (see Appendix 1) should also be completed by the employee/s involved. In the event that the employee involved is unable to complete a report, it may be completed by another staff person who witnessed the incident, or by a manager.
- 6.2.3. All Incident forms should be sent to the service manager within 24hrs of the incident.
- 6.2.4. The Incident Report Form must be completed in line with record keeping standards and be confined to accurate factual statement; opinion should not be recorded. The report can be disclosed in the event of subsequent litigation. The Incident Report Form is designed to record the facts around the incident but is not intended to investigate the causes or make recommendations about prevention. That is dealt with in Appendix 2. If a compensation claim is made by the injured person their legal representative has the right to “discover” this Incident Report but may not be able to “discover” the Accident Investigation Report.
- 6.2.5. Upon receipt of an Incident Report Form, the Safety Officer should do the following:
 - 6.2.5.1. Review the Incident Report Form as a matter of urgency. Incidents that result in harm to people or where the standard of care may have been compromised should be prioritised.
 - 6.2.5.2. Do everything that is required to ensure that: the people involved are safe; service users and their families are given the support they need; employees are informed and supported; day-to-day services can be maintained provided it is safe to do so; all relevant persons are informed; equipment that may have contributed to the incident are removed or secured; and where appropriate photographic evidence taken.
- 6.2.6. Under certain circumstances, TURAS may be obliged to report an incident to an external organisation. External organisations may include: Child Protection Services, the Health and Safety Authority, Gardaí Síochána, etc. For additional information see Child Protection Policy, Health and Safety Policy, and Violence in the Workplace Policy.

6.3. Investigation

- 6.3.1. The manager should ensure an investigation is conducted to confirm:
 - 6.3.1.1. what happened, when it happened and where it happened
 - 6.3.1.2. who was affected
 - 6.3.1.3. what the root causes were (and these may vary in each case)
 - 6.3.1.4. what needs to be done to ensure that it will not happen again, or as much as possible, to reduce the risk of re-occurrence as far as reasonably possible.
- 6.3.2. The level of investigation will depend on the complexity of the incident. The first point in any investigation will be the reviewing the Incident Report.
- 6.3.3. When grading an incident, the actual impact of the incident on the individual or organisation should be considered. The impact of incidents will be graded as:
 - 6.3.3.1. none
 - 6.3.3.2. minor
 - 6.3.3.3. moderate
 - 6.3.3.4. major
 - 6.3.3.5. near miss
- 6.3.4. An investigation should involve the following:
 - 6.3.4.1. A written report of the incident investigation outlining: the chronology of events that led to the incident; issues/problems identified the root cause of the problem; and recommendations to address the causes and prevent recurrence.
 - 6.3.4.2. If the investigation reveals that there may be disciplinary issues, these should be dealt with according to the disciplinary process.
 - 6.3.4.3. Fear of disciplinary action may deter staff from reporting an adverse incident. It is the view of TURAS that disciplinary action should not generally form part of the response to an incident except in cases where one or more of the following applies:
 - 6.3.4.3.1. There is a second occurrence involving the same individual.
 - 6.3.4.3.2. Where the incident results in a police investigation.
 - 6.3.4.3.3. An investigation reveals misconduct
 - 6.3.4.3.4. Where the action causing the incident is far removed from acceptable practice.

6.3.4.3.5. Where there is a failure to report an incident in which a member of staff was either involved or aware. See Appendix 2 for Accident Investigation Procedure.

6.4. Action Planning

- 6.4.1. Action plans must be developed to support the implementation of recommendations. Such must be implemented and monitored by management, or assigned to a designated person by management.
- 6.4.2. Management must keep records of all incidents investigated and conclusions reached, including persons responsible, actions, and timetables for implementation. Records should be reviewed on a yearly basis to identify incident trend data that may enable changes and improvements to be made in the service. If an incident is reported to Health and Safety Authority (HSA) they may contact the project to obtain further information or to carry out their own investigation. In all cases an "Accident Investigation File" should be compiled for all incidents and should be made available to HSA if they request it.
- 6.4.3. Trends identified from the analysis of the incidents will be reported to the board of management, and other stakeholders as appropriate.
- 6.4.4. Management should communicate action plans to staff via staff meetings, general emails, other.
- 6.4.5. If individual staff are involved in the incident, or impacted on by the action plan, individual feedback should be given in person.

Appendix 1: Incident Report Form

Date: _____

(A) Details of Injured Employee/Service User/Other reporting Accident or Near Miss Situation:

Name _____ Position _____
 Address _____ Date of Birth _____
 _____ Date of Employment _____

(B) Details of Accident/Near Miss

Date _____ Location _____
 Time _____ Witnesses _____

Describe what happened _____

What damage was caused/injury reported _____

What kind of treatment was given (circle only one)

No treatment	
First Aid	by whom _____
Medical Treatment	by whom _____
Hospital Treatment	Hospital Doctor _____

Is it a lost time accident _____ How many days lost _____

If damage to property please detail:

Signed - Injured Employee _____ Date _____

Signed - Management _____ Date _____

Signed - Witness(es) _____ Date _____

_____ Date _____

Please submit within 24 hrs of the incident.

1. Details of Injured Person

Name: _____ Age: _____ Department: _____

Length of time with the Company: _____ On this job: _____

Extent of Injury _____ Male/Female _____

2. Details of what happened (Interview injured person if possible and all witnesses).

Exact Location: _____ Time: _____

Equipment /Tools involved: _____

What was the injured person actually doing: _____

3. Establish the facts quickly and completely (ask open questions), check general environment, floor, lighting, congestion etc., particular equipment or machinery, process or system of work the particular sequence of events leading to the accident

4. Take photographs, make drawings etc. of the scene before it is cleaned up. draw sketches and take measurements so that a drawing can be produced to represent the events.



5. Take full statements from all witnesses (use separate page(s) if necessary), do not prompt or lead them interview them thoroughly, if necessary, in the presence of a third party. include those that saw, heard, felt or smelt anything etc.

6. Evaluate the facts and witness statements determine accuracy, reliability and relevance

7. Consider relevant issues, such as:

- training given to injured party, maintenance carried out on machinery involved, condition of
- PPE worn or not worn, when PPE was issued

- training provided in its use, was this hazard foreseeable, were control measures
- adequate, were they appropriate, were they used, were they understood, any issues
- concerning deliberate interference with protective measures, any issues concerning
- alcohol consumption/drug consumption, length of service with company, were procedures in place, were they followed, understood etc?

8. Examine any contradictory evidence; consider the people involved, their training, track record in organisation, experience, quality of supervision, nature of work etc.

9. Draw conclusions on the basis of the investigation

- produce a report for relevant management identifying causation
- recommend action to be taken, by whom, by when
- follow-up to see that the action is taken
- check that the action achieves the desired result

Recommendations:

Action	Responsibility of	Completion Date

Signed: _____ Date: _____