**Accidents to Customers and Employees**

**Policy**

Each member of staff will take responsibility for familiarising themselves with the accident books and recording systems. There are separate books for employees and Customers. (Employees will receive instruction on this during their induction period)

All employees of My Support and Care services Ltd will undertake training in First Aid.

A basic First Aid kit will be available in:

* Customers home ( If the Customer chooses to have one)
* Head Office

**Procedures**

In the event of an accident to a Customer, a member of staff or a visitor, employees will:

* Evaluate the injury
* Administer treatment if you are competent to do so
* Call for assistance from paramedic service; attend accident & emergency department at the local hospital or call the G.P if you are not competent or unsure about dealing with the injury.

All accidents will be recorded in the official Accident book using the guidance in the front of the book. This includes

* Who had the accident
* Who is recording the accident
* Information about the accident including description of injuries, nature of treatment given and name of witnesses.
* Signature of person completing the report.

Once this is completed employees will:

* Notify the service manager or the allocated staff member for that shift, who will then notify the service Manager as soon as possible or when they are next on depending on the severity of the accident/injury.
* Inform all members of staff by leaving a message in the message book
* If an accident requires hospitalisation you will inform your manager or delegated support worker immediately as they may need to inform other parties.

The service manager will assess whether the accident was preventable, if so will take measures to prevent it from happening again.