

HOSPITAL ROOMS

INCIDENTS POLICY & PROCEDURE



A) INTRODUCTION

Hospital Rooms is responsible for the safety of their staff and artists working on its Projects on NHS Wards and must ensure robust systems are in place for recognising, reporting, and responding to Serious Incidents that take place in NHS trusts involving Hospital Rooms staff or artists. This should be done in partnership with the NHS Trust where the work is taking place.

NHS mental health wards can sometimes be unpredictable environments, caring for people who are experiencing severe mental health problems and may be aggressive or violent. As a consequence Hospital Rooms must work closely with the lead NHS contact (usually ward manager) for each project to ensure they are conscious of the safety of the environment they are working in.

When an incident occurs, the immediate effects, and the aftermath, should be managed promptly and efficiently to protect life, prevent suffering and reduce damage. Then an appropriate investigation carried out to identify the causative factors, and plans put in place to prevent or reduce the likelihood of a reoccurrence.

This policy applies to all artists and staff working on a Hospital Rooms project.

B) LEGAL RESPONSIBILITIES

NHS Trusts have a legal obligation to provide a record of all accidents, and work-related illnesses, which affect staff and visitors to Trust premises, including patients. Also all NHS organisations are required to have a centralised system for collecting data on safety incidents.

C) DUTIES

The Hospital Rooms Board of Trustees is responsible for ensuring that Hospital Rooms has policies in place and complies with its legal and regulatory obligations. It is also responsible for ensuring policies are communicated to those working with Hospital Rooms, they are also responsible for monitoring incidents reporting.

D) AIMS

- To give clear instructions to people working with service users through Hospital Rooms projects on their duties associated reporting and learning from incidents .
- To clarify expectations in relation to the reporting of incidents and processes that follow after a concern has been raised.
- To clarify the expectations in relation to training.
- To outline the process in which Hospital Rooms monitors the effectiveness of the incident policies and procedures.

E) DEFINITIONS

WHAT IS AN INCIDENT?

An incident is described as “any event which has given rise to potential or actual harm or injury, to patient dissatisfaction or to damage/ loss of property” (Ref: NHS Executive).

This definition includes patient/service user injury, fire, theft, vandalism, assault and employee accident and near misses. It includes incidents resulting from negligent acts, deliberate or unforeseen. Also an unplanned or unexpected

event in which a member of staff/contractor or the public has been, or could have been injured, killed, or suffer mental trauma, or led to loss or damage to equipment or property, or other financial loss.

For example:

- Unexpected / unexplained death
- Absconson by a detained patient
- A member of staff or artist hurts his/her back
- A member of staff or artist is subject to verbal or physical abuse
- Fire on work premise
- Theft, loss or damage to organisation or personal property

WHAT IS A SERIOUS INCIDENT?

A serious incident that requires investigation could be defined as acts and/or omissions that have resulted in:

- Unexpected or avoidable death,
- Unexpected or avoidable injury that has resulted in serious harm or requires further treatment to prevent death or serious harm
- Actual or alleged abuse

WHAT IS A NEAR MISS?

Any incident that had the potential to cause harm but was prevented or avoided, resulting in no harm to person or property.

F) REPORTING

Hospital Rooms staff must immediately report any incidents to the NHS Trust manager in charge of the area or service in which the incident occurred. The NHS manager is responsible for ensuring that an incident report (IR1) has been completed, and for more significant incidents a senior manager has been informed. Hospital Rooms staff member must also inform Niamh White and Tim A Shaw verbally or by email of the incident and the name of the NHS manager whom they have reported the incident to. This will then be reported to the board by the co-founders.

G) PROCEDURE

1. Prior to starting a Hospital Rooms project with a trust, Hospital Rooms will ensure that a trust lead for incidents has been identified and that there is a named contact in the trust for staff on a project to raise concerns to. this will usually be the ward manager for the area where the project is taking place
2. All Hospital Rooms projects will be risk assessed via the application process prior to starting the project by Tim and Niamh. This will include identification of lead and ensuring the Trust has a visitors/contractor/volunteers policy to cover artists and staff from hospital rooms
3. All artists will be asked to read Safeguarding and Incidents leaflets provided by the trust and confirm they have done so.
4. All artists will be expected to comply with trust policy and procedures around incidents, health and safety, safeguarding and risk. They will also be expected to comply with any advice from staff in relation to their safety and risk from patients
5. Hospital Rooms will provide artists with induction information around incidents, safeguarding and health and safety through the policies.
6. If an Incident occurs it must be immediately raised with Tim and Niamh who will inform the Board of Trustees.
7. The incident or 'near miss' should be logged and recorded on the Bright Safe portal.
8. A meeting to review should be held within 7 days of the incident occurring to investigate, identify any failings and devise and implement any new working practices to avoid recurrence.
9. The Hospital Rooms leads will meet with the artists and named trust contacts at the end of each project to confirm if any incidents have been raised, and request feedback on the actions and learning from this from the Trust named link
10. An Incident report will be included in the quarterly board papers & Trustees will review any incidents, learnings and actions at the Trustee meeting.

H) TRAINING & SUPPORT

All Hospital Rooms staff and artists will be required to undertake a DBS check before any contract commences. Hospital Rooms staff are required to have passed Safeguarding for Adult Awareness training and Safeguarding Children Awareness where appropriate during onboarding.

Site Leads will have undergone further training in 'Incident and Accident Reporting' before attending site. All staff will be encouraged to report incidents where they feel comfortable.

Where any additional training is required this will be assigned appropriately.

Following any incident Hospital Rooms will provide counselling and support to staff, contractors and volunteers via the Health Assured program.

I) MONITORING & REVIEW

Any incidents raised by Hospital Rooms project members will be reported to the Board of Trustees. Any learning will be disseminated to Trustees and project members.

This document will be reviewed by the board of Hospital Rooms trustees in March 2024.

Name: **Deborah Bowman**

Position: **Chair**

Signed:



Date: **27.06.23**