

 University Hospitals Plymouth NHS Trust			Duties										Procedure Title: Incident Management Procedure														
Process Title: Management of Moderate Harm Incidents			Patient/ Carers/ Family	Persons involved/ Reporter of Incident	Ward/ Department Manager	Service Line Management Team	Care Group specifically ACNOs	Risk & Incident Team	Lead Executive Director	Assigned Investigator	Action Holders	Specialist Advisors	Quality Assurance Committee	CCG/ NHS England & Improvement/ CC	Number: V4	<table border="1"> <tr><th colspan="2">Legend</th></tr> <tr><td>△</td><td>= Responsible</td></tr> <tr><td>C</td><td>= Consulted</td></tr> <tr><td>i</td><td>= Informed</td></tr> <tr><td>a</td><td>= Assists</td></tr> </table>		Legend		△	= Responsible	C	= Consulted	i	= Informed	a	= Assists
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Step	Timescale	Task Title	Task Description																								
Incident Occurs																											
1	Immediate Action Required	Recognise and make safe		△	i										Make safe, deal with anyone harmed. Where medical equipment is involved, the equipment must be quarantined for inspection. Call for help or guidance from a senior member of staff if needed. Escalate to Clinical Lead, Line Manager/ Supervisor.												
2		Duty of Candour conversation	i	△	a										Be Open with Patient/Carers at this stage. Apologise and inform them an incident has occurred and investigation will now take place. Record discussion in patient notes. For further information on new Duty of Candour Requirements please read the Incident Management Policy (Pg 15).												
3		Report Incident to Datix		△	i	i	i	i							Report the incident on Datix as soon as possible after the event and certainly within 24 hours. Please include contact details for all staff involved in the Incident. Staff involved should also be asked to provide a recollection of events. <i>A user guide for adding Staff names and template recollection of event forms can be found via Staffnet on the Risk & Incident Team pages.</i>												
4	Within 24 hours of reporting to Datix	24 Hour review mtg arranged				i	△		i						The Care Group will coordinate a 24 hour review meeting with the relevant Service Line team whereby Multi-disciplinary attendance is required.												
5		24 Hour review mtg held		C	C	a	△		i			a			All staff involved in the Incident, a member of the Service Line & Care Group management teams and any specialist advisors should attend. The meeting will discuss what happened, what immediate actions were taken and together staff will complete the 24 Hour report proforma, assigning a Lead Investigator and proposing an appropriate terms of reference and level of investigation required.												
6		Moderate Incident Confirmed		i	i	i	△		i	i	i				The relevant Care Group ACNO will confirm the appropriate level of investigation. This will include confirmation if the incident requires escalation to a Serious Incident and warrants a full RCA investigation.												
7	Within 10 working days	Duty of Candour Written notification	i		a	△									Duty of Candour written notification to patient/ relevant person summarising investigation process and includes contact response form. Upload signed copy onto the Datix Incident form and file copy in patients medical notes. Template letters can be found via Risk & Incident Team pages on Staffnet.												
8	Within 35 working days	Concise Investigation	C	C	C	C	△								Concise Investigation: Use SBA(R)R fields on Datix and include key points of evidence. Hold an incident review meeting to identify and agree, realistic and timed actions and share lessons learned.												
9	Between day 35-45	Care Group review and approval of RCA				i	△		i		i				The RCA will be reviewed and approved by the Care Group Management team.												
10	If req.	Duty of Candour: Sharing Investigation findings	i		△										If a request has been returned from the patient/ relevant person; write a summary letter, detailing the aim(s) and findings of the investigation and the actions that will be taken. Upload signed copy onto the Datix Incident form.												
11	As & When	Action Plan Completion and Assurance		△		i	i					a			Internal reporting and assurance. Record and track agreed RCA actions via Datix. The SLMT within their governance arrangements monitor agreed actions until completed. Ward and SLMT's are responsible for uploading action evidence to Datix and marking actions as complete.												
12	Upon completion of action plan	Incident closed	i	△		i	i								Once all actions are completed and robust evidence for completion has been uploaded to Datix, use the 'Incident closed' date on Datix to mark the incident as closed. Service Line Risk Register should be reviewed.												