



Committee Approver	FRAC
Stakeholder Consultation	
Date Approved	April 2025
Classification	Policy (sitting as an appendix to H&S Policy)
Title	Accident, Incident and Near Miss Policy
Revision Date	April 2025
Revised by	Head of Care Care Home Managers Health & Safety Advisor Health and Safety Consultative Group
Next Revision Date	April 2028
Related Documents	H&S Policy Viewpoint Accident, Incident and Near Miss procedure
Location of Electronic Copy	V:\Policies and Procedures Shared\Policies\Health & Safety

1. Policy Statement

Viewpoint places a high importance on ensuring a safe and healthy working environment for all employees, customers, contractors, visitors and members of the public.

An essential part of this commitment is minimising accidents and incidents by ensuring H&S arrangements are properly planned, organised, controlled, monitored and reviewed as per the requirements of the Management of Health and Safety at Work Regulations 1999.

It is recognised that good accident and incident recording processes coupled with thorough investigation methods form an essential part of the Viewpoint H&S Management System. A robust accident and incident process will allow us to understand why failures have happened and ensure actions are taken to prevent reoccurrence. Implementing this policy will demonstrate our commitment to the health and safety of our employees, customers, contractors, visitors and members of the public.

2. Purpose

The purpose of this policy, and the procedure which supports it, is to clearly outline the arrangements for managing accidents, incidents and near misses. It aims to ensure that where things have gone wrong, corrective action is taken. In addition, the policy will help to identify areas where resources will be used most effectively. It will ensure:

- There is a clear process for capturing all work related accidents, incidents and near misses.
- There is a clear process for capturing all incidents that are detrimental to the health and welfare of a person using a care service.
- Accidents and incidents are responded to appropriately, ensuring steps are taken to minimise risks.
- There is an investigation carried out into all accidents, incidents and near misses. The potential consequence of the event and likelihood of re-occurrence will dictate the level of investigation carried out.
- Action plans are created and completed where there is a need for remedial action.
- Lessons to prevent future accidents and incidents are acted upon and shared where applicable.
- There is a clear process for notifying accidents and incidents that fall under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), ensuring responsibilities and timescales are clearly outlined.
- There is a clear process for notifying accidents and incidents that fall under the requirements of the Care Inspectorate and/or Social Care Direct, ensuring responsibilities and timescales are clearly outlined.

- There is a clear process for notifying incidents that fall under the requirements of the Scottish Housing Regulator, ensuring responsibilities and timescales are clearly outlined.
- There is a clear process for the effective collection, collation and analysis of accident, incident and near miss data and for the monitoring of arrangements by appropriate forums, including the Health and Safety Consultative Group.

3. Legislation/related policies

Accidents, incidents and near misses will be reported and investigated in accordance with the requirements of the following Legislation and Code of Practice:

- The Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulation 1999
- Reporting of Injuries and Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR 2013)
- Regulation of Care (Scotland) Act 2001
- Care Inspectorate Guidance – Records that all registered care services (except childminders) must keep and guidance on notification reporting
- HSG245 Investigating Accident and Incidents
- Data Protection Act 2018 and GDPR (All information relating to specific individuals will be kept secure and any review of accident data generated will be non-specific to the individual's identity)
- Social Security (Claims and Payments) Regulations 1987
- INDG 453 (revision one) – Reporting accidents and incidents at work

4. Scope

This Policy covers:

- Accidents, incidents and near misses involving any Viewpoint Employee.
- All work-related accidents, incidents and near misses involving customers, contractors, members of the public and visitors.
- All incidents that are detrimental to the health and welfare of a person using a care service.

5. Roles and Responsibilities

Board

The role of Viewpoint's Board is to ensure that this policy, as well as any associated policies, are regularly reviewed, as required, or in accordance with the usual cycle of policy review.

The Board will, in fulfilling its function, ensure that it complies as necessary with this policy, and the associated policies, procedures and documentation which support it.

Executive and Leadership Teams

The role of the Executive and Leadership Teams is responsibility for ensuring that this policy, and the associated policies, procedures and documentation which support it, are implemented within Viewpoint. The Executive and Leadership Teams shall ensure that accident, incident and near miss management processes and systems are in place, and that they are operated properly from day-to-day. The Executive and Leadership Teams shall also ensure that relevant managers and team members familiarise themselves with this policy, and the associated policies, procedures and documentation which support it, as well as undertaking any associated training.

Staff

All staff are responsible for ensuring that they familiarise themselves with this policy, and the associated policies, procedures and documentation which support it, as well as undertaking any associated training. All staff shall ensure that all accidents, incidents and near misses are properly recorded using the documented processes.

6. Monitoring & Evaluation

To ensure this policy remains current and effective it will be reviewed every 3 years or where a need is identified by monitoring methods, for example through audits, inspections or accident investigations.

Viewpoint's Health and Safety Advisor will monitor compliance with this policy through key performance indicators - for example, monitoring the frequency, severity and trends within accident and incident data.

Viewpoint's Health and Safety Advisor and Exec Team will ensure that regular reports on Accident, incident and near miss data are provided to the Health and Safety Consultative Group for their review and discussion. Reports will also be issued to Viewpoint's Finance, Risk & Audit Committee on behalf of the Board.