

NOTIFICATION OF INCIDENTS

Providers must notify the following bodies of incidents that affect the health, safety and welfare of people who use services.

Incident	Who needs notifying
Death of an adult receiving your service.	<ul style="list-style-type: none"> • CQC – Regulation 16 • The individuals Social Worker if appropriate • CHC if appropriate • Coroner if they are under DoLS
Serious injuries that if untreated are likely to lead to, permanent damage – or damage that lasts or is likely to last more than 28 days.	<ul style="list-style-type: none"> • CQC – Regulation 18 • The individuals Social Worker if appropriate • CHC if appropriate
All abuse or allegation of abuse	<ul style="list-style-type: none"> • SMBC Adult Social Care – as a safeguarding concern • CQC – Regulation 18 • The individuals Social Worker if appropriate • CHC if appropriate
Any incident that is reported to, or investigated by, the police.	<ul style="list-style-type: none"> • CQC – Regulation 18 • SMBC Commissioning • The individuals Social Worker or CHC if the incident relates to a service user for whom they have responsibility.
Any event which prevents, or is likely to threaten to prevent, the service provider's ability to continue to carry on safely: <ul style="list-style-type: none"> • insufficient number of suitably qualified, skilled and experienced persons • interruption in the supply electricity, gas, water or sewerage where that interruption has lasted for longer than a continuous period of 24 hours • physical damage to premises which has, or is likely to have, a detrimental effect on the treatment or care provided to service users • failure, or malfunctioning, of fire alarms or other safety devices where that failure or malfunctioning has lasted for longer than a continuous period of 24 hours. <p>NOTE: Implement your Business Continuity Plan</p>	<ul style="list-style-type: none"> • Emergency planning • CQC – Regulation 18 • SMBC Commissioning • CHC is appropriate.
Outbreak of an infectious disease	<ul style="list-style-type: none"> • Public Health England - 0344 225 2560
Incidents that don't meet the threshold for safeguarding using the Harm Descriptors such as: <ul style="list-style-type: none"> • Staff disciplinary issues • Missed Calls (no harm) –Care at Home providers • Persistent late or early calls or very short calls – Care at Home providers • Medication concerns • Poor manual handling 	<ul style="list-style-type: none"> • The individuals Social Worker if appropriate • CHC if appropriate • SMBC Commissioning if the person does not have a social worker
Significant change to management or ownership – including resignations.	<ul style="list-style-type: none"> • CQC – Regulation 14, 15, 21 & 22 • SMBC Commissioning
Financial viability/sustainability concerns	<ul style="list-style-type: none"> • CQC – Regulation 13 • SMBC and CHC Commissioning