

Consumer Incident Management

Note: This Policy and Procedure must be read in conjunction with Westmont Aged Care Services Ltd Occupational Health & Safety Policy & Procedure Manual.

POLICY

Westmont Community Care will implement and maintain a system to record and manage incidents that happen in connection with providing supports and services to consumers.

DEFINITIONS

A consumer incident is defined as 'an event or circumstance that occurred during service delivery and resulted in harm to the consumer'.

Major impact incidents include:

- The unanticipated death of a consumer
- Severe physical, emotional or psychological injury or suffering which is likely to cause ongoing trauma
- A pattern of incidents related to one consumer, when taken together, meet the level of harm to a consumer defined above. This may be the case even if each individual incident is a non-major impact incident

Non-major impact incidents include:

- Incidents that cause physical, emotional or psychological injury or suffering, without resulting in major impact as defined above
- Impacts to the consumer which do not require significant changes to care requirements, other than short-term interventions (for example, first aid, observation, talking interventions or short-term medical treatment)
- Incidents that involve a consumer but result in minimal harm
- Incidents that do not otherwise meet the criteria for 'major impact' above

An incident investigation is defined as 'a formal process of collecting information to ascertain the facts, which may inform any subsequent criminal, civil, disciplinary or administrative sanctions'.

An incident review is defined as 'analysis of an incident to identify what happened, determine whether an incident was managed appropriately, and to identify the causes of the incident and subsequent learnings to apply to reduce the risk of future harm'.

PROCEDURES

Consumer incidents that occur during delivery of services and result in harm to a client must be reported to the Department or Funding Body of the client. Commonwealth Department of Health (DOH), Victorian Department of Health and Human Services (DHHS), Department of Veterans Affairs (DVA), National Disability Insurance Scheme Quality and Safety Commission (NDIS QSC) according to the relevant reporting requirements and documented in Westmont Client Incident Management System (CIMS).

The effective management of consumer incident has five stages.

1. Identification and response

Identification is when an incident is disclosed to, or observed by, Westmont staff at any service delivery setting. This includes disclosure by a consumer, family member or other professionals to Westmont.

Response covers the immediate activities undertaken to ensure the safety and wellbeing of consumers, staff and visitors, preserve evidence and notify emergency services and family or other support people.

2. Reporting

Reporting captures specific information regarding the incident identified.

As part of this stage, follow-up is undertaken to ensure that the information provided in an incident notification is accurate, and Westmont and the relevant department are assured that appropriate actions are being planned and undertaken to manage the incident.

3. Incident investigation

An investigation is a formal process of collecting information to ascertain facts which may inform future risk management, quality improvement and/or subsequent criminal, civil, disciplinary or administrative sanctions.

The purpose of an incident investigation is to determine whether there has been abuse or neglect of a consumer by a staff member or other consumer, in relation to an allegation in a consumer incident report.

4. Incident review

A review is the analysis of an incident to identify what happened, determine whether an incident was managed appropriately, and to identify the causes of the incident and any subsequent learnings to apply to reduce the risk of future harm. Such reviews may be carried out by Westmont (including the department) or external bodies.

Incident reviews are distinguished from accident investigations, which have a focus on determining whether there has been abuse or neglect of a consumer by a staff member or other consumer.

5. Analysis and learning

Analysis and learning include monitoring and acting on trends identified through the analysis of consumer incident information to enhance the quality of services and supports to consumers.

Informing the consumer of the incident management system

Westmont will ensure information about our incident management system is up to date and maintained in easily accessible formats for staff and consumers. Consumers will be informed of the incident management system prior to services commencing through communication with the Client Care Coordinator and our Client Information Booklet.

Incident occurs

When an incident occurs, staff must ensure the immediate safety, health and wellbeing of themselves, the consumer and other involved parties, providing or obtaining medical attention and notifying emergency services as required.

Incidents must be reported to the Director of Community Care immediately or as soon as possible after the incident. Details of the incident are recorded on the Adverse Event Form by the staff member involved as soon as possible after the incident or within 24 hours of the incident occurring.

Incident review

The Director of Community Care will review the details of the incident to determine the type of incident that occurred, how it occurred and what action was taken to support or assist the consumer or person involved. Where required, the Director of Community Care will phone the consumer and/or their nominated emergency contact and provide support and assistance to the consumer to ensure their health, safety and wellbeing and involve them in the management and resolution of the incident.

The incident will be assessed and consider the views of the consumer affected by the incident to determine:

- a) Whether the incident could have been prevented.
- b) How well the incident was managed and resolved.
- c) What, if any, remedial action needs to be undertaken to prevent further similar incidents from occurring, or to minimise their impact.
- d) Whether other persons or bodies need to be notified of the incident.

Reporting an incident

For major impact incidents, Westmont will notify the relevant department as soon as possible and within 24 hours and record the details of the incident on the client incident register.

For non-major impact incidents, Westmont will record the key details of the incident in the client incident register and provide a monthly report to the Westmont Board of Directors and the relevant department if it is a requirement.

Incident investigation

Westmont will conduct an incident investigation for major impact incidents involving:

- Abuse of a consumer by a staff member or another consumer (this includes physical, sexual, financial and emotional/psychological abuse)
- Poor quality of care
- Unexplained injury

Data analysis

The Director of Community Care will monitor the incidents recorded on the client incident register to identify trends or patterns and report outcomes to the Westmont Board of Directors.

Training

Staff will receive information and training on our incident management processes at induction, at meetings and refresher training and is a requirement of all staff position descriptions.

Date approved:	January 2021	By Department:	DCC		
To be reviewed:	January 2024	By Department:		Key changes:	