

Notification Guidance 2023

Who needs to report incidents, accidents, or events?

Ordinarily it is the Registered Manager who is the person responsible for reporting incidents to the Commission. However, the Registered Manager can delegate this task to any member of staff.

You need to ensure that your delegation arrangements clearly show which members of staff are responsible for submitting notifications.

Why do you need to report an accident, incident, or event?

The Commission will carry out a risk assessment based on the information provided. They may contact providers to discuss the information or seek information from other agencies involved. The notification may prompt a telephone interview, or regulatory visit or inspection. For notifications involving health, the Commission may seek an independent medical assessment.

What types of incidents, accidents, or events need to be reported to the Commission?

The types of incidents, accidents or events that your service will need to report to the Commission may depend on the type of service you deliver, however some will be common to all services. Appendix A is a list of reportable incidents, accidents, and events for adults. Appendix B is similar list for children and young people.

The Commission only requires notifications for children and young people that are looked after by the Minister, with the exception being the death of a child or young person. Included in these appendices is examples of what constitutes a serious illness or event and examples of minor injuries that do not need to be reported to the commission.

In respect of an employee or volunteer who works for your organisation the Commission requires to be notified in the following circumstances:

- The employee/volunteer is under investigation by the police
- Referral of employee/volunteer to their Regulated Body, for example Social Work England or the Nursing and Midwifery Council
- Or an employee or volunteer has been referred to the Jersey Designated Officer (JDO), in respect of children and young people or the Adult Workforce Designated Officer (AWDO) in respect of those involved in the care of adults.

How does the Commission define ‘serious’?

The Oxford English Dictionary defines ‘serious’ as: ‘significant or worrying because of possible danger or risk; not slight or negligible’.

The line between what is serious, and what is not, can be blurred and is always a matter of professional judgement. It depends on many factors, including age of the child, young person or adult, frequency of the incident/event, injuries sustained, any additional needs the child, young person or adult has, the context of the environment and so on. In some instances, the cumulative effect of frequent incidents may make a notification appropriate even if in isolation each event would not warrant this.

You must tell us about these incidents within two working days of the incident, accident, or event.

How to report an incident, accident, or event?

You can use the online form if you are one of the following:

- Children’s home or secure children’s home (including 18-21 provision)
- Social Work Services for Children and Young People
- Fostering Services
- Adoption Services
- Child and Adolescent Health Service
- Care Arrangements in Special Schools

- Child Contact Centre
- IRO Service (including JDO)
- Residential family centre
- Children and Family Community Nursing
- NSPCC
- Home Care Service
- Care Home Service
- Day Care Service

The Commission must be notified no later than 48 hours after the reportable incident, accident, or event.

Why do I have to use ID codes instead of people's names when I submit notifications?

If you submitted a notification that included confidential information, such as a person's name or any other information that could identify them as an individual, it may contravene the Data Protection (Jersey) Law 2018. The Data Protection Law makes important requirements about how information about people is stored, 'processed' and shared. It is important that this information is only shared when necessary, and under appropriate security arrangements. We therefore ask registered persons to use a unique identifier or code rather than a name when giving information about a person in a notification.

Please ensure that you do not mention the name of the person subject to the notification anywhere in the submitted document. If the Commission further information or clarification your service will be contacted.

The only exception where the Commission requires the name of an individual is in relation to notifications where there is an allegation against a carer or staff member within your service.

Guidance on completing the online form

The online form has mandatory sections that are self-explanatory, however where there is free text you should follow this guidance.

Time of the incident, accident, or event – Please use the 24 hour clock, e.g., 13:30

Location of the incident, accident, or event – examples (not limited to) are home, school, or community.

Please provide brief information about the incident, accident, or event (no more than 100 words) – The Commission only requires a brief outline of what has happened, if we require further information, we will contact the service.

Has there been any action taken as a result of the incident, accident, or event? – Again, the Commission only wants brief information here.

In relation to informing the relevant person (parent, carer, guardian, next of Kin or those with Power of Attorney) the reason why you have not and your plans for doing so – There maybe child protection/adult safeguarding concerns or you have been unable to contact the relevant person.

Is there anything else you would like to add? – Please add any other relevant information, however, please keep this brief and factual.

Appendix A: List of reportable events for Adults

- Absconding/missing
- Authorisation of SROL
- Discharge of SROL
- Renewal of SROL
- Confirmation of Covid-19 positive carer
- Confirmation of Covid-19 positive care receiver
- Discharge from Hospital
- Events that stop a service running safely and properly, e.g. damage to premises, fire, safety equipment, theft or burglary
- Fall event
- Fracture neck of Femur
- Other Fracture
- Incident where harm has occurred
- Incident where medical attention was sought
- Incident that affects people's wellbeing, e.g. fire, theft or burglary
- Infectious diseases
- Medication error
- Notice of termination of accommodation
- Notice of termination of service/contract
- Pressure ulcers, grade 2 and above
- Deterioration of previously notified pressure ulcer
- Skin tear
- Restrictive Physical Intervention
- The adult being a victim or perpetrator of a serious assault
- Death of a care receiver

Appendix B: List of reportable events for Children and Young People

- Serious incident or accident where harm has occurred
- A child or young person being a victim or perpetrator of a serious assault
- Serious concerns over a child's or young missing behaviour
- Events that stop a service running safely and properly, e.g., damage to premises, fire, safety equipment, theft, or burglary
- Safeguarding/child protection concerns (where a child or young person is looked after)
- Unauthorised absence (missing person)
- Placement of a child or young person off Island
- Notifiable Infectious Diseases
- Restrictive physical intervention of the child or young person
- An incident requiring police involvement
- A child/young person who is suspected or known to be involved in or subject to sexual/criminal exploitation
- Authorisation of Significant Restriction of Liberty
- Death of a child or young person

Serious illness or accident would include the following:

- anything that requires resuscitation
- admittance to hospital for more than 24 hours
- a broken bone or fracture
- dislocation of any major joint, such as the shoulder, knee, hip or elbow
- any loss of consciousness

- severe breathing difficulties, including asphyxia
- anything leading to hypothermia or heat-induced illness
- penetrating injury to the child's eye
- chemical or hot metal burn to the child's eye
- absorption of any substance by inhalation, ingestion or through the skin
- from an electric shock or electrical burn
- exposure to a harmful substance, a biological agent, a toxin or infected material

You do not need to tell the Commission about minor injuries, even if treated at a hospital (for less than 24 hours). These include:

- animal and insect bites, such as a bee sting that doesn't cause an allergic reaction
- sprains, strains, and bruising, for example if a child sprains their wrist tripping over their shoelaces
- Minor cuts, grazes and bumps
- minor burns and scalds
- dislocation of minor joints, such as a finger or toe
- wound infections