



Updated notifications guidance for regulated services

Introduction

This document provides guidance for registered services on reporting incidents, accidents, and other events to the Jersey Care Commission (the Commission).

It explains who must report, what needs to be reported, how and when notifications should be submitted, and how to complete the online form correctly. The guidance is intended to support services to meet their regulatory responsibilities and to help the Commission monitor safety and quality across health and care services.

Who needs to report incidents, accidents, or events?

The registered manager is responsible for reporting incidents to the Jersey Care Commission (the Commission). However, the registered manager may delegate this task to any staff member.

The registered manager must ensure that delegation arrangements clearly show which staff members are responsible for submitting notifications and that delegated staff know what information is required when submitting a notification.

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

Within the Regulation of Care (standards and requirements) (Jersey) Regulations 2018, a registered person must notify the Commission of such incidents, accidents or other events that have posed or may pose a risk of harm to care receivers as the Commission may specify in such manner as the Commission may specify.

The Commission use information from notifications to:

- be aware of what is happening in a service
- identify issues of concern
- inform whether we need to take regulatory action
- monitor trends across health and care services.

What incidents, accidents, or events must be reported to the Commission?

The types of incidents, accidents, or events your service will need to report to the Commission may depend on the service you deliver (adults or children and young people). However, some will be common to all services. Appendix A lists reportable incidents, accidents, and events for adult services. Appendix B is for children and young people services.

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. The necessity of reporting an incident is contingent upon a variety of factors, such as the individual's age, the frequency and severity of the incident, any existing additional requirements, and the particular environment in which the incident occurred. There are situations where the cumulative impact of repeated incidents may necessitate reporting, even if each individual event may not prompt such action.

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

How do you report an incident, accident, or event?

Use the [online form](#) if you are one of the following:

- Adult care home service
- Adult day care service
- Adult home care service
- Children's social care services:
 - Children's home
 - Adoption service
 - Fostering service
 - Children's social work service
 - Independent monitoring and reviewing services - including Jersey designated officer
- Child contact centre service
- Residential family centre service
- Child and young people's mental health service
- Care arrangements in special schools
- Children and family community nursing
- National Society for the Prevention of Cruelty to Children (Jersey)
- Health and Community Services ¹
- Mental Health Services ¹
- Ambulance Service ¹

¹ Pending the approval of the proposed changes to the Regulation of Care (Amendment) (Jersey) Law 202*

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

The Data Protection (Jersey) Law 2018 explains how information about individuals must be stored, 'processed' and shared to protect their rights. Information must only be shared when necessary and must always be shared securely.

For this reason, the Commission asks registered persons to use a unique identifier or code, rather than a person's name, when submitting a notification. If your service does not use a unique identifier or code that can be shared with other service providers, then the name of the service user must be used instead.

In most cases, the Commission does not need to know the identity of an individual. However, using a consistent unique identifier is essential so that we can identify if the same person is the subject of multiple notifications and, if required, request further information.

Our full Privacy Notice explains in detail what we do with your information, your rights, and what to do if you have a concern or complaint about how we use this information. We are committed to ensuring the confidentiality and security of your personal data.

<https://carecommission.je/privacy-notice/>

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 requires a brief outline of what has happened. If further information is required, the Commission will contact the service.

Has any action been taken as a result of the incident, accident, or event?
The Commission requires brief information here.

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

1. Missing
2. SROL
3. Events that impact service
 - a. Infectious diseases
 - b. Damage to premises
 - c. Fire
 - d. Safety equipment
 - e. Theft
 - f. Burglary
 - g. Staffing levels
 - h. Disruption to utilities
4. Incident where harm has occurred
 - a. Fall event
 - b. Fracture of neck of femur
 - c. Other Fracture
 - d. Incident where medical attention was sought
 - e. Medication error
5. Pressure ulcers, grade 2 and above
 - a. Pressure ulcers, grade 2 and above
 - b. Deterioration of previously notified pressure ulcer
6. Adult being a victim or perpetrator of a serious assault
7. Death of Adult
8. Allegation against staff member/volunteer or care receiver

Appendix A1: definition of reportable events for Adults

1. **Missing:** An alert issued to inform the Commission about an individual's unexplained absence.
2. **SROL (Significant Restriction of Liberty):** An alert about measures that substantially limit an individual's freedom of movement or autonomy, typically used to ensure safety and compliance with legal standards.
3. **Events that Impact Service:** An alert about incidents or occurrences that affect the delivery quality or safety of a service.
 - **Infectious Diseases:** An alert about the presence or outbreak of a contagious illness.
 - **Damage to Premises:** An alert about significant harm or destruction to a property.
 - **Fire:** An alert about the occurrence of a fire incident.
 - **Safety Equipment:** An alert about the functionality or need for safety equipment.
 - **Theft:** An alert about the unlawful taking of property.
 - **Burglary:** An alert about the unlawful entry into a property with the intent to commit theft or other criminal activities.
 - **Staffing Levels:** An alert about inadequate personnel available to deliver services.
 - **Disruption to Utilities:** An alert about interruptions or failures in essential services such as water, electricity, gas, or heating.

4. Incident Where Harm Has Occurred

- **Fall Event:** An alert about an incident where an individual has experienced a loss of balance resulting in a fall.
- **Fracture Neck of Femur:** An alert about a severe injury where the neck of the femur bone in the hip is broken.
- **Other Fracture:** An alert about a bone fracture in any part of the body other than the neck of the femur.
- **Incident Where Medical Attention Was Sought:** An alert about an event where an individual required medical treatment or intervention.
- **Medication Error:** an alert issued to inform the Commission about a harmful incident as a consequence of a medication error (Prescribing, omission, wrong time, unauthorised medication, improper dose, wrong dose prescription or wrong dose preparation, administration errors such as incorrect route of administration, administering the drug to the wrong patient, extra dose, or wrong rate)
- **Pressure Ulcers Grade 2 and Above:** An alert about the development of significant pressure sores, indicating a need for immediate medical attention and review of care practices.
- **Deterioration of Previously Notified Pressure Ulcer:** An alert about a worsening condition of an existing pressure sore.

5. **Adult Being a Victim or Perpetrator of a Serious Assault:** An alert about an incident involving an adult who has either suffered or committed a significant physical attack.

6. **Allegations Against a Staff Member / Volunteer or Care Receiver Within Your Service:** An alert about accusations or claims of misconduct, abuse, neglect, or other concerning behaviours.

7. **Death of Adult:** An alert about the passing of an individual.

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

1. Missing
2. Unregulated activity
 - a. Unregulated placement
 - b. Unregulated children's home
3. Events that impact the service
 - a. Notifiable Infectious Diseases
 - b. Damage to premises
 - c. Fire
 - d. Safety equipment
 - e. Theft
 - f. Burglary
 - g. Staffing levels
 - h. Disruption to utilities
4. Serious incident or accident where harm has occurred
 - a. A child or young person being a victim or perpetrator of a serious assault
 - b. An incident of self-harm to a child or young person
 - c. An incident where a child or young person exhibits harmful sexualised behaviour
 - d. Incident where medical attention was sought
 - e. Safeguarding/child protection concerns
 - f. A child/young person who is suspected or known to be involved in or subject to exploitation
 - g. Medication error
5. Restrictive physical intervention
6. An incident requiring police involvement
7. Death of a child or young person
8. Allegation against staff member / volunteer or care receiver within your service

Appendix B1: definition of reportable events for Children and Young People (CYP)

1. **Missing:** The Commission is informed about a missing child or young person when the absence triggers a multi-agency response.
2. **Unregulated activity:** an alert issued to inform the Commission about instances where care or support for children is being provided without regulation.
 - a. **Unregulated placement:** an alert issued to inform the Commission about a placement for a child or young person that is not regulated.
 - b. **Unregulated children's home:** an alert issued to inform the Commission about a residential facility providing care for children that is not regulated.
3. **Events that impact service:** an alert issued to inform the Commission about incidents or occurrences that affect the delivery, quality, or safety of a service.
 - a) **Notifiable infectious diseases:** an alert issued to inform the Commission about the presence or outbreak of a contagious illness.
 - b) **Damage to premises:** an alert issued to inform the Commission about significant harm or destruction to a property.
 - c) **Fire:** an alert issued to inform the Commission about the occurrence of a fire incident.
 - d) **Safety equipment:** A notification of safety equipment is an alert issued to inform the Commission about the functionality or need for safety equipment.
 - e) **Theft:** an alert issued to inform the Commission about the unlawful taking of property.
 - f) **Burglary:** an alert issued to inform the Commission about the unlawful entry into a property with the intent to commit theft or other criminal activities.
 - g) **Staffing Levels:** an alert issued to inform the Commission about the inadequacy of personnel available to deliver services.
 - h) **Disruption to utilities:** A notification of disruption to utilities is an alert issued to inform the Commission about interruptions or failures in essential services such as water, electricity, gas or heating.

4. Serious incident or accident where harm has occurred: an alert issued to inform the Commission about an event resulting in significant injury or harm to an individual.

a) A child or young person being a victim or perpetrator of a serious assault: an alert issued to inform the Commission about an incident involving significant physical harm or violence.

b) An incident of self-harm to a child or young person: an alert issued to inform the Commission about an event where the individual has intentionally harmed themselves.

c) An incident where a child or young person exhibits harmful sexualised behaviour: an alert issued to inform the Commission about concerning behaviours that may pose risks to themselves or others.

d) Incident where medical attention was sought: an alert issued to inform the Commission about an event where an individual required medical treatment or intervention.

e) Safeguarding / Child protection concerns: an alert issued to inform the Commission about allegations or suspicions of abuse or neglect against a child in care.

f) A child / young person suspected or known to be involved in or subject to exploitation: an alert issued to inform the Commission about concerns or evidence that meets the threshold for multiagency response.

g) Medication error: an alert issued to inform the Commission about a harmful incident as a consequence of a medication error (Prescribing, omission, wrong time, unauthorised medication, improper dose, wrong dose prescription or wrong dose preparation, administration errors such as incorrect route of administration, administering the drug to the wrong patient, extra dose, or wrong rate).

4. Restrictive physical intervention: an alert issued to inform the Commission about the use of physical restraint or control measures to manage behaviour or ensure safety.

5. An incident requiring police involvement: an alert issued to inform the Commission about an event that necessitates law enforcement intervention at the home. This excludes notifications of missing children and young people.

6. Allegations against a staff member/volunteer or care receiver within your service: an alert to inform the Commission about accusations or claims of misconduct, abuse, neglect, or other concerning behaviours.

7. Death of a child or young person: an alert issued to inform the Commission about the passing of a child or young person.