

SERVICE USER INCIDENT AND ACCIDENT PROCEDURES

GUIDELINES TO ON THE APPROPRIATE REPORTING AND RECORDING OF
AN INCIDENT OR ACCIDENT INVOLVING A SERVICE USER





APPROPRIATE RECORDING AND REPORTING OF AN INCIDENT OR ACCIDENT INVOLVING A SERVICE USER

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EQUALITY, INCLUSION AND DIVERSITY STATEMENT

The Gibraltar Sports and Leisure Authority (GSLA) endeavour to provide the community with the best possible sports and leisure facilities, and development programmes, in order to cater for the majority of the needs of Sports Associations, Educational Establishments and our community as a whole.

The GSLA, is of the view, that opportunities should be open to all. We are committed to providing services which embrace inclusivity, diversity and promote equality of opportunity. Our goal is to ensure that these commitments are embedded in to our day to day working practices with our employees, supporting Public Service Department, Agencies and Contracted Services, Sports Associations, and our Service Users.

During the development of our policies and procedures the GSLA will conduct an equality assessment and give due regard to the need to eliminate discrimination, harassment or victimisation to advance equality of opportunity and ensure good relationships with individuals who share a protected characteristic as defined under the Equal Opportunities Act 2006. The GSLA will take any appropriate action, to safeguard and protect, and will report any negligence or irregularity of behaviour, in this respect, through the appropriate channels.

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1. INTRODUCTION

The GSLA has a responsibility to record and report on any incidents or accidents that involve Service Users that they are made aware of and risk assess and mitigate any future occurrences if this is possible. All employees and managers must also be aware of the reporting process and be able to report on any incident or accident that may occur in accordance to our legal obligations and Department Policy.

There are several key reasons why following planned procedures and reporting Service User Incidents and accidents is crucial. It's important to have procedures in place for our employees to follow when situations arise and use as a structured approach. Having structured response guidelines allows the GSLA to standardise the reaction to all incidents and accidents and respond and maintain a high-level related to our Service Users Safety. Also, Service Users may wish to seek compensation when an incident or accident occurs. Having a documented process may also assist the GSLA in any liability they are faced with.

Why is Accurate Incident/Accident Reporting Important?

Avoid Future Incidents - By reporting even minor injuries, you can gain a better understanding of the circumstances that made the injury possible, which will allow the GSLA to take steps to avoid those situations in the future. These insights can help employees and managers to identify where additional support is needed and determine methods and strategies for avoiding similar incidents, improving the facility's safety and security measures. Reporting incidents and injuries also helps all employees to remain aware of the hazards that can occur at the facility and can make them more vigilant in preventing these insights.

Detailed Information for Future Reference - Additionally, when incidents and injuries do occur, having information about the incident/accident compiled and documented in reports can be imperative for medical professionals to better understand the situation and help to treat the Service User. Because details fade over time, it's critical to fill out an incident/accident report as soon as possible so that the important details

Incident/Accident involving a Service User Report Form at Annex 1.

Incidents and Accidents are not restricted to those that cause an injury. A fight, any form of harassment or any witness of self-harm should also be recorded and reported on.

2. REPORTING AN INCIDENT/ACCIDENT WITHIN GSLA FACILITIES

The responsibility for the reporting of any injury or accident involving a Service Users falls both on the Service User, their family member/friend teammate/coach or carer and the GSLA employee that witnessed or attended to the incident/accident.

All incidents and accidents which result in an injury that occurs during:

- An organised sports club match
- An allocation booked to a registered governing/sporting body or a member of the general public through the booking system

- Any activity organised by the GSLA
- Training
- Event or endorsed activity; or
- Travelling to or from the aforementioned activities

will need to be entered into the Incident/Accident Involving a Service User Reporting Form at Annex 1. This should be made available to the Service User involved/ their family member /friend, Teammate/coach or carer who may be in a position to report on the incident or accident. If there is no one present to assist in the filling of the form this can be carried out by a GSLA employee who may have assisted or witnessed the occurrence.

When a Service User is involved in an incident or is involved or 'injured' in an accident whilst on GSLA premises, they must immediately fill in a GSLA Incident/Accident Form, Annex 1 refers. (an online copy can be found within our Common Data Accessible Folder) and submit this manually or via email to GSLA's Head of HR, Finance and Administration. The individual may be incapacitated and may not be able to fill the form themselves. If this occurs the form should be filled on their behalf. A witness statement, if available, should also be provided, however, in the absence of a witness, a GSLA employee who may have assisted or witnessed the incident/accident will need to make a submission in writing.

- 1) **Only Include Facts** - While it may be tempting to give your opinion on an incident/accident report, you will be better served by only recording the facts. Opinions can cloud the accuracy of the report and distract from the more critical details.
- 2) **Include Witness Statements** - Collecting a witness statement can be helpful in your incident/accident report. Remember to attribute the statement to specific people and try to collect their contact information. Frame their words in quotations so you know exactly what can be attributed to their account.
- 3) **Include Sketches or Photos if Relevant** - Not every incident that occurs at your sports complex will need sketches or photographs. However, in some cases, it can be very beneficial. Any supplementary information that adds context to the report will only help decision-makers to understand and avoid incidents
- 4) If the Incident/Accident has cause an injury and the Service User is incapacitated the family or carer should be contacted
- 5) If the Service User is under age and is involved in an incident or accident a family member or carer should be contacted immediately.
- 6) If the incident involves a display of violent behaviour the Royal Gibraltar Police should be contacted if this is necessary.

4. RESPONSIBILITIES

Service User or The Person Acting on their Behalf - Duties and Responsibilities

- 1) The Service User is responsible to use all GSLA equipment and facilities sensibly and responsibly.

- 2) They must follow all respective rules and instructions issued by the Sports and Leisure Officers, any member of GSLA Staff and their Associations if affiliated with one.
- 3) The Service User or companion/family member/friend, team member/coach/carer is responsible for raising the incident/accident and report this to a member of the GSLA, and if able to, fill in the incident/accident report form provided.
- 4) In the event of a serious injury the ambulance (190) should be called upon immediately and a member of family or carer should be contacted. A member of the GSLA must be advised. If not in a position to call, please approach a member of the GSLA immediately.

GSLA EMPLOYEES DUTIES AND RESPONSIBILITIES

- 1) GSLA employees are responsible to provide guidance and support to all Service Users in respect to any incident/Accident within the GSLA premises and provide and assist them in the filling of the Incident /Accident report form.
- 2) GSLA employees may perform basic first aid if they are qualified to do so and call upon an ambulance if this is required.
- 3) GSLA employees will call upon the RGP if necessary.
- 4) If a witness or if they have assisted, the GSLA employee must provide their comments and views in respect to the incident/accident as is requested in the reporting form.
- 5) GSLA employees will report the matter to Senior Management and provide all relevant information.
- 6) GSLA employees should contact the Service Users family member/carer if this is required.

GSLA SENIOR MANAGEMENT:

- 1) The Incident/Accident report form will be received and an appropriate record of the incident will be kept.
- 2) Senior Management will continue to liaise with the Service User or their family member or carer if necessary.
- 3) Senior Management will liaise with the RGP if required.
- 4) If required, the Senior Management Team will report the matter through to our insurers.
- 5) In the event of an injury claim Senior Management will ensure that a copy of the PDF Incident/Accident Reporting Form and all necessary information is readily available so the incident or accident can be appropriately investigated.
- 6) Review the cause of the incident and accident, risk assess and mitigate and avoid future occurrences.
- 7) If any employee is involved ensure that they receive the appropriate support and place safeguards in place when and where required.



INCIDENT/ACCIDENT INVOLVING A SERVICE USER REPORT FORM

NAME OF PERSON REPORTING THE INCIDENT/ACCIDENT		
NAME OF PERSON AFFECTED/INVOLVED		
CONTACT DETAILS OF PERSON (S) AFFECTED/INVOLVED IN THE INCIDENT/ACCIDENT		
D.O.B. OF PERSON AFFECTED/INVOLVED. (Please state if Adult or a child)	ADULT/CHILD D.O.B:	
NAME OF FAMILY MEMBER/FRIEND OR CARER PRESENT OR TO BE CONTACTED		
CONTACT DETAILS OF FAMILY MEMBER/FRIEND OR CARER AS NAMED ABOVE		
DATE AND TIME OF INCIDENT/ACCIDENT	Date: Time:	
NATURE/DESCRIPTION OF INCIDENT/ACCIDENT		
LOCATION OF THE INCIDENT/ACCIDENT:		
WAS AN INJURY SUSTAINED DURING THE INCIDENT/ACCIDENT		
IF YES, WHAT TYPE OF INJURY (Please explain)		
ANY WITNESSES (If yes please provide a witness report or statement)		

WAS ANOTHER PERSON(S) INVOLVED IN THE INCIDENT/ACCIDENT(Please name and provide a separate reporting form for each):	
DID THE SERVICE USER REQUIRE MEDICAL ASSISTANCE?	YES/NO
IF YES PLEASE STATE E.G. AMBULANCE ATTENDED, WENT TO A&E, REQUIRED STITCHES ETC.	
ACTION TAKEN E.G. CALLED FOR MEDICAL ASSISTANCE, CONDUCTED FIRST AIDE, CALLED FOR RGP ASSISTANCE ETC. (Please include Safety Measures which have been put into place following the incident/accident):	
ADDITIONAL INFORMATION	
NAME AND SIGNATURE OF PERSON FILLING THIS FORM (If this is not the affected Service User please state who and in what capacity):	Name: Sign: Capacity of: Date:
NAME AND SIGNATURE OF GSLA EMPLOYEE PRESENT:	Name: Sign: Date:

DATE RECEIVED BY GSLA LINE MANAGER:			
NAME			
SIGNATURE:		DATE:	
LINE MANAGERS COMMENTS			
DATE RECEIVED BY GSLA SENIOR MANAGEMENT (Matter will be risk assessed and dealt with appropriately)			
NAME:			
SIGNATURE:		DATE:	

