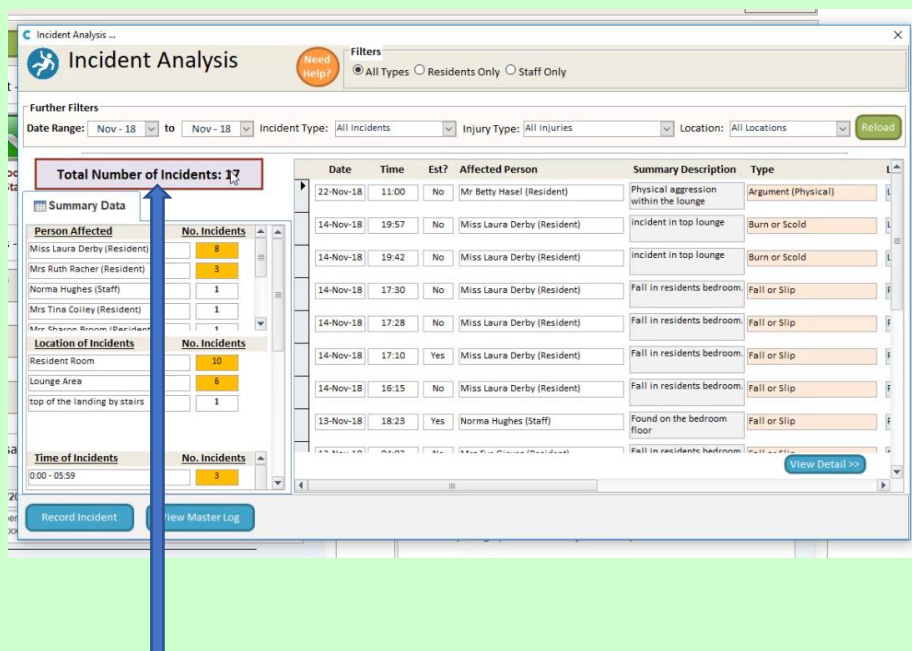




CCQ Level 6 Part 4 - Auditing the Incident Analysis

We're now going to look at **Incident Analysis**. This will allow us to analyse any incidents that have been recorded onto the system, looking at:

- the location
- the time
- the date
- any injuries that have happened in which residents have been involved

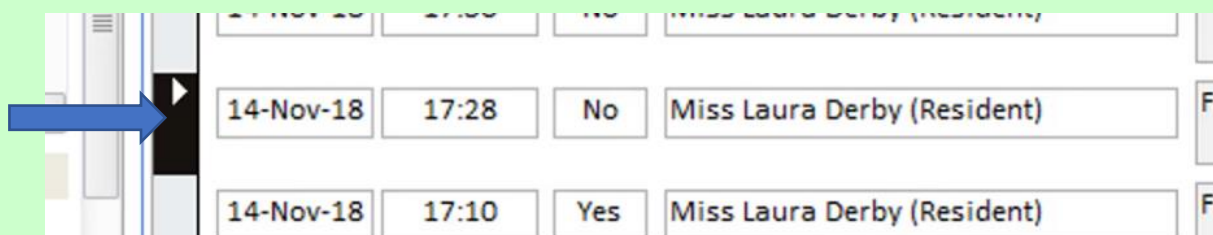


When you click onto **Incident Analysis**, you will see the total number of incidents that have happened already this month. It will tell you:

- The people that have been affected
- The location of the incident
- The time of the incident
- Type of incident and
- Any type of injury

Three or more issues in a particular area is indicated by the colour yellow. Any of these may be a cause for concern.

To review an incident click on the box to the left hand side of that incident:

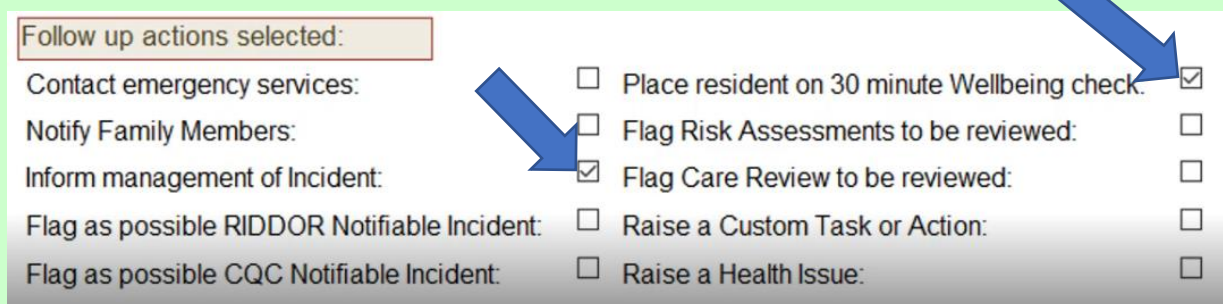


and click **View Detail**:



Here you will be able to read exactly what happened:

- the **Summary**
- who was affected
- what type of incident it was
- who witnessed it, if anybody
- the detailed description and
- if there are any other areas that needed to be recorded
- also any follow-up actions that have taken place - and here you can see that the management were ticked to be informed and the resident was placed on a 30 minute Wellbeing check:



Follow up actions selected:

Contact emergency services:	<input type="checkbox"/>	Place resident on 30 minute Wellbeing check.	<input checked="" type="checkbox"/>
Notify Family Members:	<input type="checkbox"/>	Flag Risk Assessments to be reviewed:	<input type="checkbox"/>
Inform management of Incident:	<input checked="" type="checkbox"/>	Flag Care Review to be reviewed:	<input type="checkbox"/>
Flag as possible RIDDOR Notifiable Incident:	<input type="checkbox"/>	Raise a Custom Task or Action:	<input type="checkbox"/>
Flag as possible CQC Notifiable Incident:	<input type="checkbox"/>	Raise a Health Issue:	<input type="checkbox"/>

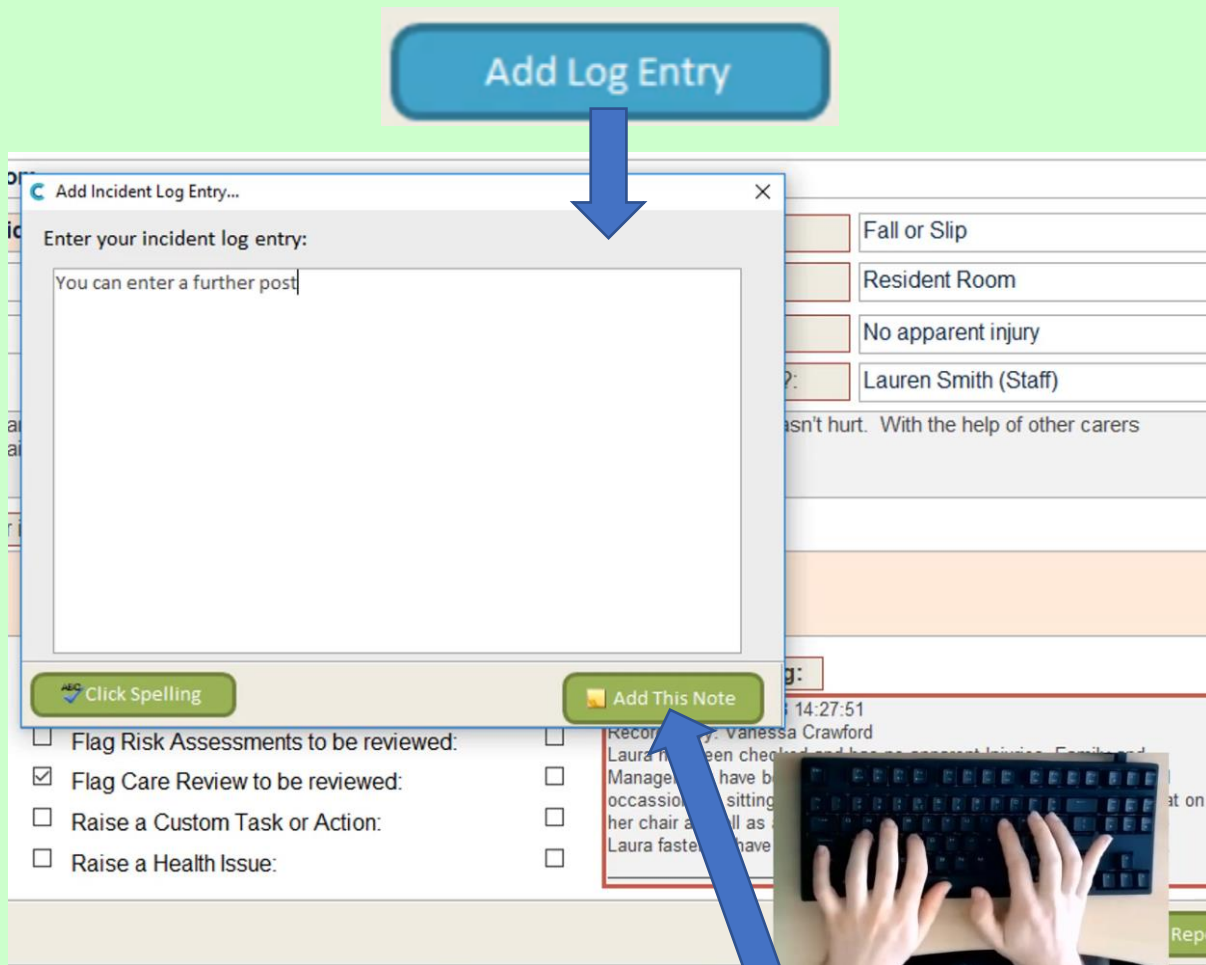
You can also read the **Post Incident Log** - the date it was done and who actually recorded it:



Post Incident Log:

Log Entry: 16/11/2018 14:27:51
Recorded By: Vanessa Crawford
Laura has been checked and has no apparent injuries. Family and Management have been informed. Laura has been watched and on all occasions is sitting her self on the floor. Laura now has a sensor mat on her chair as well as a sensor mat on her floor, so that staff can get to Laura faster. I have also been in touch with the Mental Health Team.

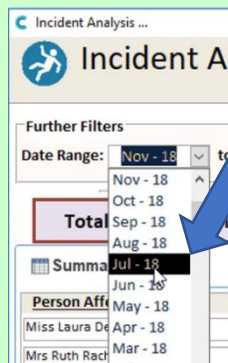
To add a further log into the **Post Incident Log**, click **Add Log Entry**:



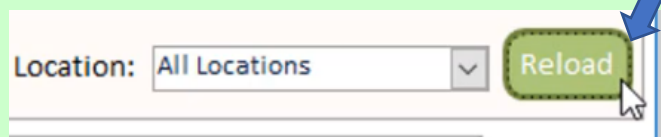
Here you will be able to type in any information that you wish to add. Once you're happy with the information, click **Add This Note**. Should you need to print the document out, click **Print Incident Report**:



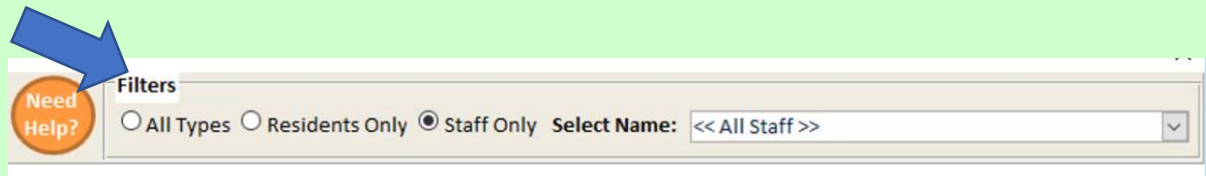
Click on the cross at the top right hand corner to get back into the previous screen. The information - as I said previously - is for the current month.



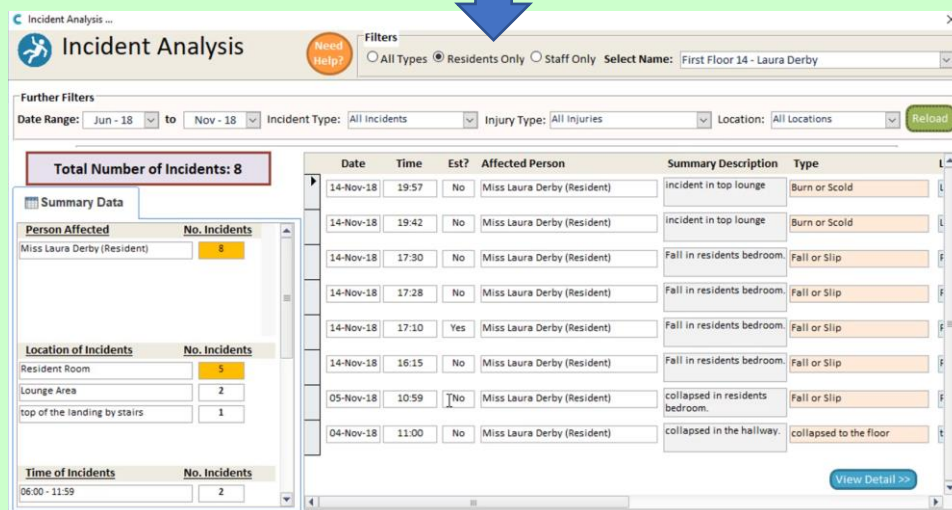
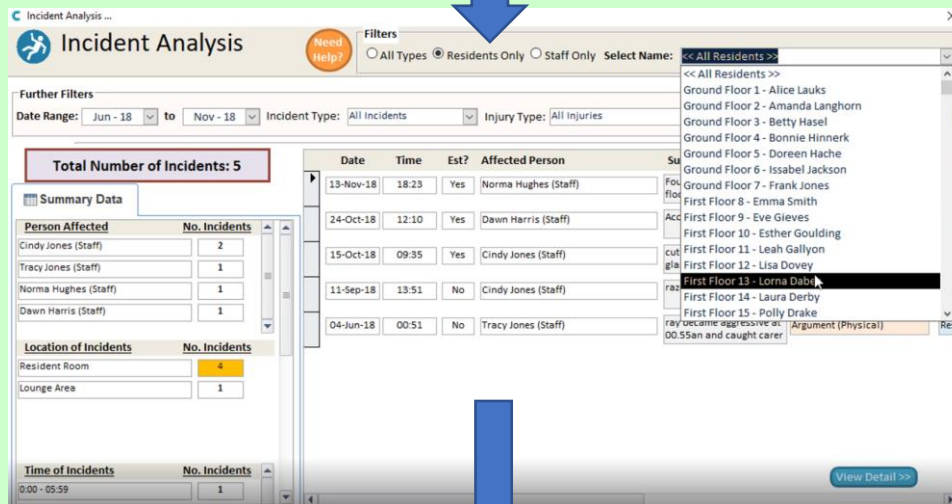
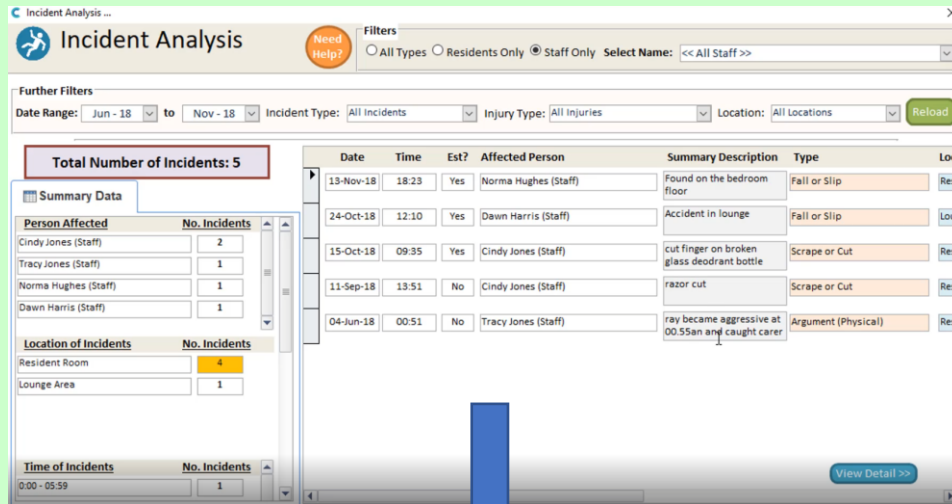
Should you wish to look back on previous months, then you can do by clicking on the date range. Click the **Reload** button at the



end of the line. Click into any of the filters and this will change the information that's currently showing on the page.



This will be key when any of your regulatory bodies come in to do an audit. Here are a few of the samples of filtering that you can do on the system:



You can break it down by:

- Staff
- Residents
- Type of Incident
- Type of Injury and
- The location



Here is an example for Laura Derby:

Incident Analysis

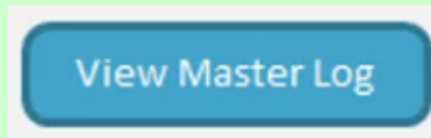
Filters: All Types Residents Only Staff Only Select Name: First Floor 14 - Laura Derby

Further Filters: Date Range: Jun - 18 to Nov - 18 Incident Type: Fall or Slip Injury Type: All Injuries Location: All Locations

Total Number of Incidents: 5

Date	Time	Est?	Affected Person	Description	Type	Location
14-Nov-18	17:30	No	Miss Laura Derby	bruise and graze to top, bruise and slight cut to back of hand	Fall or Slip	Residents bedroom.
14-Nov-18	17:28	No	Miss Laura Derby	bump to the top right hand side of catheter	Fall or Slip	Residents bedroom.
14-Nov-18	17:10	Yes	Miss Laura Derby	Cut to skin	Fall or Slip	Residents bedroom.
14-Nov-18	16:15	No	Miss Laura Derby	Cut to top of head	Fall or Slip	Residents bedroom.
05-Nov-18	10:59	No	Miss Laura Derby	Graze to Skin	Fall or Slip	Residents bedroom.
				Injury to forehead	Fall or Slip	Residents bedroom.
				Injury to Head, Face or Neck	Fall or Slip	Residents bedroom.
				left ear hurting	Fall or Slip	Residents bedroom.
				left hand wrist is sore on the top	Fall or Slip	Residents bedroom.
				Muscular Strain	Fall or Slip	Residents bedroom.
				No apparent injury	Fall or Slip	in residents bedroom.
				red mark to left shoulder and hand	Fall or Slip	Residents bedroom.

You can investigate further by clicking on the **View Master Log**:



This will open up your Log and give you all the incidents that have been recorded using Care Control:

ID	When	Type	Where	Party	Name
269	22/11/2018	Argument (Physical)	Lounge Area	Resident	Mr Betty Hasel (Resident)
268	14/11/2018	Burn or Scold	Lounge Area	Resident	Miss Laura Derby (Resident)
267	14/11/2018	Burn or Scold	Lounge Area	Resident	Miss Laura Derby (Resident)
266	14/11/2018	Fall or Slip	Resident Room	Resident	Miss Laura Derby (Resident)
265	14/11/2018	Fall or Slip	Resident Room	Resident	Miss Laura Derby (Resident)
264	14/11/2018	Fall or Slip	Resident Room	Resident	Miss Laura Derby (Resident)
263	14/11/2018	Fall or Slip	Resident Room	Resident	Miss Laura Derby (Resident)
262	13/11/2018	Fall or Slip	Resident Room	Staff	Norma Hughes (Staff)
261	12/11/2018	Fall or Slip	Resident Room	Resident	Mrs Eve Gieves (Resident)
260	11/11/2018	Fall or Slip	Lounge Area	Resident	Mrs Tina Coiley (Resident)
259	09/11/2018	Fall or Slip	Resident Room	Resident	Mrs Ruth Racher (Resident)
258	07/11/2018	Fall or Slip	Resident Room	Resident	Mrs Amanda Langhorn (Resident)
257	05/11/2018	Fall or Slip	Resident Room	Resident	Miss Laura Derby (Resident)
256	04/11/2018	collapsed to the floor	top of the landing by st	Resident	Miss Laura Derby (Resident)
255	03/11/2018	Fall or Slip	Resident Room	Resident	Mrs Ruth Racher (Resident)
254	03/11/2018	Argument (Physical)	Lounge Area	Resident	Mrs Sharon Broom (Resident)
253	03/11/2018	Argument (Physical)	Lounge Area	Resident	Mrs Ruth Racher (Resident)
252	26/10/2018	Fall or Slip	Resident Room	Resident	Mrs Amanda Langhorn (Resident)
251	26/10/2018	Fall or Slip	Resident Room	Resident	Mrs Ruth Racher (Resident)
250	25/10/2018	Fall or Slip	Resident Room	Resident	Mrs Polly Drake (Resident)
249	24/10/2018	Fall or Slip	Lounge Area	Staff	Dawn Harris (Staff)
248	21/10/2018	Fall or Slip	Resident Room	Resident	Mrs Amanda Langhorn (Resident)
247	20/10/2018	Fall or Slip	Dining Area	Resident	Mrs Amanda Langhorn (Resident)
246	19/10/2018	Fall or Slip	Lounge Area	Resident	Mrs Amanda Langhorn (Resident)
245	19/10/2018	Fall or Slip	Resident Room	Resident	Mrs Amanda Langhorn (Resident)
244	17/10/2018	Fall or Slip	Bathroom	Resident	Mrs Tina Coiley (Resident)
243	15/10/2018	Scrape or Cut	Resident Room	Staff	Cindy Jones (Staff)

These will be put on in a sequential order. To view one of the incidents, simply click on the incident and click **View**. Click the cross at the top of the box when you've finished and this will take you back into the **Incident Analysis** screen.

To get out into the **Dashboard**, click the red box.

Question 1 - Why can the boxes indicating the number of incidents turn yellow?

- A - This is a warning that the incident logs are not complete.
- B - This is warning that the incident logs have not been started.
- C - This shows that there have been 2 or more issues in a particular area.
- D - This shows that there have been 3 or more issues in a particular area.

Question 2 - Which of the following is NOT an incident follow-up option?

- A - Contact emergency services.
- B - Contact GP.
- C - Raise a health issue.
- D - Place resident on a 30 minute Wellbeing check.