

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

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urther Filters ate Range: Nov - 18 🗸	to Nov-18 v Incident	Type: All Incid	ents	>	Injury Type: All Injuries	Location: All	Locations
Total Number of	f Incidents: 17	Date	Time	Est?	Affected Person	Summary Description	Туре
	10	22-Nov-18	11:00	No	Mr Betty Hasel (Resident)	Physical aggression within the lounge	Argument (Physical)
Summary Data Person Affected	No. Incidents	14-Nov-18	19:57	No	Miss Laura Derby (Resident)	incident in top lounge	Burn or Scold
liss Laura Derby (Resident)	8	14-Nov-18	19:42	No	Miss Laura Derby (Resident)	incident in top lounge	Burn or Scold
Irs Ruth Racher (Resident) orma Hughes (Staff)	3	14-Nov-18	17:30	No	Miss Laura Derby (Resident)	Fall in residents bedroom.	Fall or Slip
rs Tina Colley (Resident)	1	14-Nov-18	17:28	No	Miss Laura Derby (Resident)	Fall in residents bedroom.	Fall or Slip
cocation of Incidents	No. Incidents	14-Nov-18	17:10	Yes	Miss Laura Derby (Resident)	Fall in residents bedroom.	Fall or Slip
ounge Area	6	14-Nov-18	16:15	No	Miss Laura Derby (Resident)	Fall in residents bedroom.	Fall or Slip
op of the landing by stairs	1	13-Nov-18	18:23	Yes	Norma Hughes (Staff)	Found on the bedroom	Fall or Slip
		13 Nov-18	10.23		Monthia Hogines (Scali)	floor Fall in residents bedroom	
Time of Incidents 00 - 05:59	No. Incidents		14.61				View Detail >>
		•		1			•

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:

ound on the bedroom	Fall or Slip	F	
U in residents bedroom		1 6	
U. Jo .cerifleotr.bedroom	View Detail >>	1 10	
	Chew Detty	1	¥
	43	1	2

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:			1
Contact emergency services:		Place resident on 30 minute Wellbeing check.	\checkmark
Notify Family Members:		Flag Risk Assessments to be reviewed:	
Inform management of Incident:	>	Flag Care Review to be reviewed:	
Flag as possible RIDDOR Notifiable	Incident:	Raise a Custom Task or Action:	
Flag as possible CQC Notifiable Inc	ident:	Raise a Health Issue:	

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

Post Incident Log:

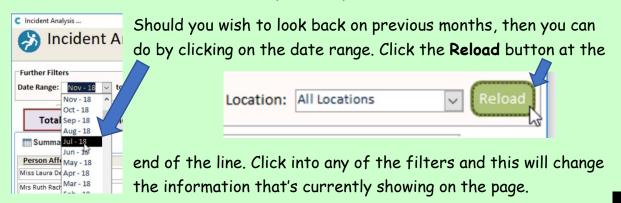
Log Entry: 16/11/2018 14:27:51 Recorded By: Vanessa Crawford Laura has been checked and has no apparent Injuries. Family and Management have been informed. Laura has been watched and on all occassions is sitting her self on the floor. Laura now has a sensor mat on her chair as well as a sensor mat on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

1/17/2019

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

Add Log Entry	× Fall or Slip
You can enter a further post	Resident Room No apparent injury Lauren Smith (Staff) asn't hurt. With the help of other carers
□ Flag Risk Assessments to be reviewed. □ Laura house not seen of Manage have occassion sitting and the chain	e b C C C C C C C C C C C C C C C C C C
Here you will be able to type in any information the you're happy with the information, click Add This print the document out, click Print Incident Report Add Log Entry Print	Note. Should you need to

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.



1/17/2019

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Staff >> 🗸

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:

🔊 Incident Analysis	Need Filters	es O Residents Only Staff Only Sel	act Name: CCAll Challes		
· ·		s Chesidents Only Statt Only Sel	ecciname: << All Staff >>		
urther Filters					
to Nov - 18 v Inci	ident Type: All Incidents	Injury Type: All Injuries	✓ Location: All	Locations 🗸	Reload
	Date Time	Est? Affected Person	Summary Description	Туре	Lo
Total Number of Incidents: 5	13-Nov-18 18:23		Found on the bedroom	Fall or Slip	R
Summary Data	24-Oct-18 12:10	D Yes Dawn Harris (Staff)	floor Accident in lounge	Fall or Slip	La
Person Affected No. Incidents indy Jones (Staff) 2	^				
racy Jones (Staff)	15-Oct-18 09:35	5 Yes Cindy Jones (Staff)	cut finger on broken glass deodrant bottle	Scrape or Cut	R
lorma Hughes (Staff)	= 11-Sep-18 13:52	1 No Cindy Jones (Staff)	razor cut	Scrape or Cut	R
lawn Harris (Staff)	04-Jun-18 00:51	1 No Tracy Jones (Staff)	ray became aggressive at	Argument (Physical)	R
Location of Incidents No. Incidents			00.55an and caught carer		
esident Room 4					
Time of Incidents No. Incidents				View Detail >>)
					[
Incident Analysis					
S Incident Analysis	Need Filters				
	Help? OAll Type	es Residents Only Staff Only Sel	ect Name: << All Residents >> << All Residents >>		1
urther Filters			Ground Floor 1 - Ali		Í
ate Range: Jun - 18 🗸 to Nov - 18 🗸 Inci	cident Type: All Incidents	V Injury Type: All Injuries	Ground Floor 2 - Am Ground Floor 3 - Be		
			Ground Floor 4 - Bo		
Total Number of Incidents: 5	Date Time		Ground Floor 6 - Iss	abel Jackson	
Summary Data	13-Nov-18 18:2	3 Yes Norma Hughes (Staff)	Fou Ground Floor 7 - Fra floo First Floor 8 - Emma	nk Jones Smith	
Person Affected No. Incidents	A 24-Oct-18 12:10	D Yes Dawn Harris (Staff)	Acc First Floor 9 - Eve Gi First Floor 10 - Esthe	eves	
Cindy Jones (Staff) 2	15-Oct-18 09:3	5 Yes Cindy Jones (Staff)	cut First Floor 11 - Leah	Gallyon	
Tracy Jones (Staff) 1	11-Sep-18 13:5:	1 No Cindy Jones (Staff)	gla First Floor 12 - Lisa I First Floor 13 - Lorna		
Dawn Harris (Staff) 1	= 11-Sep-18 13:5	1 No Cindy Jones (Staff)	First Floor 14 - Laura First Floor 15 - Polly	Drake	
	04-Jun-18 00:5	1 No Tracy Jones (Staff)	ray became aggressive at 00.55an and caught carer	Argument (Physical)	R
Location of Incidents No. Incidents Resident Room 4					
ounge Area 1					
Time of Incidents No. Incidents				View Detail >>	
1				View Detail 22	
	10000				
	- Filters				
Incident Analysis	Need Help? Filters	es Residents Only Staff Only Sel	ect Name: First Floor 14 - Laura	Derby	
Incident Analysis	Need	es Residents Only Staff Only Sel	ect Name: First Floor 14 - Laura	Derby	8
Incident Analysis	Help? O All Type				Reload
Incident Analysis	Help? O All Type	es Residents Only Staff Only Sel Injury Type: All Injuries	ect Name: First Floor 14 - Laura		Reload
Incident Analysis	All Type All Type cident Type: All Incidents Date Time	V Injury Type: All Injuries	Summary Description	Locations	Reload
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Incident Analysis Incident Analysis Incident Analysis Incidents Incidents: 8 Summary Data Person Affected No. Incidents	All Type cident Type: All incidents Date Time 14-Nov-18 19-5 14-Nov-18 19-4 14-Nov-18 19-4	Injury Type: All Injuries Est? Affected Person No Miss Laura Derby (Resident) No Miss Laura Derby (Resident)	Location: All Summary Description incident in top lounge incident in top lounge Fall In residents bedroom	Locations V Type Burn or Scold Burn or Scold Fall or Slip	Reload
Incident Analysis Incident Analysis Incident Analysis Incidents Incidents Incidents Summary Data Person Affected No. Incidents Iss Laura Derby (Resident)	All Type Call Type: All Incidents Date Time 14-Hov-18 19-5: 14-Hov-18 19-4:	Injury Type: All Injuries Est? Affected Person No Miss Laura Derby (Resident) No Miss Laura Derby (Resident)	Location: Ail Summary Description Incident in top lounge	Locations V Type Burn or Scold Burn or Scold Fall or Slip	Reload
Incident Analysis Incident Analysis Incident Analysis Incidents Incidents Incidents Summary Data Person Affected No. Incidents Iss Laura Derby (Resident)	Date Time 14-Hov18 19-5 14-Hov18 19-4 14-Hov18 19-4 14-Hov18 19-4	Injury Type: All Injuries Est? Affected Person No Miss Laura Derby (Resident)	Location: All Summary Description incident in top lounge incident in top lounge Fall In residents bedroom	Locations V Type Burn or Scold Burn or Scold Fall or Slip Fall or Slip	Reload
Incident Analysis Incident Analysis Incident Analysis Incidents No. Incidents	Date Time 14-Hov-18 19-5 14-Hov-18 19-4 14-Hov-18 19-4 14-Hov-18 19-4 14-Hov-18 19-4	Injury Type: All Injuries Est? Affected Person No Miss Laura Derby (Resident) Ves Miss Laura Derby (Resident)	Location: Ail Summary Description incident in top lounge incident in top lounge Fall in residents bedroom Fall in residents bedroom Fall in residents bedroom	Locations Image: Constraint of the second	Reload
	Date Time 14-Nov-18 19-5 14-Nov-18 19-5 14-Nov-18 19-7 14-Nov-18 17-31 14-Nov-18 17-21 14-Nov-18 17-21 14-Nov-18 15-51	Injury Type: All Injuries Est? Affected Person No Miss Laura Derby (Resident) Ves Miss Laura Derby (Resident) No Miss Laura Derby (Resident)	Location: All Summary Description incident in top lounge incident in top lounge Fall in residents bedroom Fall in residents bedroom Fall in residents bedroom Fall in residents bedroom	Locations	Reload
Further Filters Jate Range: Jun - 18 v to Nov - 18 v Inc Total Number of Incidents: 8 Summary Data Person Affected No. Incidents Miss Laura Derby (Resident) B Location of Incidents Resident Room S Location of Incident Room S Location	Date Time 14-Nov-18 19-5 14-Nov-18 19-4 14-Nov-18 17-31 14-Nov-18 17-21	Injury Type: All Injuries Est? Affected Person No Miss Laura Derby (Resident) Ves Miss Laura Derby (Resident) No Miss Laura Derby (Resident)	Location: Ail Summary Description incident in top lounge incident in top lounge Fall in residents bedroom Fall in residents bedroom Fall in residents bedroom	Locations Image: Constraint of the second	Reload
Incident Analysis Incident Analysis Incident Analysis Incident Analysis Incidents Incidents: Incidents Incidents: Incident Incidents Incident Incident Incident Incident Incident Incident Incident Incident	Date Time 14-Nov-18 19-5 14-Nov-18 19-5 14-Nov-18 19-7 14-Nov-18 17-31 14-Nov-18 17-21 14-Nov-18 17-21 14-Nov-18 15-51	Injury Type: All Injuries Est? Affected Person No Miss Laura Derby (Resident) Ves Miss Laura Derby (Resident) Ves Miss Laura Derby (Resident) No Miss Laura Derby (Resident) No Miss Laura Derby (Resident)	Location: All Summary Description incident in top lounge incident in top lounge incident in top lounge Fall in residents bedroom	Locations	Reload
Incident Analysis Incident Analysis Incident Analysis Incident Analysis Incidents Incidents: Incidents Incidents: Incident Incidents Incident Incident Incident Incident Incident Incident Incident Incident	Date Time 14-Nov-18 19-5 14-Nov-18 19-5 14-Nov-18 19-73 14-Nov-18 17-31 14-Nov-18 16-31 05-Nov-18 1051	Injury Type: All Injuries Est? Affected Person No Miss Laura Derby (Resident) Ves Miss Laura Derby (Resident) Ves Miss Laura Derby (Resident) No Miss Laura Derby (Resident) No Miss Laura Derby (Resident)	Location: All Summary Description incident in top lounge incident in top lounge incident in top lounge Fall in residents bedroom Fall in residents bedroom	Locations V Type Burn or Scold Burn or Scold Fall or Slip Fall or Slip Fall or Slip Fall or Slip Fall or Slip	Reload

5

You can break it down by:

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

Here is an example for Laura Derby:



C Incident Analysis		×
Incident Analysis	Need Help? Filters O All Types I Residents Only O Staff Only Select Name: First Floor 14 - Laura Derby	~
Further Filters Date Range: Jun - 18	dent Type: Fall or Slip V Injury Type: All Injuries V Location: All Locations Broken Bone	Reload
Total Number of Incidents: 5	Bruising to Skin Date Time Est? Affected Pers buise and graze to top, bruise o y Description Type	Loca
Summary Data	14-Nov-18 17:30 No Miss Laura Det bumb to the top right handside catheter idents bedroom. Fall or Slip	Resi
Person Affected No. Incidents	14-Nov-18 17:28 No Miss Laura De Cut to Skin fall or Slip	Resi
Miss Laura Derby (Resident) 5	14-Nov-18 17:10 Yes Miss Laura De injury to forehead Injury to Head, Face or Neck left ear hurting	Resi
	Id-Nov-18 Id:15 No Miss Laura Del Miss Laura Del Muscular Strain Ident Stedroom Fall or Slip	Resi
	05-Nov-18 10:59 No Miss Laura Der No apparent injury in residents Fall or Slip	Resi
Location of Incidents No. Incidents Resident Room 5		

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

View Master Log

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

D	When	Туре	Where	Party	Name	^
269	22/11/2018	Argument (Physical)	Lounge Area	Resident	Mr Betty Hasel (Resident)	
68	14/11/2018	Burn or Scold	Lounge Area	Resident	Miss Laura Derby (Resident)	
67	14/11/2018	Burn or Scold	Lounge Area	Resident	Miss Laura Derby (Resident)	
66	14/11/2018	Fall or Slip	Resident Room	Resident	Miss Laura Derby (Resident)	
65	14/11/2018	Fall or Slip	Resident Room	Resident	Miss Laura Derby (Resident)	
64	14/11/2018	Fall or Slip	Resident Room	Resident	Miss Laura Derby (Resident)	
63	14/11/2018	Fall or Slip	Resident Room	Resident	Miss Laura Derby (Resident)	
62	13/11/2018	Fall or Slip	Resident Room	Staff	Norma Hughes (Staff)	
61	12/11/2018	Fall or Slip	Resident Room	Resident	Mrs Eve Gieves (Resident)	
60	11/11/2018	Fall or Slip	Lounge Area	Resident	Mrs Tina Coiley (Resident)	
59	09/11/2018	Fall or Slip	Resident Room	Resident	Mrs Ruth Racher (Resident)	
58	07/11/2018	Fall or Slip	Resident Room	Resident	Mrs Amanda Langhorn (Resident)	
57	05/11/2018	Fall or Slip	Resident Room	Resident	Miss Laura Derby (Resident)	
56	04/11/2018	collapsed to the floor	top of the landing by sta	Resident	Miss Laura Derby (Resident)	
55	03/11/2018	Fall or Slip	Resident Room	Resident	Mrs Ruth Racher (Resident)	
54	03/11/2018	Argument (Physical)	Lounge Area	Resident	Mrs Sharon Broom (Resident)	
53	03/11/2018	Argument (Physical)	Lounge Area	Resident	Mrs Ruth Racher (Resident)	
52	26/10/2018	Fall or Slip	Resident Room	Resident	Mrs Amanda Langhorn (Resident)	
51	26/10/2018	Fall or Slip	Resident Room	Resident	Mrs Ruth Racher (Resident)	
50	25/10/2018	Fall or Slip	Resident Room	Resident	Mrs Polly Drake (Resident)	
49	24/10/2018	Fall or Slip	Lounge Area	Staff	Dawn Harris (Staff)	
48	21/10/2018	Fall or Slip	Resident Room	Resident	Mrs Amanda Langhorn (Resident)	
47	20/10/2018	Fall or Slip	Dining Area	Resident	Mrs Amanda Langhorn (Resident)	
46	19/10/2018	Fall or Slip	Lounge Area	Resident	Mrs Amanda Langhorn (Resident)	
45	19/10/2018	Fall or Slip	Resident Room	Resident	Mrs Amanda Langhorn (Resident)	
44	17/10/2018	Fall or Slip	Bathroom	Resident	Mrs Tina Coiley (Resident)	
43	15/10/2018	Scrape or Cut	Resident Room	Staff	Cindy Jones (Staff)	~

1/17/2019

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.

<u>Question 1 - Why can the boxes indicating the number of incidents turn</u> <u>yellow?</u>

- 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.

7