

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<br>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<br>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)<br>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<br>Fall in residents bedroom       |                     |
| Time of Incidents<br>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:

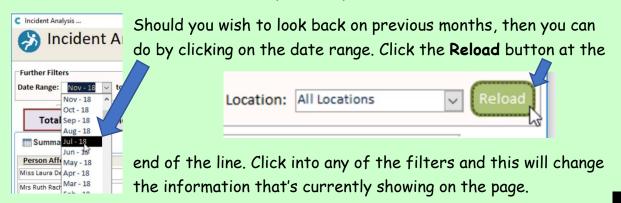
Log Entry: 16/11/2018 14:27:51 Recorded By: Vanessa Crawford Laura has been checked and has no apparent Injuries. Family and Management have been informed. Laura has been watched and on all occassions is sitting her self on the floor. Laura now has a sensor mat on her chair as well as a sensor mat on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

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# 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.



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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<br>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<br>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 >><br><< 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<br>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<br>floo<br>First Floor 8 - Emma   | nk Jones<br>Smith   |        |
| Person Affected No. Incidents   | A 24-Oct-18 12:10  | D Yes Dawn Harris (Staff)  | Acc First Floor 9 - Eve Gi<br>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<br>First Floor 13 - Lorna  |   |        |
| Dawn Harris (Staff) 1   | = 11-Sep-18 13:5   | 1 No Cindy Jones (Staff)   | First Floor 14 - Laura<br>First Floor 15 - Polly   | Drake   |        |
|   | 04-Jun-18 00:5   | 1 No Tracy Jones (Staff)   | ray became aggressive at<br>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<br>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<br>All Type<br>cident Type: All Incidents<br>Date Time  | V Injury Type: All Injuries  | Summary Description  | Locations   | Reload |
| Diricident Analysis   | Cident Type: All Incidents   | Injury Type: All Injuries Est? Affected Person   | v Location; All  | Locations   | Reload |
| Incident Analysis   urther Filters   ate Range:   Jun - 18   to   Nov - 18   Incidents:   Total Number of Incidents:   Summary Data   | Cident Type: All incidents   | Injury Type: All Injuries Est? Affected Person No Miss Laura Derby (Resident)  | Summary Description  | Locations   | Reload |
| Incident Analysis     Incident Analysis     urther Filters     ate Range: Jun - 18      to Nov - 18      Incidents: 8     Summary Data     Person Affected No. Incidents  | All Type<br>Call Type: All Incidents<br>Date Time<br>14-Hov-18 19-5:<br>14-Hov-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   | Locations V<br>Type<br>Burn or Scold<br>Burn or Scold   | Reload |
| Incident Analysis     Incident Analysis     Incident Analysis     Incidents      Incidents: 8     Summary Data     Person Affected No. Incidents  | All Type<br>cident Type: All incidents<br>Date Time<br>14-Nov-18 19-5<br>14-Nov-18 19-4<br>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<br>Type<br>Burn or Scold<br>Burn or Scold<br>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<br>Call Type: All Incidents<br>Date Time<br>14-Hov-18 19-5:<br>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<br>Type<br>Burn or Scold<br>Burn or Scold<br>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<br>Type<br>Burn or Scold<br>Burn or Scold<br>Fall or Slip<br>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<br>Type<br>Burn or Scold<br>Burn or Scold<br>Fall or Slip<br>Fall or Slip<br>Fall or Slip<br>Fall or Slip<br>Fall or Slip   | Reload |

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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<br>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<br>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<br>Miss Laura Del<br>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)            | ~ |

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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.

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