

GUIDANCE FOR PARENTS IF YOUR SON/DAUGHTER IS INVOLVED IN AN ACCIDENT/INCIDENT



What will happen at Chailey Heritage Foundation if my son/daughter is involved in an accident, incident or near miss?

Immediate actions will be taken to ensure your son's/daughter's immediate safety, eg:

- a doctor and/or nurse will be called
- they will be taken to the nurses; or
- they will simply be removed from a situation.

Will I be informed?

On every occasion your son/daughter is directly involved in an accident/incident, you will receive a telephone call from either a member of our staff or the nurses to explain what happened, what actions were taken and whether you need to be aware of anything else. For young people over the age of 16 years who have capacity we are required to ask their agreement before we notify you.

What will happen then?

As soon as practicably possible, an 'Accident/Incident' form is completed. This form will describe who was involved, what happened, whether we know how it happened, at what time the parents were informed. If nurses were involved, their information will also be included.

At CHF, we operate a no-blame culture so staff are always encouraged to complete Accident/Incident forms to enable improvements in environment, systems, processes, etc, to be made.

What happens to the Accident/Incident form?

The form is reviewed by the Department Manager or House Manager who will make recommendations where required. They will also advise whether a 'Lessons Learned' form should be completed so that other areas of CHF can learn from this.

The form goes on to be checked, reviewed and signed off by the Deputy Head or Head of Residential Operations to check that any actions have been completed. The form is also passed on to the Headteacher or Director of Social Care as appropriate for checking, reviewing and signing off.

How are Accident/Incident forms reviewed to ensure that no similar incidents happen?

There is a weekly meeting when all Accident/Incident forms are reviewed alongside the 'Accident/Incident log'. At this meeting, further actions can be identified especially if this team identifies a trend.

How are Governors involved in this process?

Accident/Data is analysed by the Director of Social Care, with support from the Deputy Head or Head of Residential Operations as appropriate, and is reported to Governors on the Safeguarding Committee for further scrutiny.

What should I do if I am unhappy with an outcome or if it happens again?

All accidents/incidents are followed up rigorously but if you are unhappy with the outcome or just want to talk through your concerns with us, please contact either Sarah Otway, Deputy Head, or Andrew Lewis, Head of Residential Operations, contact details are on the back cover of this leaflet.

What is my next step if I remain unhappy?

If you feel that the accident/incident has not been followed up rigorously, or don't believe that the actions taken will stop a similar occurrence happening, you can make a formal complaint. Please be assured that we will be rigorous in all our investigations, taking appropriate actions and working with you to ensure that you are satisfied with our actions taken.

How do I make a formal complaint?

The Complaints Policy can be requested from the Complaints Co-ordinator, any member of staff or can be found on our website, details overleaf. A copy of our guidance leaflet for parents wanting to make a complaint will also be shared with you.

USEFUL INFORMATION:

Chailey Heritage Foundation
Haywards Heath Road
North Chailey
Nr Lewes
East Sussex
BN8 4EF

Tel: 01825 724 444
Email: office@chf.org.uk
Website: www.chf.org.uk

Chief Executive: Helen Hewitt

Headteacher: Simon Yates

Deputy Head: Sarah Otway

Director of Social Care: Jackie Hall

Head of Residential Operations: Andrew Lewis

Community Operations Manager: Rob Hambrook

Complaints Co-ordinator: Pam Whiting

Complaints Policy

On request to the Complaints Co-ordinator, any member of staff, or via website:

<http://www.chf.org.uk/policies.html>



Chailey Heritage Foundation
Haywards Heath Road
North Chailey, Lewes
East Sussex BN8 4EF

t: 01825 724 444
e: office@chf.org.uk
fb: [/ChaileyHeritageFoundation](https://www.facebook.com/ChaileyHeritageFoundation)
www.chf.org.uk

