

Guidance for Parents and Carers 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 be simply removed from the 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. Chailey Heritage Foundation operate a no blame culture and will not disclose a colleagues identity. 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 shared where appropriate and reviewed by the Head of Department or Home 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 Registered Manager 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 regular meeting when all Accident/Incident forms are reviewed alongside the 'Accident/Incident log'. At this meeting, further actions can be identified especially if the team identifies a trend.

How are Governors involved in this process?

Accident/Incident data is analysed and reported to Governor Committees for further scrutiny.

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

You will receive feedback either verbally or via a Parent Response Form each time an Accident/Incident involving your Son/Daughter has been investigated. It will discuss the conclusion and invite you to give feedback. 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 the school office or social care admin who will arrange for you to talk with the appropriate colleague in school, or in social care. 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, 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 and a guidance leaflet for parents wanting to make a complaint can be requested from the school office or social care admin or can be found on our website, details overleaf.

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

Complaints Policy

On request to the school office, social care team or
via website: <https://www.chf.org.uk/policies.html>



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

t: 01825 724 444 | 139
e: office@chf.org.uk
fb: [/ChaileyHeritageFoundation](https://www.facebook.com/ChaileyHeritageFoundation)
www.chf.org.uk



Registered Charity 1075837 and Company limited by Guarantee 3769775 (England).