

Sunbeam House Services Policy Document	Title: Adverse Events Policy
	Effective Date: 01 October 2014



Document Control

Policy Title	Adverse Events Policy
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1.0	Quality, Compliance & Training Manager	Review	SMT

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1.0 **POLICY:**

Reporting Definition

Any event that leads to negative consequences for Individuals and or groups directly or indirectly attributable to service intervention

The fundamental role of this adverse events policy is to

- Enhance consumer safety by learning from Adverse Events and near misses that occur in services,
- Contribute to improved quality, & safety using systems that are consumer-centred, provide for early identification and review of incidents and adverse events,
- Ensure lessons are learnt so preventable adverse events are not repeated, & demonstrate accountability and transparency.
- Adverse events will be continually reviewed and monitored by the Senior Management Team (SMT), the Rights Review Committee (RRC), the Complaints Officer (CO), and the Protection & Safeguarding Committee.

The following principles underpin this policy

- Open Disclosure/Open Communication: Service users, their families, and staff are entitled to truthful and open communication at all times following an adverse event.
- System Changes: Reporting is only of value if it is accompanied by meaningful analysis which leads to system changes designed to prevent recurrence of events.
- Accountability is provided by assuring that when Adverse Events and near misses occur, action is taken both at the local and organisational level. Action at the local level focuses on learning, improving safety and reducing the possibility of recurrence. At the organisational level action focuses on analysing aggregated data, reporting publicly on reportable events and sharing information about actions taken to reduce the possibility of recurrence or ensuring prevention.

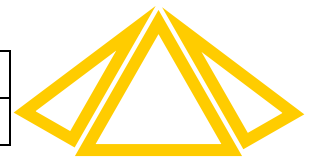
Reporting must be safe. Service users and staff must be empowered to report events without fear of retribution. Events that are reported must be investigated with a focus on determining the underlying system failures and not blaming or punishing individuals.

2.0 **SCOPE:**

This policy is applicable to all Sunbeam House Services (SHS) Stakeholders.

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3.0 ROLES & RESPONSIBILITIES:

The Senior Management Team and Client Service Managers must monitor Adverse Events and how they are managed to ensure that all adverse events are reported, investigated, and acted on effectively and with the appropriate level of urgency.

All employees must report and record all Adverse Events as soon as possible after they happen and promptly report any defects or faults in systems or equipment that could potentially result in an adverse event.

4.0 PROCEDURES:

An Adverse Event notification must be completed as soon as possible after the event has occurred

All sections of the reporting documentation must be completed clearly with signatures clearly visible.

The Adverse Event workflow chart must be followed

All serious or critical adverse events must be reported to a member of the Senior Management Team immediately.

Appropriate supporting documentation must be completed and forwarded to the relevant department.

The Senior Management Team will do a monthly review of all adverse events and follow up required.

Adverse events will be monitored on a monthly basis by the Protection & Safeguarding Committee.

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