



Accident and Emergency Management Paces Sheffield Adult Services Provision

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Introduction

Paces Adults Service works supports services users who have disabilities. They also often have additional medical needs which we may be required to address and support with during the time they are in service. Medications need to be administered on a regular basis and some need to be administered during emergencies such as administering emergency rescue medication during a seizure (see medication policy and procedures). Some of our service users may be at greater risk of falls due to the nature of their disability or at greater risk of choking due to difficulties with eating and drinking (see eating drinking policy). As such we take the safety of our service users seriously to ensure that, to the best of our ability, they are in a safe environment and when any accidents and emergencies arise, we act accordingly following effective systems and processes.

First Aid

All rooms used by service users have a first aid kit with and an accident book for ease of recording any accidents. A system for replacing anything that has been used is in place. Portable first aid kits are taken on any off-site visits. In addition, this all accidents are recorded on our online system, Log my Care.

Training

All staff receive First Aid training and certification in what to do in an emergency. First Aid training is refreshed every 3 years. All staff are familiar with normal procedures for avoiding infection and follow basic hygiene procedures. Staff have access to protective clothing and suitable disposal equipment to safely deal with spillages of blood or other bodily fluids, including the changing of dressings. Staff complete administering medication training on an annual basis.

Care Plan

All service users have a Care Plan which highlights individual health needs. In addition to this, any service user with Epilepsy has a protocol for administering any rescue medication. Copies of these can be found in the service user's folder in the office, on our online system Log my Care, in the downstairs room and in an epilepsy folder in the PEG room. Individual protocols are stored in a wallet with the medication. All staff are made aware of the procedures, and all rescue medication will be kept in individual baskets in a locked cupboard.

Offsite visits

Separate arrangements or procedures are required for offsite visits or other activities outside the normal timetable. These will ensure that individual service users can participate safely with the relevant risk assessments in place outlining what should be done if an emergency arises, including

who to contact and contingency arrangements. All staff understand and are trained in the general emergency procedures.

In the case of accident and emergency

Parents/carers will be informed immediately if a serious incident/accident occurs, and the incident/accident will be recorded and reported formally.

If an accident occurs within the service, but it is not thought too serious, then the incident is dealt with by staff and recorded in the accident book. Parent/carers will be informed.

If there is an accident or emergency that is considered to be life threatening, the staff dial 999 for an ambulance and inform the parent/carer immediately. If necessary, a staff member will accompany the service user to hospital to be met later by the parent/carer. The adult service staff will act in 'the best interests' whilst in sole charge of the service user.

If a service user needs to attend hospital, a member of staff (preferably well known to the service user) will stay with them until a parent or legal guardian arrives or accompany a service user taken to hospital by ambulance.

Accident Management

All accidents/incidents should be recorded in the accident book and on Log my Care. Each room has an accident book and these should be recorded as soon after the accident as possible. Careful consideration should be given about when parents/carers should be contacted and if the accident is of a more serious nature parents/carers should be contacted via phone as soon after the incident as possible. If the accident involves a head injury, advice should be sent home with the service user to ensure parents know what to observe should they become unwell.

At the end of each quarter, accidents and incidents are monitored to ensure there are no recurring patterns and that any risks that have been identified have been reduced to the lowest level possible. This document is shared with the senior management team as part of health and safety procedures. This is then reported to the trustees via the Risk and Compliance subcommittee.

Liability Insurance

Paces Trustees have made sure that there is the appropriate level of insurance and liability cover in place.

Complaints

We review all medical emergencies and incidents to see how they could have been avoided, and changes are made to the policy according to these reviews. Parents are aware of the adult services

complaints policy and procedures should they be dissatisfied with the support provided to their service.

Review

This policy will be reviewed every 2 years but also as and when required by outside agencies.

Paces adult services Contacting the emergency services.

Request an ambulance - Dial 9 for an outside line and then 999, ask for an ambulance and be ready with the information below.

Speak clearly and slowly and be ready to repeat information if asked.

1. Your telephone number: 0114 551 0400
2. Your name
3. Your location as follows: Paces Adult services, Unit 4, Smithy Wood business park,
Smithy Wood Drive, Chapeltown, Sheffield
4. State what the postcode is: S35 1QN
5. Provide the exact location of the patient within the setting
6. Provide the name of the service user and a brief description of their symptoms
7. Inform Ambulance Control of the best entrance to use and state that the crew will be met and taken to the patient
8. Put a completed copy of this form by the phone