

Policy No: 03-3713	Authorised: Roxane Schatara	Date:15/05/2018
<b>ACCIDENTS &amp; INJURIES TO THE SERVICE USER</b>		

*This Policy defines the procedures to be followed upon discovering that a service user has had an accident and / or has sustained injuries:*

1. Upon arriving at a service user's home and finding the service user in a collapsed state or very ill the following procedure must be implemented by the Care Worker:
  - 1.1 It must not be assumed that the service user is dead. Check for vital signs and that the person's airway is clear, turning them into the recovery position if necessary (see 1.4 below).
  - 1.2 If the service user is conscious try to get them to tell what happened, where pains or injuries are, etc.
  - 1.2 If there is bleeding, control this by pressing on the bleeding point through a pad formed from a towel, clean handkerchief etc.
  - 1.3 Do not try to move the service user unless absolutely necessary (e.g. to move out of the vicinity of a fire, etc). Instead make the person comfortable by placing a pillow under their head and covering them with a blanket. **DO NOT MOVE ANYBODY WITH NECK OR SPINAL INJURIES.**
  - 1.4 If urgent medical attention is required, dial 999 for the emergency services. In all other events, the client's GP should be contacted without delay.
  - 1.5 If the service user is taken to hospital by ambulance, ensure that all medication that the service user is currently taking is given to the paramedics.
  - 1.6 The Care Worker should record all events in the Service User's Records, and the service user's family and the Domiciliary Care Services Manager informed as soon as possible.
2. All Care Staff will receive training in First Aid. Such training will be recorded in individual Staff Training Files.