

	<b>Critical Incident Procedure</b> <b>Home Based Support Services</b>	<b>Procedure Number</b> <i>CHC-PSW-0011</i>	<b>Version Nos:</b> <b>2</b>
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## 1. Purpose

This Procedure is performed as a means of ensuring fieldwork and social work staff have a clear procedure that assists in the management of decision making around critical incidents. It is intended to guide staff so that decisions resulting from the occurrence of critical incidents are never made in isolation resulting in best practice management of such incidents by the West Coast District Health Board (WCDHB) Social Work Department.

## 2. Application/Responsibilities

This Procedure shall be followed by all WCDHB Social Work Department Social Workers & Field Workers.

## 3. Definitions

For the purposes of this Procedure:

**Critical Incident** is an act or circumstance that may cause harm or exposure to an organisation, its staff or client base. Examples of critical incidents may be but are not limited to;

- Home based support workers involved in serious misconduct
- Home based support workers being at risk from clients and/or members of families
- Clients being at risk from health issues, unsafe living conditions
- Clients being at risk from family members and/or members of the public.

**Client** is a person in receiving home-based support services

**Provider Senior** is taken to mean Social Work Department Manager and Social Workers appointed to the supervision of home based support services

## 4. Responsibility

For the purposes of this Procedure, all Social Work Department staff shall:

- Ensure they abide by the requirements of this Procedure

## 5. Resources Required

This Procedure requires no specific resources

## 6. Process

1.00 On receiving information regarding a critical incident fieldwork staff are required to;

- i. Clarify the information and document the factual details.
- ii. Ensure the client or worker safety
- iii. Complete an incident report promptly
- iv. Consult with their supervisor

1.01 On receiving information from their fieldwork staff the provider senior is to;

- i. Review the factual information provided and discuss the situation with the fieldwork staff;
- ii. Document the situation accurately and their recommended action to resolve or manage the situation;
- iii. Forward written documentation to, and consult with the HOD – Social Work.



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- 1.02 After consultation with HOD – Social work it may be that;
- i. a decision can be made on the best course of action and the provider senior will remedy the situation
  - ii. the matter needs to be referred for more specialised advise before any decision can be made to remedy the situation.
- 1.03 All critical incidents will be recorded in an incident register file managed by HOD – Social Work Department

### 7. Precautions And Considerations

- This Procedure is provided as a guide to consistent decision making a does not override other WCDHB health & safety policies or procedures.

### 8. References

There are no references associated with this procedure.

### 9. Related Documents

WCDHB Serious Harm Procedure – OSH 0027/5

WCDHB Prevention of Harassment Procedure – HR 0007/3

WCDHB Staff Code of Conduct – HR 0008/3

WCDHB Staff Accident/Incident Reporting Procedure

<b>Revision History</b>	<b>Version:</b>	2
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