

### **Safeguarding and Welfare Requirement: Health**

The provider must have a procedure to manage any serious accident, illness or injury to, or death of, any child while in their care.

## **6.9 Critical Incident**

### **Policy Statement**

A critical incident is a traumatic incident that could result in death or serious injury to a child or staff member. We have in place a procedure in order to manage any incident effectively and support all those affected after the incident.

### **Procedures**

- Our designated person who will take the lead during should a critical incident occur is:

Beverley Feeney (or in her absence, Alison Paulley)

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When dealing with a critical incident the designated person will refer to the ***Critical Incident Response Timeline (Appendix A)***.

### ***Preparing for a critical incident occurring***

The designated person will undertake ***to direct staff*** to take the following actions:

- Contact the emergency service (**Appendix B**).
- Contact the child's family.
- Manage and reassure the other children.
- Contact the Services for Young Children (SfYC) office for support and advice - their telephone number is 023 8065 0034 .
- Agree what to say and contact all parents.
- Agree what to say (with support from SfYC) and speak to media.

*When directing staff*, ideally one person should stay with the child, one person should telephone for an ambulance and meet the ambulance and one person should record the event with timings. Other staff should be directed to care for the remaining children.

### ***Actions following the incident***

The designated person will undertake to take the following actions:

- Inform Ofsted by telephone: 0300 123 1231.
- Inform Children's Services by telephone: 0300 555 1384.
- Inform the insurance company by telephone - Pre-school Learning Alliance: 020 7697 2585.
- Update the SfYC development team by telephone: 023 8065 0034.
- Update and debrief the staff team in person via a staff meeting or individually
- A full report will be written and kept with the child's records.
- The procedures will be reviewed to see whether anything can be learnt from the incident.
- Consider counselling as necessary.

### ***Ongoing issues***

After a serious incident we will seek support from our Local Development Team (SfYC Development Officer) when dealing with any ongoing actions.

This policy was adopted at a meeting of	The Riverside Nursery School
Held on	<hr/> 29 <sup>th</sup> June 2017
Date to be reviewed	<hr/> June 2018
Signed	<hr/>
Name of signatory	<hr/> Beverley Feeney
Role of signatory	<hr/> Nursery Manager / Owner

## **Appendix B**

### **Contacting emergency services**

#### **Request an ambulance**

Dial 999

**State “ANAPHYLAXIS” immediately if the call relates to this type of incident**

Ask for an ambulance and be ready with the following information

Setting Telephone number - **01962 890 892**



Setting address - **The Riverside Nursery School  
Winchester City Football Club  
Hillier Way  
Abbotts Barton  
Winchester**



Post Code - **SO23 7SU**



Give the exact location in the building / outdoor area where the child / adult is



Give your name



Give name of child / adult and a brief description of the symptoms



Inform Ambulance Control of the best entrance and state that the crew will be met and taken to the child / adult (bear in mind that if the main gate is locked they will need to enter via the side gate)



Send a person to meet the ambulance

## Appendix A

### Critical Incident Response Timeline

Immediate	30 minutes	1 hour	Before the end of the session	At the end of the session/day	Ongoing
<p>Contact emergency services.</p> <p>Assess ongoing risk respond accordingly.</p> <p>Ensure the event is timed and recorded.</p> <p>Confirm roles and responsibilities in the setting.</p> <p>Check individual health plan and admissions form for healthcare assessment and be ready to pass on any relevant information to the emergency services.</p> <p>Contact child's family.</p> <p>Manage the other children.</p>	<p>Gather coherent information.</p> <p>Contact local SfYC office.</p> <p>Check on well-being of staff members. Ask those directly involved to make a written record of the incident.</p>	<p>Inform others;</p> <p>OFSTED</p> <p>Insurers: consider what can be shared with media.</p> <p>Social Care.</p> <p>Write a factual report to supplement the record of the incident recording clearly the actions taken.</p>	<p>Decide whether information is to be shared with parents/carers.</p> <p>Decide how information is to be shared.</p> <p>Prepare a script.</p> <p>Handover all children with a clear script - avoid speculation.</p>	<p>Bring all staff together.</p> <p>Check everyone is alright.</p> <p>Give a cup of tea/coffee.</p>	<p>Check with all staff how they are feeling on the following day and over time.</p> <p>Review procedures.</p> <p>Identify training needs.</p>