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Iechyd Cyhoeddus
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Public Health
Wales

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INCIDENT MANAGEMENT POLICY

Policy Statement

Public Health Wales recognises that even with the best of intentions, mistakes can and do happen, and mistakes can lead to unintended consequences on both the organisation and the people we serve. For that reason and in order to try and ensure the safety of service users, staff and other people with whom we come into contact, Public Health Wales strives to be a learning organisation, where incidents are managed quickly and effectively with minimum impact, and lessons are learned so that the risks of incidents re-occurring are reduced. In Public Health Wales this is called Incident Management.

The aim of this document is to set the policy direction for the organisation, by outlining the high level commitment to achieve a holistic and effective approach to incident management.

The organisation will manage incidents by maintaining an Incident Management System, which will include methods and procedures for identifying, assessing, managing, reporting and where necessary escalating incidents. All staff are required to comply with this Policy and follow the procedures which accompany it. The Incident Management Procedure is the main document which details the responsibilities of individual staff members, and this Policy must be read in conjunction with this document.

Policy Commitment

Public Health Wales is committed to being a learning organisation, to the effective management of incidents, and the development and maintenance of appropriate systems to allow such management. The organisation will lay out clearly the roles and responsibilities of all staff when it comes to the management of incidents, and these can be found both here and in the Incident Management Procedure, or where appropriate in the relevant process document. All staff are required to understand their role and responsibilities and to comply with the requirements of both this policy and all relevant procedures.

All staff are required to use the appropriate corporate systems for incident management. In Public Health Wales incidents are managed through the Datix platform.

Whilst there is no specific mandatory training requirement for staff in Incident Management, those staff who have specific responsibilities will have the appropriate training in the incident management system to allow them to carry out the roles.

Supporting Procedures and Written Control Documents

Other related documents are:

Putting Things Right Policy
Risk Management Policy
Health and Safety Policy
Incident Management Procedure

Scope

This is a Policy which is intended to cover the identification, reporting and management of incidents of all types. The policy and associated procedures relating to incidents will apply to all staff, contractors and visitors.

Equality and Health Impact Assessment	An Equality Health Impact Assessment form has been completed
Approved by	Public Health Wales Board
Approval Date	28 March 2019
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Group with authority to approve supporting procedures	Audit and Corporate Governance Committee
Accountable Executive Director/Director	Executive Director of Quality, Nursing and Allied Health Professionals
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Disclaimer

If the review date of this document has passed please ensure that the version you are using is the most up to date either by contacting the document author or [Corporate Governance](#).

Summary of reviews/amendments				
Version number	Date of Review	Date of Approval	Date published	Summary of Amendments
2.0	3/12/18			Extensive re-write