

Item no. on agenda

**Brighton & Hove City Council
South Downs Health NHS Trust**

For general release

Meeting: **Integrated Services Board**

Date: **9th February 2004**

Report of: **Director of Finance, South Downs Health NHS Trust**

Subject: **Quarterly Incident Report July – September 2003**

Ward(s) affected: **All**

1 Purpose of the report

1.1 This report informs the Board of the Integrated Provider Service's performance in relation to incidents. The Incident Report for the second quarter of 2003/04 is enclosed. The report covers all Section 31 and non-partnership Trust services

2 Recommendations

The Integrated Services Board is recommended to:

2.1 Note the contents of the report

Board: 27/11/2003

Item: 190/03

Enclosure: G

By: Clinical Risk Manager

Incident Report

July 2003 to September 2003

1. Introduction

There were 1,394 reported incidents in the second quarter of 2002/2003. This compares to 1,259 incidents reported in the previous quarter (April - June 2003).

2. Recommendations

The Board is asked to note the report.

3. Background Details

3.1 Table 1 below shows the number and types of incidents across Directorates in this reporting period. The highest number of reported incidents were Violence/Abuse/Harassment (442) with Clinical incidents the second highest (380) and Personal incidents next (343).

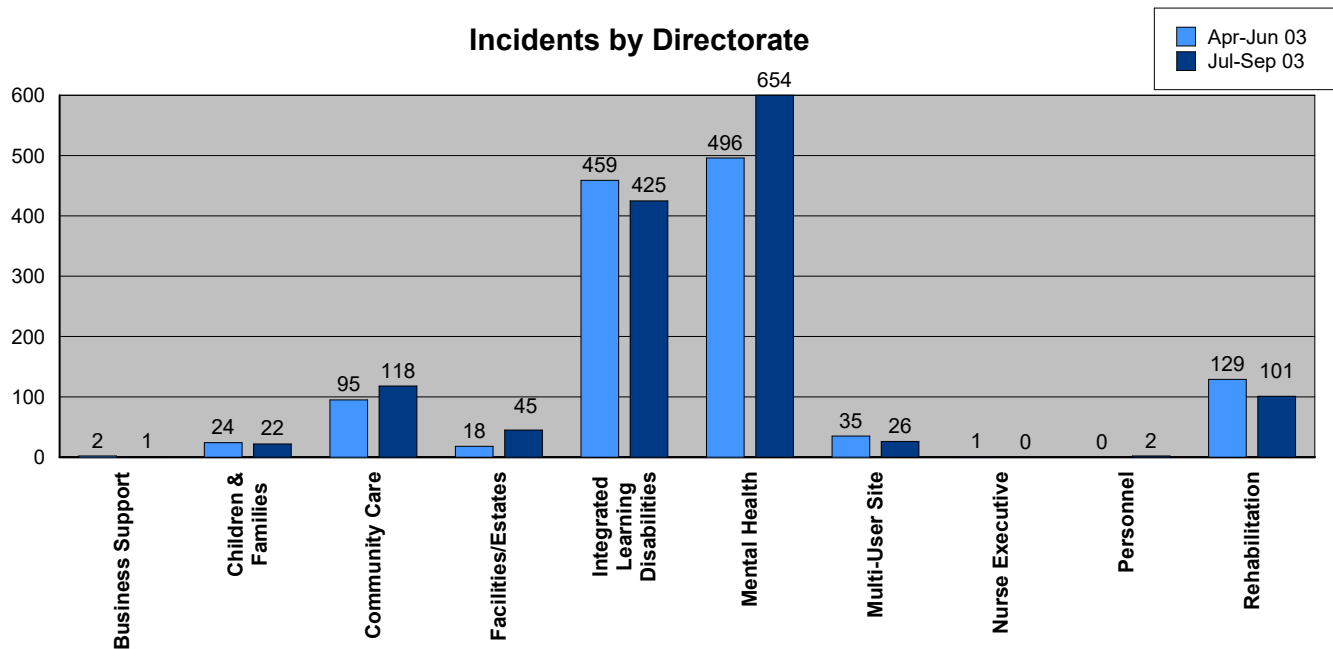
Table 1

	Clinical Incident	Fire Incident	Ill health Incident	Other Incident	Personal Incident	Security Incident	Vehicle Incident	Violence Abuse	Total
Business Support	0	0	0	0	0	1	0	0	1
Children & Families	0	0	2	3	5	7	0	5	22
Community Care	56	1	1	8	15	16	4	17	118
Facilities/Estates	3	18	0	0	8	11	4	1	45
Lrng. Disabilities	175	2	5	5	54	1	4	179	425
Mental Health	126	14	11	26	189	54	0	234	654
Multi-User Site	0	0	0	0	2	4	17	0	26
Personnel	0	0	0	0	1	1	0	0	2
Rehabilitation	20	2	0	0	67	7	2	3	101
Total	380	37	19	44	343	115	14	442	1,394



3.2 Chart I shows the total number of all incidents by Directorates this quarter. The Mental Health Directorate reports the most incidents with the Integrated Learning Disabilities Directorate next. There has been an increase in the number of incidents reported by the Mental Health Directorate in this quarter from 496 to 654. This appears to be a significant rise and is the highest number of incident reports ever submitted by the Mental Health Directorate. The increase of 107 in the number of reported incidents of Violence/Abuse/Harassment accounts for the largest proportion of the rise (see section 3.8). Although the Integrated Learning Disabilities Directorate reports the next highest number of incidents it has seen a decrease in this quarter from 459 to 425. Both the Community Care Directorate and the Facilities / Estates Directorate have also had an increase in the number of incidents reported during this quarter. Whilst the other Directorates have seen decreases.

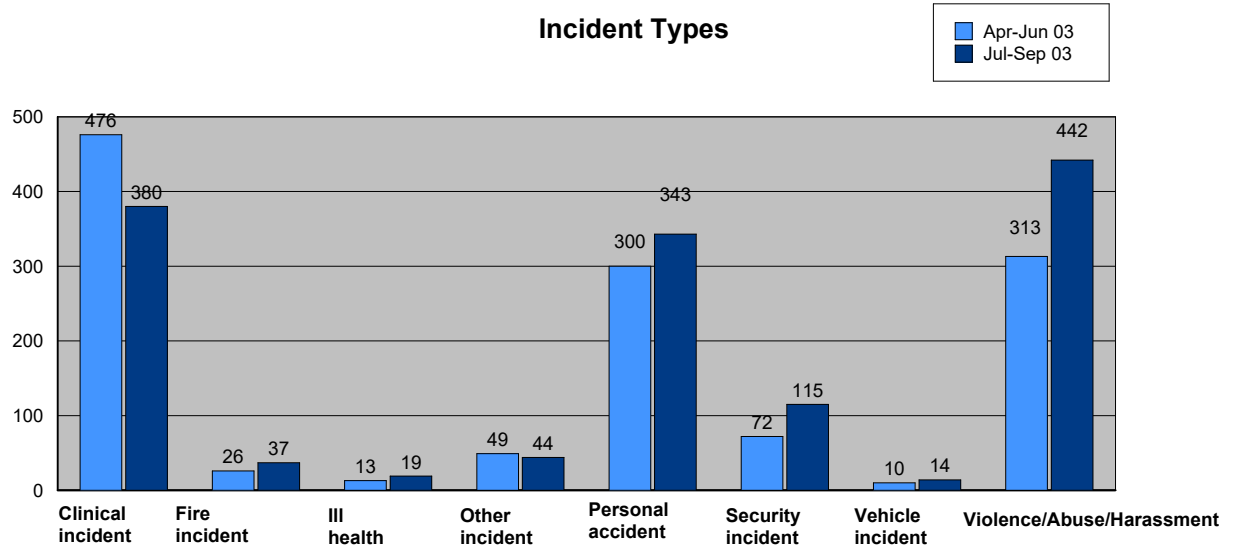
Chart 1





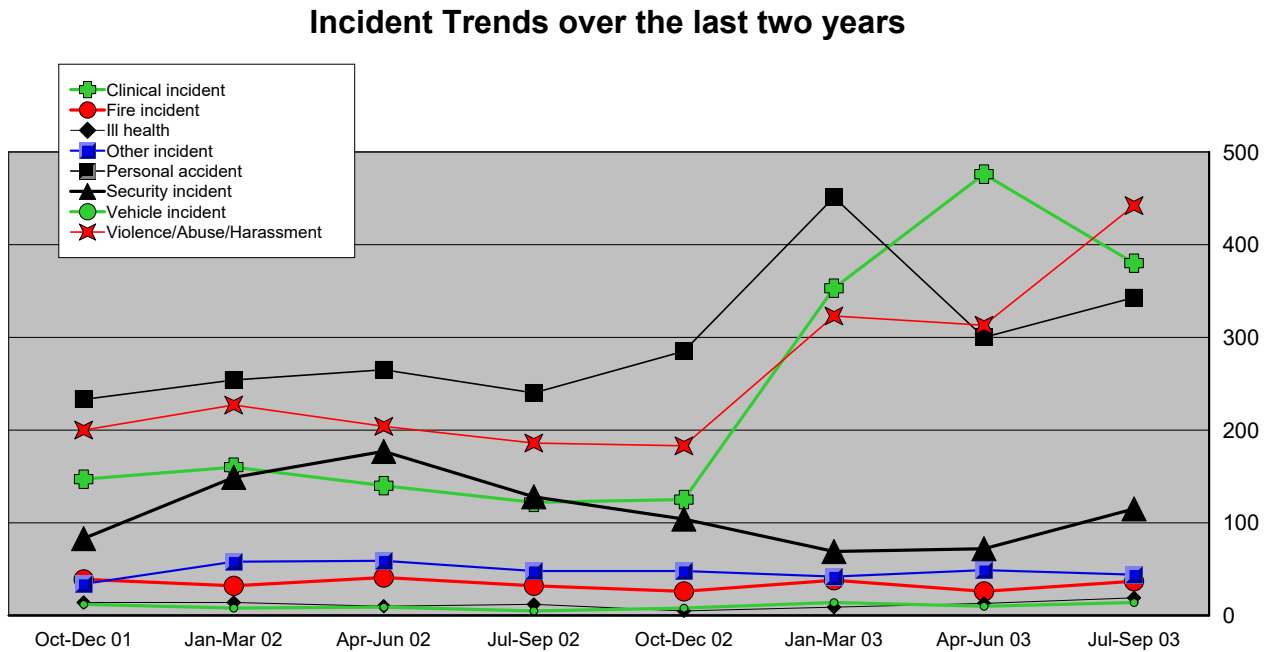
3.3 Chart 2 shows the types of incidents reported from July to September 2003. As previously indicated Violence/Abuse/Harassment are the single most commonly reported incident type accounting for 32% (25%) of all incidents, followed by Clinical incident at 27% (38%) and Personal accident at 25% (24%). The previous quarters percentages are shown in brackets. Incidents categorised as other included amongst others; hole accidentally drilled into water pipe, clinic telephone system not working and suspected possession of cannabis.

Chart 2



3.4 Chart 3 shows the trend of each incident type over the past eight quarters. It illustrates a rising trend in incidents of Violence/Abuse/Harassment. It also suggests that after a period of decreasing security incidents and personal accidents these may be on the rise again. However, clinical incidents have decreased in this quarter after an increasing trend over the previous 3 quarters.

Chart 3

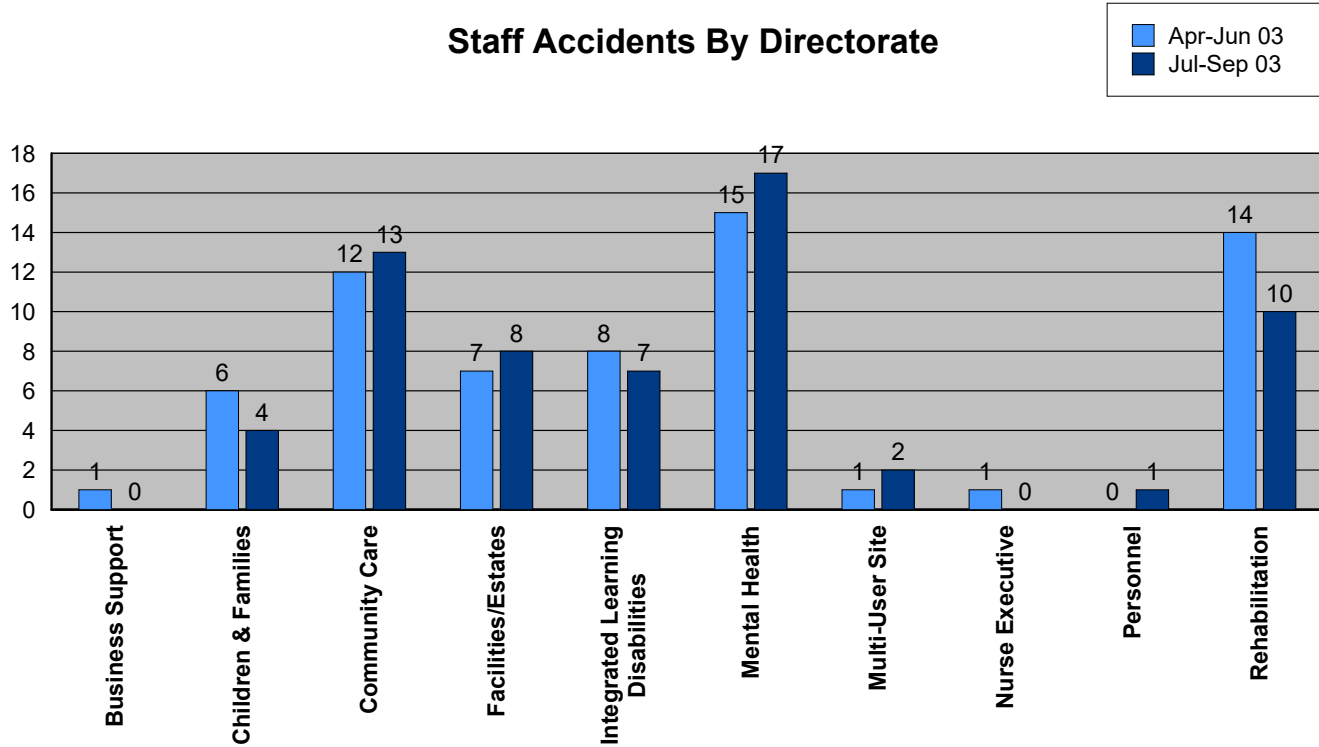


3.5 Personal Accidents (Staff)



There were 62 staff accidents reported during this quarter compared to 65 during the previous period (April - June 2003). Chart 4 illustrates the total staff accidents reported by each Directorate.

Chart 4

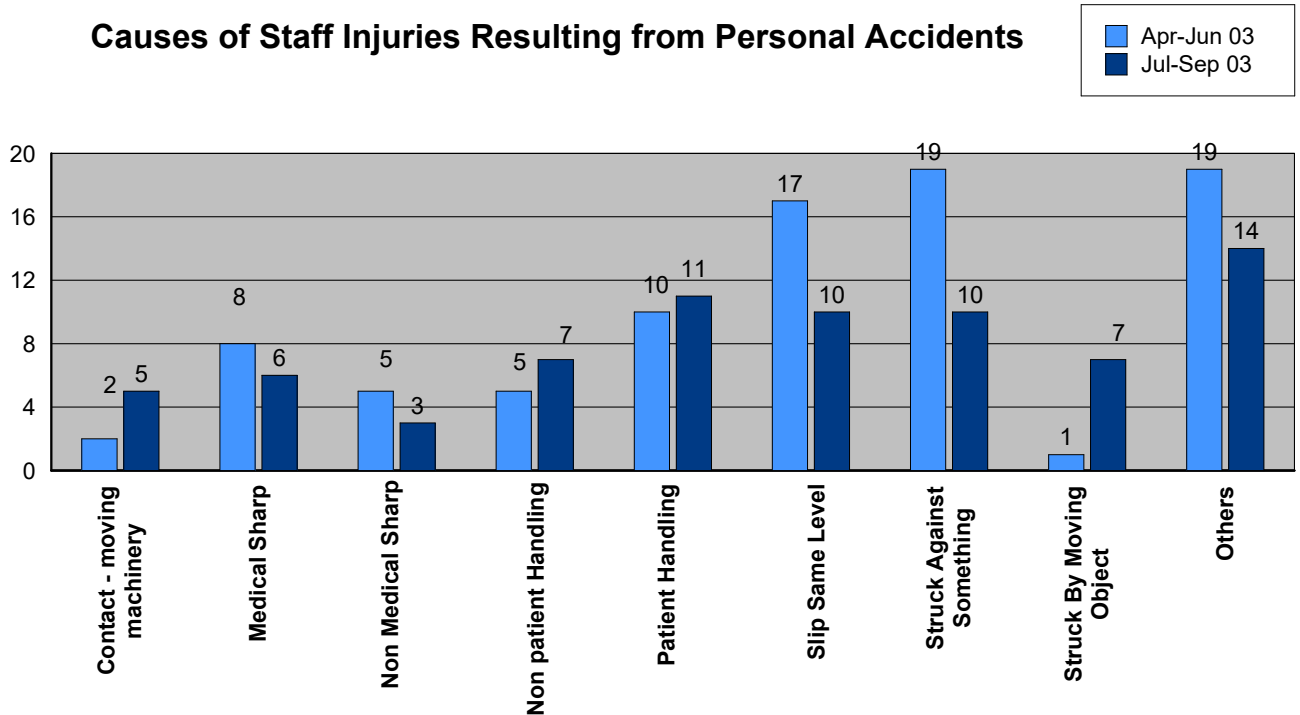




3.5.2 The causes of staff accidents are shown in Chart 5 and the most common causes in this quarter were, 'other', patient handling, slip, trip or fall on the same level and struck against something (e.g. furniture, fittings, etc.). Incidents categorised as 'other' included; three separate incidents of staff members being bitten by a patient's dog. All manual handling incidents are followed up by the Occupational Health Nurse in liaison with the manual handling/back care advisor. All incidents caused by a medical sharp were appropriately dealt with in accordance to Trust policy and the Occupational Health nurse was informed.

Chart 5

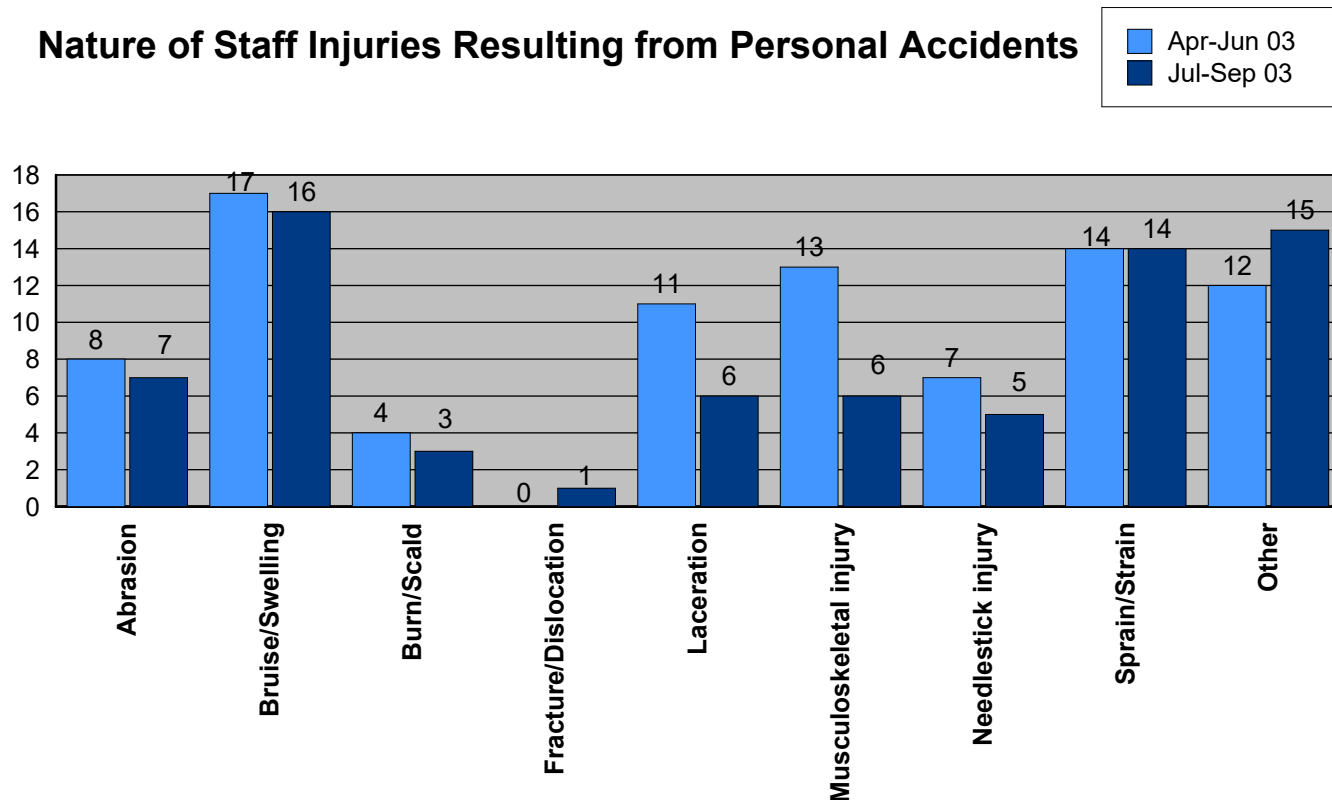
Causes of Staff Injuries Resulting from Personal Accidents





3.5.3 Of the 62 staff personal accidents reported, 57 resulted in an injury to the staff member. 62 injuries were sustained by staff in personal accidents compared with 65 during the previous quarter. Chart 6 indicates that bruise/swelling followed by 'other' and sprain/strain were the most common categories of staff injuries during the current quarter July - September 2003 . Injuries categorised as 'other' included; solution splashing into staff members eye and staff member winded themselves.

Chart 6





3.5.4 Chart 7 shows the staff groups reporting personal accidents. The Nursing staff group recorded the highest number of personal accidents in this quarter. There were 28 incidents involving the Nursing staff group (45% of total staff personal accidents). The main causes involving the nursing staff group were:-

- Struck against something (e.g. furniture, fittings, etc.), (21 % n= 6)
- Patient lifting/handling/carrying, (14 % n= 4)
- Slip, trip or fall on the same level, (14 % n= 4)

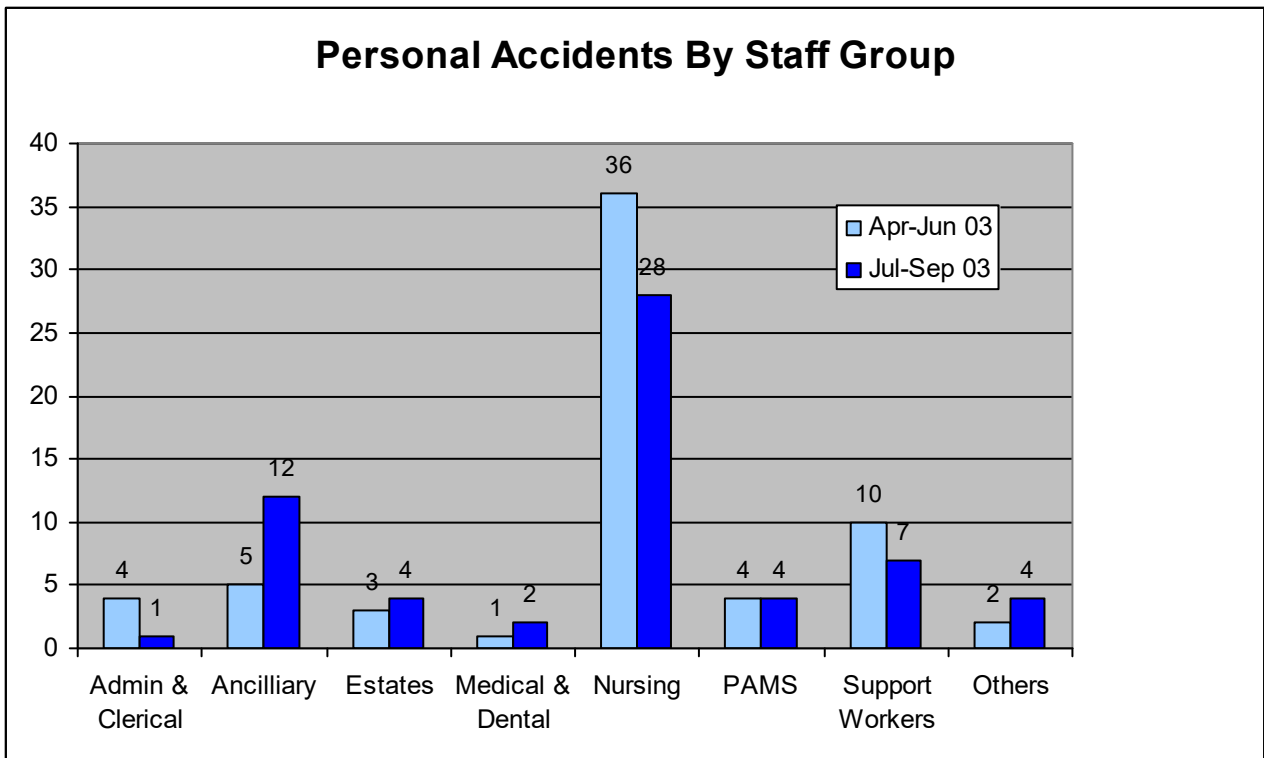
With 12 incidents, the Ancilliary staff group recorded the next highest number of personal accidents (19% of total staff personal accidents). The main causes involving this staff group were:-

- Lifting/handling/carrying (not involving a patient), (25 % n= 3)
- Struck against something (e.g. furniture, fittings, etc.), (25 % n= 3)
- Contact with hot or very cold surface or object, (8 % n= 1)

Finally, in this quarter there were 7 incidents involving the Support Workers staff group (11% of total staff personal accidents). The main causes involving this staff group were:-

- Patient lifting/handling/carrying, (43 % n= 3)
- Other, (29 % n= 2)
- Struck by a moving, including flying, or falling object, (29 % n= 2)

Chart 7



3.5.5 Staff Accidents Reported to the Health and Safety Executive

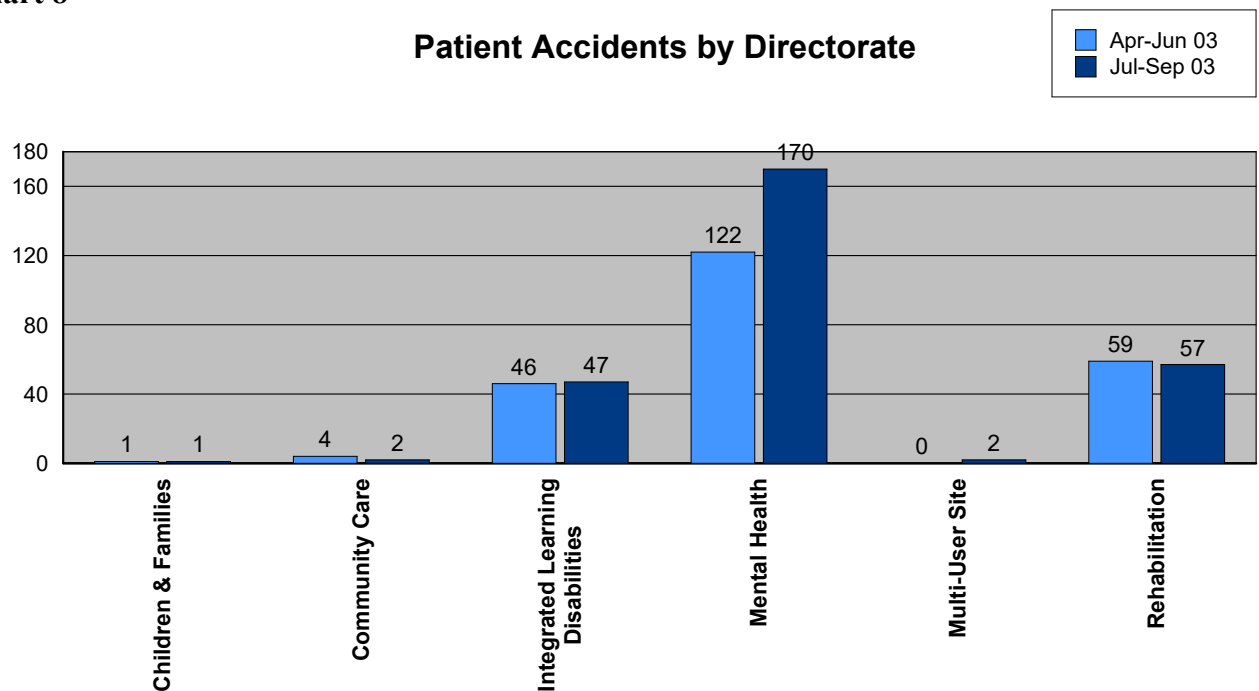
Three members of staff who were involved in an accident or sustained a serious injury at work were reported to the Health and Safety Executive. The injuries resulted from:

- Sprain / strain to back caused when removing furniture from office to store
- Sprain / strain to back when staff members was removing access panel from behind a toilet
- Sprain / strain to back after a service user lost their balance and pulled staff member with them

3.6 Personal Accidents (Patients)

Chart 8 illustrates patient accidents by directorates. There were 279 patient accidents compared to 232 reported in the previous quarter indicating an increase of 47 patient personal accidents. The Mental Health Directorate reported the highest number of patient personal accidents during this quarter and there was an increase of 48 compared to the previous quarter. The Rehabilitation Directorate reported the second highest number of patient personal accidents and reflects the nature of the work and clients within the Directorate.

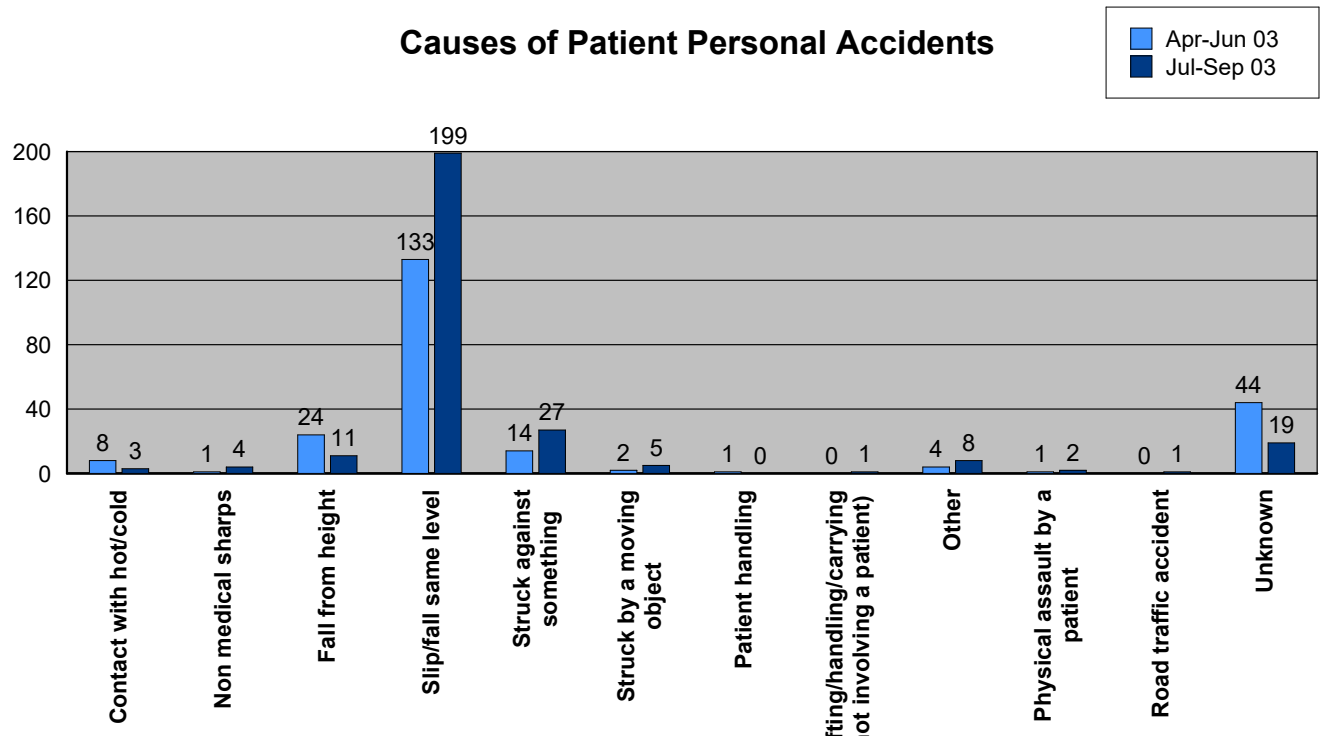
Chart 8



3.6.2 Causes of Patient Personal Accidents

As chart 9 illustrates, the most common cause of patient personal accidents is slip, trip or fall on the same level (199) followed by struck against something (e.g. furniture, fittings, etc.) (27) and unknown (19). All incidents where patients were found lying on the floor were categorised as 'unknown' because the staff member could not be sure that they had fallen or tripped.

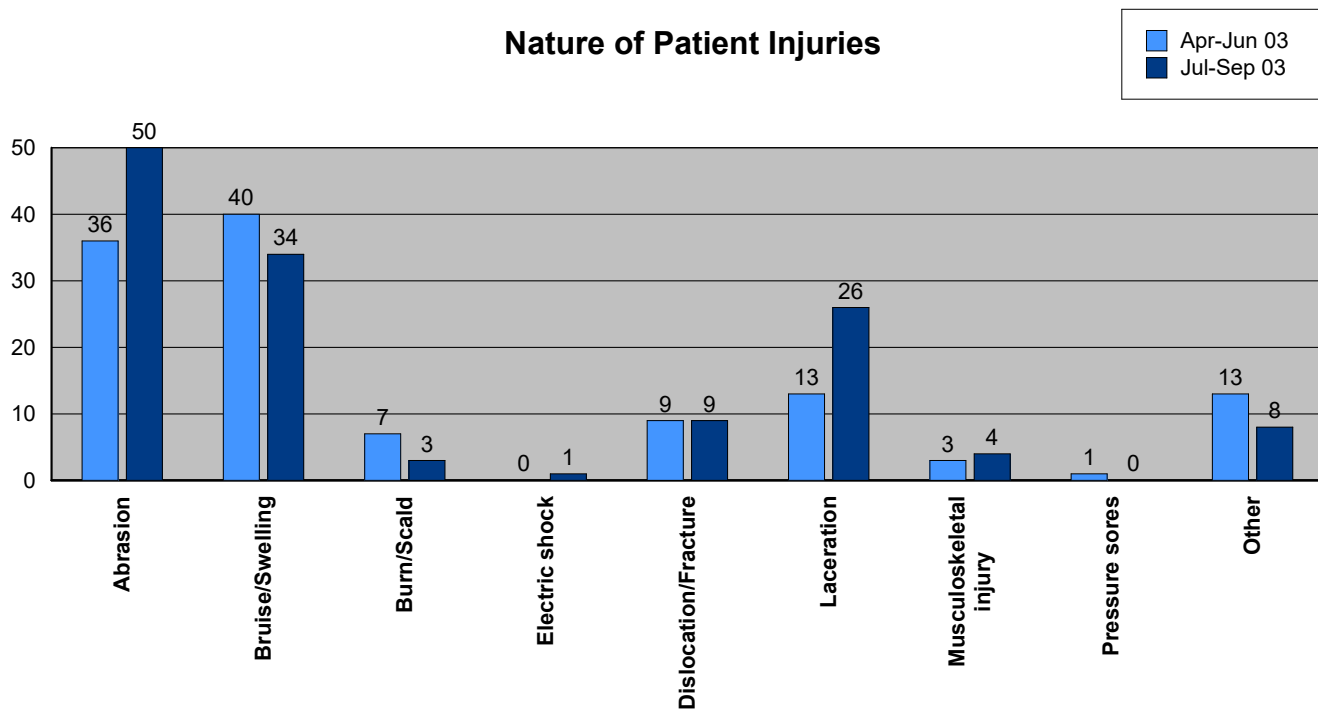
Chart 9



3.6.3 Nature of patient injuries

Out of the total of 279 patient personal accidents reported, 125 patients sustained injuries as a result of accidents and the nature of those injuries are shown in Chart 10. The highest reported injuries sustained were abrasion (50), bruise/swelling (34) followed by laceration (26). 'Other' injuries included a patient breaking two teeth and those incidents where staff were unsure as to whether the patient had actually hurt themselves in the absence of physical or other signs of injury.

Chart 10



N.B: It should be noted that more injuries are recorded as one personal accident could result in more than one injury.

3.7 Clinical Incidents

There were 380 clinical related incidents in the quarter. A detailed report on all such incidents is produced for t the Clinical Governance Panel.

3.8 Violence, Abuse and Harassment

3.8.1 There were 442 incidents of violence, abuse and harassment compared to 313 in the previous quarter. Table 2 shows the nature of such incidents within the Trust. 215 of the incidents of violence/abuse/harassment reported indicated that staff members were affected and 121 indicated patients were affected by the incident.

Table 2

	Oct-Dec 01	Jan-Mar 02	Apr-Jun 02	Jul-Sep 02	Oct-Dec 02	Jan-Mar 03	Apr-Jun 03	Jul-Sep 03
Actual Physical Harm	77	71	43	65	56	179	149	203
Disorder/Intimidation	45	54	41	74	18	39	44	171
Others	11	50	15	7	5	11	8	19
Racial Harassment	4	0	2	2	0	0	3	3
Sexual Assault	1	1	3	4	0	3	2	4
Sexual Harassment	1	5	1	8	2	7	10	7
Verbal Abuse	96	123	75	70	74	98	93	80
Threat of Physical Violence	49	56	45	30	30	66	69	85
Total	284	360	225	260	185	403	378	572

N.B: It should be noted that more ‘types’ are recorded as one Violence, Abuse & Harrassment incident could be categorised as having more than one cause i.e. someone could say that the incident was verbal abuse and sexual harassment.

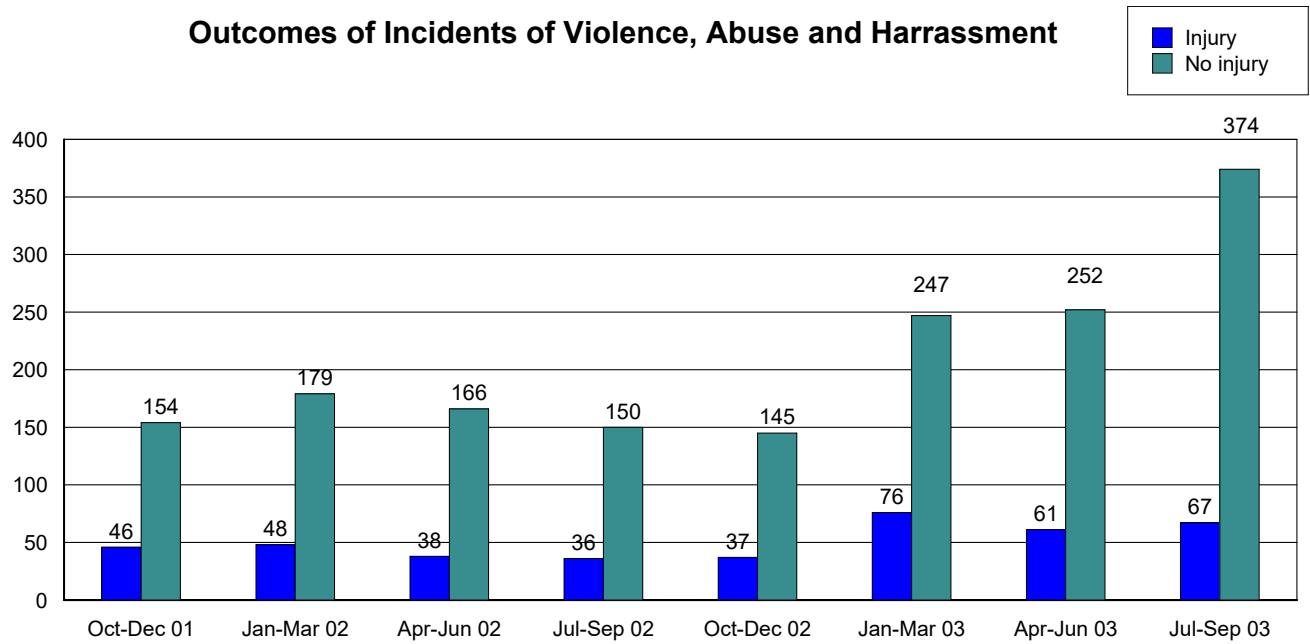
3.8.2 Table 3 shows details of reported violent incidents by service. In this quarter LD Accommodation Services reported the highest number of incidents in this category with 132 (30%). The Working Age Mental Health Service (WAMHS) reported the second highest number of incidents with 119 (27%) and the Mental Health Services for Older People service reported the third highest number of incidents 82 (19%).

Table 3

	Oct-Dec 02	Jan-Mar 03	Apr-Jun 03	Jul-Sep 03
Chailey	2	0	1	1
Community Dental Service	0	1	0	3
Community Mental Health Teams	1	4	0	1
Community Rehabilitation	1	0	0	0
District Nursing	4	10	3	3
Estates Transport & Hotel Services	1	0	1	1
Health Visitors	3	2	3	1
Intermediate Care	0	3	3	1
Learning Disability (LD)	33	120	80	0
LD Accommodation Services	0	4	37	120
LD Day Services	0	2	25	59
Mental Health Rehabilitation	10	6	4	18
Mental Health Services Older People	31	53	38	82
Multi-User Site	4	4	1	3
Paediatricians	2	0	0	0
Personal Medical Services	8	9	11	9
Psychotherapy & Counselling	3	4	1	1
School Health/Nursing	2	2	4	3
Sussex Rehabilitation Centre, Brighton	1	0	0	0
Sussex Rehabilitation Centre, Shoreham	2	5	1	2
Substance Misuse	1	4	1	1
Working Age Mental Health Services	72	83	95	118
Occupational Therapy	0	0	1	0
Other	1	0	3	15
Total	182	316	313	442

3.8.4 Chart 11 shows whether or not incidents of violence resulted in injury. In this quarter the number of reported injuries as a result of violence has increased by 6.

Chart 11



3.9 Security Incidents

There were a total of 115 security incidents during this quarter in comparison to 72 reported from the previous quarter. Chart 12 illustrates the types of security incidents reported. Other accounted for the highest number of incidents and included; misunderstanding about locking up, doors or windows found closed but not locked, security attending during a patient's appointment as patient had a previous history of aggression and lost identity badge.

Chart 12

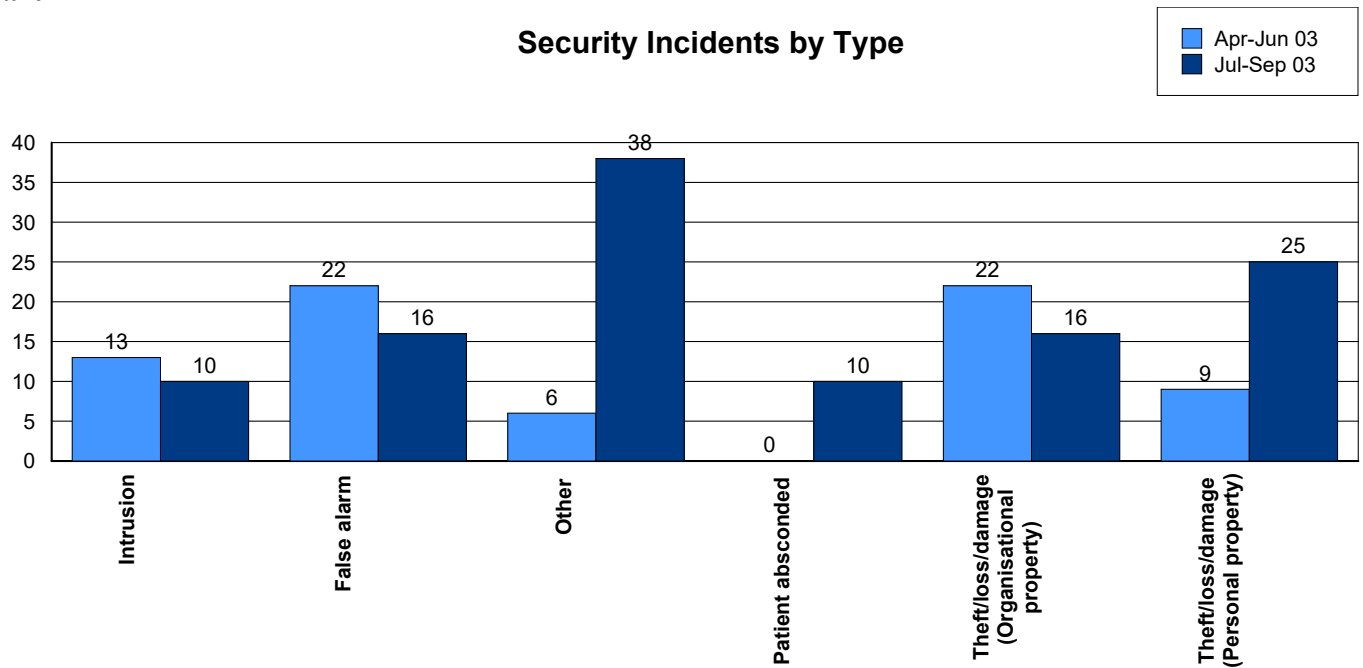
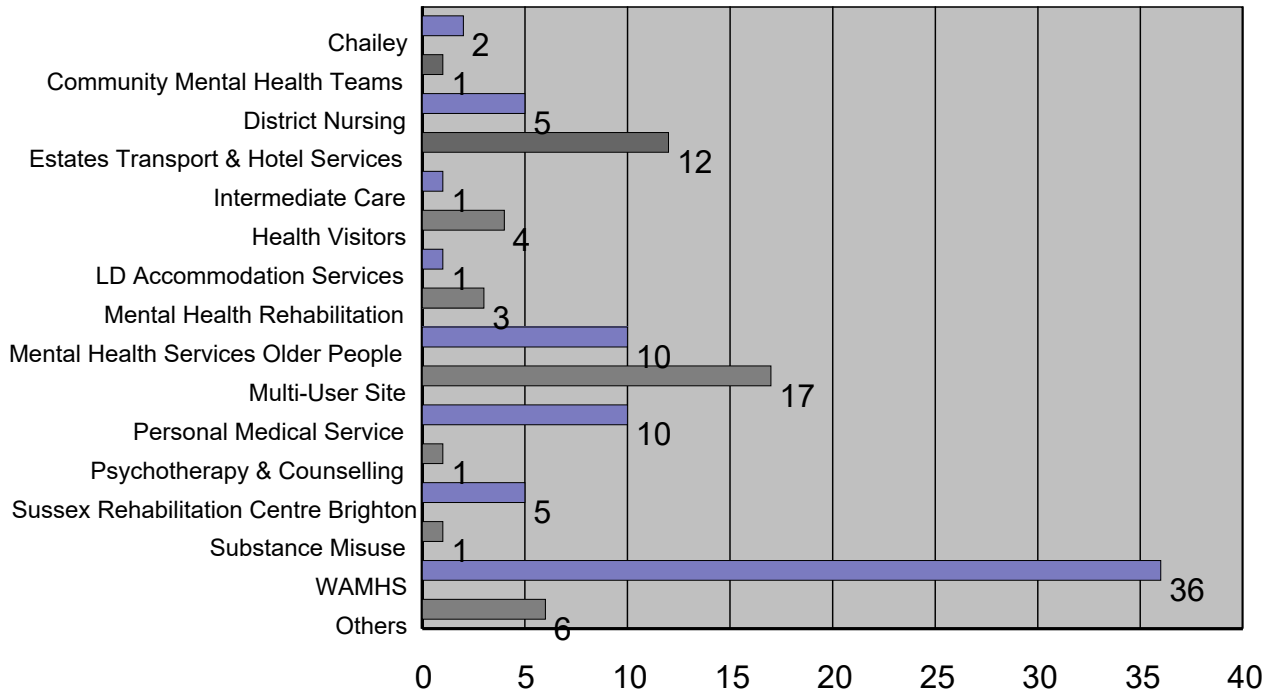




Chart 13 shows the services reporting the security incidents. Working age mental health services reported the highest number of incidents in this quarter (36) followed by incidents within multi-user sites (17).

Security Incidents by Service



3.10 Fire Incidents

There were 37 (26) reported fire incidents of which 29 (19) were false alarms, 6 (3) were actual accidental but small fires resulting in no injuries and 2 (4) were willful but resulted in no injuries. (The previous quarter is shown in brackets)

Meeting/Date	Integrated Services Board 4th February 2004
Report of	Director of Finance, South Downs Health NHS Trust
Subject	Quarterly Incident Report
Wards affected	All

<p>Financial implications</p> <p>None directly from report.</p>
<p>Legal implications</p> <p>There are no specific legal or Human Rights Act (1998) implications arising from this report.</p>

<p>Corporate implications</p> <p>There are no direct implications arising from this report.</p>	<p>Risk assessment</p> <p>No identified risk arising from this report. Individual incidents are followed up and used to inform risk management and quality improvement.</p>
<p>Sustainability implications</p> <p>There are no sustainability implications arising from this report.</p>	<p>Equalities implications</p> <p>There are no equalities implications arising from this report.</p>
<p>Implications for the prevention of crime and disorder</p> <p>There are no implications for the prevention of crime and disorder arising from this report.</p>	

<p>Background papers</p> <p>1. <i>Information in this report is taken from files held by the Integrated Provider</i></p>
<p>Contact Officer</p> <p><i>John O'Sullivan, Director of Finance, South Downs Health NHS Trust, Tel. 243565</i></p>