

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Notification of unexpected death (Reg 16) or other incidents (Reg 18) to CQC & Insurers	Doc. No.	GOV001
Scope		Operational and Governance Teams		
Purpose		To ensure appropriate reporting of 1. death of a service user as required under Care Quality Commission (Registration) Regulations 2009 No 16 in services delivered by PC24 2. incidents that affect the health, safety and welfare service users as required under Care Quality Commission (Registration) Regulations 2009 No 18 by PC24 listed under 2 below		
Guidelines		This SOP sits under the Incident Management policy To ensure prompt notification of above to CQC Nominated Individual for reporting to CQC and, if required, to PC24 insurers		
PROCEDURE			RESPONSIBILITY	
1	All unexpected deaths in services which occur while services are being provided or result from (or may have resulted from) services to be entered promptly on Datix and reported to Nominated Individual (currently Company Secretary) the next working day.		Service CQC Registered Manager	
2	All incidents that affect the health, safety and welfare of service users and which occur while services are being provided or result from (or may have resulted from) services to be entered promptly on Datix and reported to Nominated Individual (currently Company Secretary). This includes: 1. injury to a service user 2. abuse or allegation of abuse in relation to a service user 3. any incident reported to or investigated by the police 4. any event which prevents, or appears to prevent, PC24’s ability to continue to provide a service safely (this includes interruption to water etc supply for more than 24 hours and physical damage to premises)		Service CQC Registered Manager	
3	Nominated individual to access record on Datix and report to CQC at earliest opportunity (unless the matter has already been reported to NHS England)		Nominated individual or in their absence relevant Registered Manager	
4	Weekly Safety First meeting to discuss case and update Nominated Individual as necessary		Director of Nursing	
5	Report to be made to insurers by Company Secretary within 3 weeks of incident giving information required on Claim form		Company Secretary	

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Version		v1.2			
Supersedes		v1.1			
Approving Managers/Committee		Company Secretary/Leadership Team			
Date Ratified		22.02.2018			
Department of Originator		Governance			
Responsible Executive Team		Company Secretary			
Responsible Manager/Support		CQC Nominated individual			
Date Issued		22/02/2018			
Next Review Date		January 2022			
Target Audience		Operational and Governance staff			
Version	Date	Control Reason		Accountable Person for this Version	
v1	22/02/2018	Formalising current process across services		Company Secretary	
v1.1	23/04/2019	Updated for rebranding, renaming of Harms meeting		Co Sec (Nominated Individual)	
v1.2	02/01/2020	SOP Review		Company Secretary & Data Protection Officer	
Reference documents		Electronic Locations		Locations for Hard Copies	
Care Quality Commission (Registration) Regulations 2009 No 16 & 18		Primary Care 24 (Merseyside) Ltd Intranet/ Current SOPS/AD		Standard Operating Procedures File in the Call Centre.	
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