



Carefree Getaway

Structured Travel. Safe Independence.

MARCH 2026

INCIDENT REPORTING PROCEDURE

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1. Purpose

Carefree Getaway Limited is committed to ensuring that all incidents occurring during supported travel services are:

- responded to promptly
- recorded accurately
- managed appropriately
- reviewed for learning and improvement

This procedure provides a clear framework for identifying, reporting and managing incidents to ensure the safety and wellbeing of all individuals involved.

2. Scope

This procedure applies to:

- all staff and support workers
- all supported travel activities
- all environments where services are delivered

It covers incidents involving:

- clients
 - staff
 - members of the public (where relevant)
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3. Definition of an Incident

An incident is any event that:

- results in harm or potential harm
 - disrupts the normal delivery of a service
 - raises a safeguarding concern
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Examples of Incidents

Incidents may include, but are not limited to:

- injury or illness
 - accidents (e.g. slips, trips, falls)
 - safeguarding concerns
 - behavioural incidents
 - medical emergencies
 - significant travel disruption
 - loss of personal belongings (if significant)
 - environmental safety concerns
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4. Key Principles

Carefree Getaway manages incidents in line with the following principles:

4.1 Safety First

Immediate safety of the individual is the priority.

4.2 Prompt Reporting

All incidents must be reported without delay.

4.3 Accuracy

Information recorded must be clear, factual and accurate.

4.4 Transparency

Incidents are handled openly and professionally.

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4.5 Learning and Improvement

Incidents are reviewed to improve future practice.

5. Responsibilities

5.1 Staff Responsibilities

All staff must:

- respond appropriately to incidents
 - prioritise safety
 - report incidents promptly
 - complete an Incident Report Form
 - cooperate with any follow-up actions
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5.2 Management Responsibilities

Carefree Getaway management will:

- review all reported incidents
 - assess risks and required actions
 - communicate with relevant parties
 - ensure appropriate follow-up
 - implement improvements where necessary
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6. Incident Response Procedure

Step 1: Ensure Immediate Safety

The staff member must:

- assess the situation
- ensure the safety of the client and others
- remove or minimise any immediate risk

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- seek medical assistance if required

Step 2: Take Immediate Action

Depending on the situation:

- provide first aid if appropriate
- contact emergency services if necessary
- move to a safe location
- provide reassurance to the client

Step 3: Inform Management

The staff member must:

- inform Carefree Getaway management as soon as possible
- provide a clear summary of the situation

Step 4: Record the Incident

An Incident Report Form must be completed, including:

- date and time
- location
- individuals involved
- description of the incident
- actions taken
- outcome

Reports must be:

- factual (not opinion-based)
- clear and detailed
- completed as soon as practicable

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Step 5: Notify Relevant Parties

Where appropriate, the following may be informed:

- family members or representatives
- relevant professionals
- emergency contacts

This will be handled sensitively and appropriately.

Step 6: Follow-Up Actions

Carefree Getaway will:

- review the incident
 - determine if further action is required
 - update risk assessments if necessary
 - provide additional guidance or support
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7. Safeguarding Incidents

If an incident involves a safeguarding concern:

- it must be treated as a priority
- safeguarding procedures must be followed
- appropriate escalation may be required

All safeguarding concerns must be handled seriously and promptly.

8. Recording and Storage

All incident reports will be:

- stored securely
 - treated as confidential
 - retained in accordance with data protection principles
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9. Monitoring and Review

Carefree Getaway will:

- monitor incidents for patterns or trends
 - identify areas for improvement
 - update procedures where required
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10. Learning and Improvement

Incidents provide valuable insight into service delivery.

The organisation will use incident data to:

- improve safety procedures
 - enhance staff guidance
 - strengthen risk assessments
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11. Serious Incidents

Serious incidents may include:

- significant injury
- medical emergencies
- safeguarding concerns
- events requiring emergency services

These will be:

- prioritised
 - reviewed in detail
 - managed with appropriate escalation
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12. Staff Support

Carefree Getaway recognises that incidents can be stressful.

Staff will be supported through:

- guidance from management

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- review discussions
- clear procedures

13. Policy Review

This procedure will be reviewed:

- annually
- following serious incidents
- when operational changes occur

14. Declaration

Carefree Getaway Limited is committed to ensuring that all incidents are handled promptly, professionally and transparently, supporting the safety, wellbeing and continuous improvement of the service.

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