

2 Definition of Serious Incidents (SI's)

There is no definitive list of events/incidents that constitute a serious incident, however any incident that relates to service users, families and carers or visitors, staff or contractors working for the organisation (whether on-site or elsewhere) should be considered in accordance with this Protocol.

The circumstances in which a serious incident must be declared include:

A. Acts and/or omissions that result in:

- Unexpected or avoidable death of one or more people, including suicide, self-inflicted death or homicide by a person in receipt of mental health care within the recent past.
- Unexpected or avoidable injury to one or more people that has resulted in serious harm;
- Unexpected or avoidable injury to one or more people that requires further treatment by a healthcare professional in order to prevent, the death of the service user, or serious harm.
- Actual or alleged abuse; sexual abuse, physical or psychological ill-treatment, or acts of omission which constitute neglect, exploitation, financial or material abuse, discriminative and organisational abuse, self-neglect, domestic abuse, human trafficking and modern day slavery where:
 - service provider did not take appropriate action/intervention to safeguard against such abuse occurring; or
 - where abuse occurred during the provision of service.

This includes abuse that resulted in (or was identified through) a Serious Case Review (SCR), Safeguarding Adult Review (SAR), Safeguarding Adult Enquiry or other externally-led investigation, where delivery of service caused/contributed towards the incident.

B. A 'never event' – refers to NHS health care providers – for Policy and Framework and the current Never Events List see: <https://www.england.nhs.uk/patientsafety/never-events/>

C. An incident (or series of incidents) that prevents, or threatens to prevent, an organisation's ability to continue to deliver an acceptable quality of service, including (but not limited to):

- Failures in the security, integrity, accuracy or availability of information.
- Property damage.
- Security breach or concern.
- Incidents in population-wide activities where the potential for harm may extend to a large population.
- Inappropriate enforcement/care under the Mental Health Act (1983) and the Mental Capacity Act (2005) including Mental Capacity Act, Deprivation of Liberty Safeguards (MCA DOLS);
- Systematic failure to provide an acceptable standard of service, this may include incidents, or series of incidents, which necessitate suspension of services.
- Activation of Major Incident Plan (by provider, commissioner or relevant agency).
- Major loss of confidence in the service, including prolonged adverse media coverage or public concern about the quality of healthcare or an organisation.

D. Major loss of confidence in the service, including prolonged adverse media coverage or public concern about the quality of care or an organisation.