Accident/Incident Reporting and Investigation Guidance

DEFINITION

An 'accident' is defined as an unplanned and uncontrolled event that has (or could have) resulted in some sort of harm.

AIM OF THE GUIDANCE

The guidance is intended to set out the values, principles and procedures underpinning the Raphael Pilgrimage's approach to accident/incident reporting.

The Raphael Pilgrimage has a duty of care to report, record and investigate all accidents/incidents.

Accidents/incidents must be reported for monitoring purposes and to prevent the recurrence of similar accidents/incidents happening in the future, as far as it is possible.

The goals of the Raphael Pilgrimage are to ensure that:

a) All accidents and incidents involving injury to pilgrims are reported and recorded, no matter how minor
b) All reported accidents and incidents are fully investigated
c) The results and recommendations from investigations are fully implemented to prevent or minimise any recurrence of such incidents

ACCIDENT/INCIDENT REPORTING PROCEDURE

A written record should be kept of any accident/incident, however minor, that occurs during the duration of the Raphael Pilgrimage

a) The Chief Nurse is responsible for the ensuring that accident/incident report blank forms are available in Lourdes
b) Whilst the Raphael Pilgrimage is in Lourdes, the accident/incident report blank forms are kept with the Chief Nurse
c) Where an accident/incident involves any person at any time who is part of the Raphael Pilgrimage, a blank report form should be filled in, using black ink, by the appropriate person - this may be the person involved, a witness or other scribe.

d) This should be done with the person involved who has or may have suffered harm from the accident/incident
e) The writing must be clear and easily read
f) Record facts only, opinions must not be included in the report
g) As much information as possible should be included using extra sheets if necessary
h) It may not be possible to complete the accident/incident report at the time, but this must be completed as soon as possible after the accident/incident has occurred
i) Any witnesses should be identified, with their contact details recorded in case it is necessary to talk to them later
j) Witness statements should be taken as soon as possible. These statements must be signed and dated by the witness or witnesses
k) The name and address of the person who has completed the accident/incident report must be recorded
l) When the accident/incident involves a disabled person, or a person on duty, a note must be added to the hand over folder, so that all will know about it if they miss the change of shift discussion
m) If the accident/incident results in an injury a brief description must be made on the accident form and, if appropriate, seen by a physician – either a Doctor travelling with Raphael or by attendance at the local hospital
n) The completed accident/incident report together with any relevant documentation along with any digital photographs must be given to the Pilgrimage Director.
o) All documentation is retained by the Pilgrimage Director and returned to the UK for retention as per GDPR requirements.

ACCIDENT/INCIDENT INVESTIGATION

a) If accidents/incident occur they should be investigated to prevent them from happening again
b) Whilst on pilgrimage in Lourdes, it is not possible to designate a specific person to carry out the accident/incident investigation in this policy
c) The investigation should be carried out by the most appropriate person available at the time
d) The quality of the investigation and the accuracy of the findings are dependent on the investigation commencing immediately after the accident/incident

The main points to consider when investigating accidents/incidents that have caused injury or damage are:

- ensure that accidents/incidents, especially serious ones, are reported immediately
- ensure any injured people are safe and given appropriate medical or first aid treatment
- seal off and isolate the scene of the accident/incident – this stops other people getting hurt and will save any evidence
- record the contact details of any witnesses

- take photographs or draw a sketch of the accident scene
- take witness statements - this should b e in writing and completed as soon as possible
- establish what caused the accident/incident and why it happened
- don't just look at what caused the injury or damage, find the 'root' cause, i.e., the first event that occurred in the series of events that led to the injury or damage
- decide if anything should be done immediately to prevent the same accident/incident happening again and do it
- review the actions taken to ensure they are effective
- make sure that an accident/incident form has been completed

RETENTION OF ACCIDENT/INCIDENT REPORT, RELEVANT DOCUMENTATION AND PHOTOGRAPHS

a) The Pilgrimage Director will retain the accident/incident report and any relevant documentation and digital photographs whilst the Raphael Pilgrimage is in Lourdes

b) The accident/incident report, any relevant documentation and digital photographs are to be taken back to the UK by the Pilgrimage Director, retained at their home address and filed with other Raphael Pilgrimage documentation held centrally

c) The accident/incident report and other supporting documentation including photographs must be retained by the Pilgrimage Director for a period of seven years from the date of the accident/incident in accordance with the Data Protection Policy on the Use of Personal Data

d) If the Pilgrimage Director is succeeded, then all of the above must be given to any subsequent Pilgrimage Director for retention for seven years after the date of the accident/incident in accordance with the Data Protection Policy on the Use of Personal Data

This Guidance has been reviewed and agreed by the Trustees

Tracy Ennis, Chair of Trustees
26/05/2026