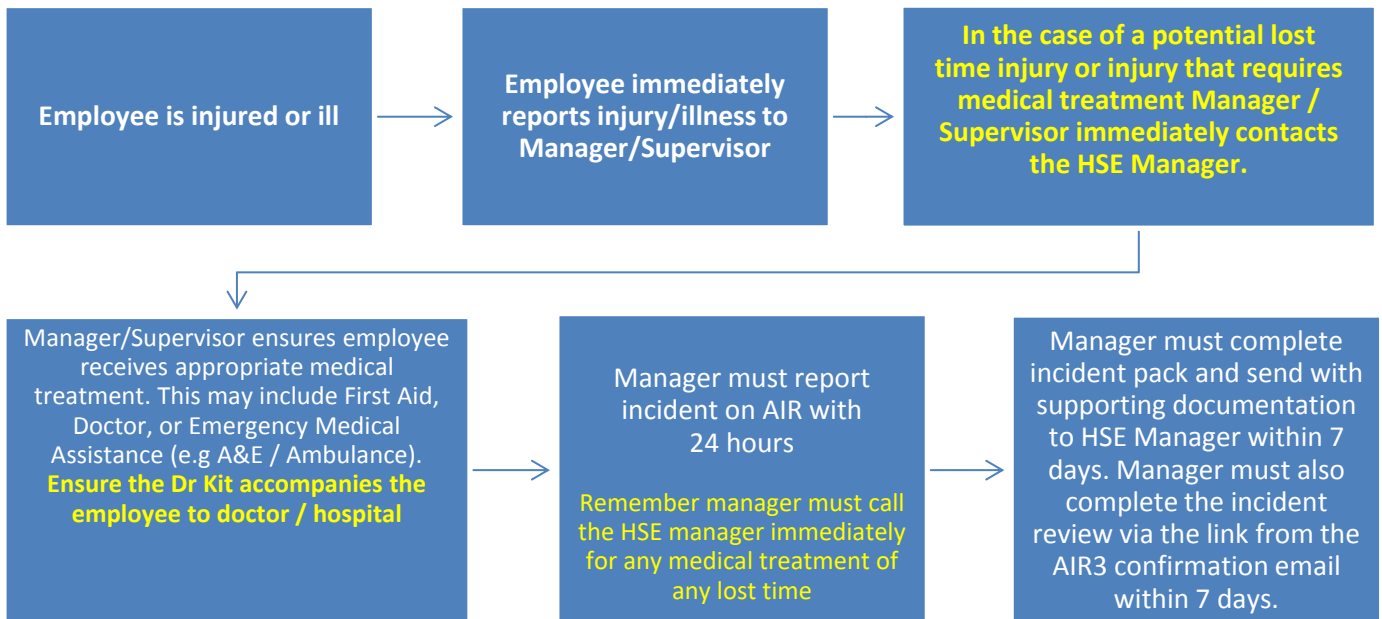
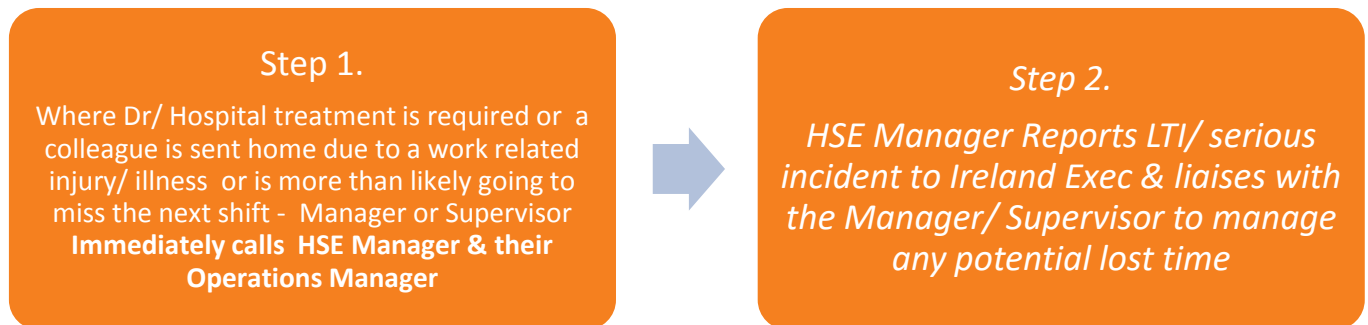


## CARE Injury & LTI Flowchart



Remember the employee's wellbeing is the number one priority and you must ensure they receive the appropriate care quickly and as a priority.  
If you are ever in doubt please contact your HSE manager

## Reporting of Lost Time Injuries (LTI)



Doctor Provider Details	
<b>Doctor Provider Name , Address &amp; Contact Number:</b>  <i>Ensure the Dr Kit accompanies the employee to doctor / hospital</i>	<b><u>(Dublin Sites) - Custom House Medical Centre</u></b> 2 Gandon House, Lower Mayor Street, IFSC, Dublin1. Tel 01 8290902 <b>Other Areas – Please record preferred Doctor here:</b>
<b>HSE Manager Ireland</b>	Rachel Beirne +35387 9724929
<b>Operations Managerr</b>	
<b>HR Business Partner</b>	

\*\*\* This page must be displayed and be easily accessible by the team at your unit.\*\*\*



## Safety Conversation - Accident Reporting & Care Injury Management

HSE is our number one priority. It is essential to recognise that we all have responsibility for our own health and safety in the workplace and in reporting any hazards and taking action to make them safe. We are also responsible for reporting all accidents/incidents at the time to our supervisor or line manager to be dealt with accordingly.

### What is a Lost Time Injury?

A Lost Time Injury is defined as cases where the employee is away from work for one shift or more **after the day of a work-related injury or illness**. To prevent these incidents from resulting in lost time the CARE Injury Management Programme was introduced.

### What is a TRIFR incident?

Along with LTIs TRIFR (Total Recordable Incident Frequency Rate) include incidents that result in medical treatment and restricted duties.

### What is a Reportable Incident?

A reportable incident is an incident the HSE dept. must report to the HSA. An incident becomes reportable if it results in lost time / restrictive duties of more than 3 consecutive days.

### What is the CARE Injury Management Programme?

The CARE Injury Management Programme ensures any of our colleagues who are injured at work receive quick, priority treatment with a local medical provider. The CARE Injury Management programme aims to facilitate our colleagues to return to alternative work or hours.

You will need to:

- Follow the flowchart on page 1.
- If a doctor's visit is required employees should visit our company provider (ROI sites only). For out of hours and if not urgent please make the next available appointment
- For serious incidents or injuries the injured person may need to visit the A&E.
- **Ensure you send the care injury pack (Doctor Care Kit) with the employee to the doctor or hospital.**
- If a taxi is required please request one from the Dublin office Manager.
- Ensure your team are fully briefed on the CARE injury management programme and accident reporting procedure.
- You should also have a supply of Dr Kits in the office which should be taken by the injured employee to the treating doctor to ascertain if our colleague is fit to return to normal duties or fit to return to alternative duties. (Please refer to the Dr Kit – Alternative duties for examples)

### How do you report incidents online and complete Incident Investigation Packs? (Follow the flow chart on page 1)

- **Manager** must *report by phone* any accident immediately where a Dr visit/ hospital visit is required or where an employee is sent home due to a work related accident/ illness or calls in sick due to the accident to:
  - **HSE Manager by Phone. Please contact your Ops Manager where the HSE Manager is not available**
  - Where *accidents occur during night shifts/Weekends*- Shift supervisor to text/phone HSE Manager and leave a message if you do not get an answer
- You will need to report all accidents, incidents and near misses for employees, client staff, members of the public and contractors on the **online AIR3 system** which is accessed via Connect within 24 hours of the incident
- You will need to fully complete the Incident Investigation Pack (IIP) and forward by email to: [rachel.beirne@compass-group.ie](mailto:rachel.beirne@compass-group.ie) or by **post** to HSE Department, Compass Group UK & Ireland, 3<sup>rd</sup> Floor, 43a Yeats Way, Parkwest Business Park, Dublin 12. Please note the IIP is designed for our Insurers therefore only facts should be included on the statements and a statement from the UM/Supervisor must be included outlining the event and treatment provided etc. Please include as much factual details as possible and (if permitted by the client) pictures of area. Ensure you also include the relevant risk assessment and training records when sending the IIP.
  - Please note a copy should be retained in the colleagues file
  - **The pack should not be forwarded to Clients/third parties without approval from HSE Dept.**
  - **Do not complete any client investigations without contacting your HSE manager prior.**
- If you receive an Incident Email Notification requesting you to complete a Unit Incident Review, this should be completed within 7 days of receiving the notification, you will also be able to scan and upload the Incident Investigation Pack and Supporting Documents direct into the Unit Incident Review (the IIP must still be sent to HSE Manager).
- Ensure your first aid kits are well stocked including items on the first aid checklist
- All incident should be investigated to determine the root cause.
- Implement corrective actions and review relevant risk assessments if appropriate and bring the incident to the attention of your team at your next team meeting