



Accident & Incident Policy

Bijou Day Nursery & Crèche, Cowbridge

Policy owner: Nursery Manager / Rheolwr y Feithrinfa

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1. Policy Statement

Bijou Day Nursery & Crèche is committed to providing a safe environment for all children, staff, and visitors. Despite all precautions, accidents and incidents may occur. This policy sets out our procedures for recording, reporting, and learning from accidents and incidents in compliance with all relevant legislation.

This policy is written in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), the Health and Safety at Work Act 1974, the Child Minding and Day Care (Wales) Regulations 2010 (as amended), and the National Minimum Standards for Regulated Childcare (2016).

2. Definitions

- **Accident:** An unplanned event that results in injury or ill health to a person
- **Incident:** A dangerous or potentially harmful occurrence that may or may not result in injury
- **Near miss:** An event that could have caused harm but did not on this occasion

Child protection matters or behavioural incidents between children are covered by separate policies (Safeguarding & Child Protection Policy; Behaviour Management Policy).

3. Accident Procedures

3.1 Immediate Response

- The first priority is always the welfare of the injured person
- A qualified paediatric first aider administers appropriate first aid
- If the injury is serious, emergency services (999) are called **before** contacting parents
- The child is comforted and supervised continuously until collected or emergency services arrive

3.2 Recording

- All accidents are recorded on the FAMILY app accident form as soon as practicable
- The record includes: child's name, date, time, location, nature of injury, first aid given, witnesses, and the staff member completing the form
- If the app is unavailable, a paper accident form is completed and later transferred to the app

- Accident records are retained for a minimum of 21 years and 3 months from the child's date of birth (in line with the Limitation Act 1980)

3.3 Notification of Parents

- **Minor accidents** (small cuts, bumps, grazes): parents are notified via the FAMILY app and informed at collection. The parent acknowledges the accident form on the app
- **More serious accidents** (head injuries, suspected fractures, persistent distress): parents are contacted by telephone immediately and kept informed
- A full verbal handover is given to the collecting parent/carer at the end of the session

3.4 Head Injuries

All head injuries are treated as potentially serious. Parents are always contacted by telephone immediately. A head injury advice slip is provided to the collecting adult. The child is closely monitored for 24 hours within the setting. If any concern arises, medical advice is sought without delay.

4. Incident Procedures

- The staff member discovering an incident records it on the FAMILY app as soon as safely possible — including date, time, nature of event, who was affected, and actions taken
- If staff are aware of any pre-existing injuries when a child arrives at the setting, this is recorded on an existing injury form as evidence and for safeguarding purposes
- All logged incidents are brought to the attention of the Nursery Manager on the same day
- For major incidents or where a crime may have been committed, full witness statements are obtained and preserved

5. Near Misses

Near misses are recorded and reviewed in the same way as incidents. Analysis of near misses is a key tool for preventing future accidents. Staff are encouraged to report all near misses without fear of blame.

6. Reporting Serious Accidents & Incidents

6.1 CIW Notification

We notify Care Inspectorate Wales (CIW) as soon as possible, but within 14 days at most, of:

- A serious accident or injury to a child in our care and the action taken
- Any serious illness of a child in our care
- The death of a child in our care
- Food poisoning affecting two or more children (Environmental Health is also notified)
- Any incident that raises serious safeguarding concerns (in which case all parents are informed and the Local Authority Designated Officer is contacted)

6.2 RIDDOR Reporting to HSE

We report to the Health and Safety Executive (HSE) via RIDDOR:

- Any work-related accident leading to a member of the public (child or adult) being taken directly to hospital
- Any specified injury to a member of staff (fractures, loss of consciousness, serious burns, amputations)
- Any staff incapacity of more than 7 consecutive days resulting from a work-related accident
- Any reportable occupational disease or illness
- Any death connected with a work-related accident
- Any dangerous occurrence (an event that could have caused serious harm, such as a gas leak or structural collapse)

Staff incapacity of 3 or more days is recorded in the accident book and followed up with a risk assessment.

6.3 Children's Social Care

We inform Children's Social Care of any serious accident or injury to a child, or the death of any child, while in our care and act on any advice given.

7. Review & Analysis

- Accident and incident records are reviewed monthly by the Nursery Manager
- Patterns, trends, or recurring hazards are identified and addressed through updated risk assessments
- Findings are discussed at staff meetings and used to inform training needs
- An annual accident analysis summary is prepared and shared with the Responsible Individual

8. Staff Training

- All staff hold a valid paediatric first aid qualification (renewed every 3 years)
- Accident and incident reporting procedures are covered during induction
- Refresher training is provided at least annually

9. Related Policies

- Health & Safety Policy
- Safeguarding & Child Protection Policy
- Risk Assessment Policy
- Fire Safety & Evacuation Policy
- Medication Policy
- Outings Policy