

Explore all the courses you need to be a pro at Care Control



Recording an Incident

This guide will cover how you can record a staff or service user incident via Care Control Windows, Mobile and Pocket. Incidents, such as a slip or fall, can be recorded on Care Control in order to track post-incident care as well as manage the steps taken to reduce the likelihood of recurrence.

Care Control Administration - CC IMP DOM - Windows System Version: 3.61

Administration of Care Control
36% Care Control Usage

Get Help Urgent Issues Current User: Care Control

Common Options Staff Area Time & Attendance Client Area Income Care Planning Communication Advanced Staff

Staff / Client Changes
Add / Edit Staff Records
Add a New Service User
Staff File Integrity Checks

Care Planning
Manage Monitoring
Monitoring Analysis
Care Plan Corrections
Care Plan Integrity Checks

Time and Attendance
Roster System
Todays Rota
Record Holiday
Holiday Requests
Record Absence

Communication Area
Add / Amend Calendar Entry
Create a Message
View Your Messages
Administer Messages
Document Library
Analysis Reports

Other
Incident Analysis

Load Main System Show Care Plans Admin Dashboard Record Information Print Care Plan View Handover Quit Care Control

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In the Administration of Care Control Windows, select **Record Information**, which can be found at the bottom of the screen.

A list of recording options will be displayed. Here, select **Incident or Accident**.

The screenshot shows a software window titled "Record Information by Task...". At the top, a text box prompts the user to "Select the type of information you want to record:". Below this, two buttons are shown: "General Note" (with a yellow notepad icon) and "Incident or Accident" (with a blue person falling icon). A red arrow points from the "General Note" button to the "Incident or Accident" button. Below these are seven category tabs: "Common", "Personal", "Skin", "Medical", "Food & Fluid", "Risk & Review", and "Consent & Capacity". Under the "Common" tab, there are several task buttons: "Activities", "Bath or a Showers", "Bowel Movements", "Fluid Intake", "Creams", "Food Intake", "Medical Visit", "Movement Chart", "Personal Care", "Sleep Information", "Weight", and "Wellbeing Check". The "Food Intake" button is highlighted with a dashed border. At the bottom of the window, a red banner contains the text: "This screen is being used by Care Control. If this is not you, please close this screen."

Record an incident or accident...

Record an Incident or an Accident

Need Help?

Step 1 - The Headlines - What, when and where

Summary of Incident:

Incident Type: Fall or Slip

Any injury?: No apparent injury

Location of Incident:

Date and Time of Incident:
Date: 29/09/2023 Time: 11:40
If time is an estimate please tick here:

Step 2 - Who was involved?

Who are you recording this incident for:

Myself
 Other Staff Member
 Client

Check Spelling

Red Flag this Incident?: Set for 3 Days

Save Incident

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A blank incident form will open. Begin by entering the basic details of the event, including the **Summary**, **Type**, whether there was an **Injury**, the **Location** as well as the **Date & Time**.

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Next, complete the **involvement** part of the form. Here you can record who the **incident record is for**, anyone else **involved** as well as who **witnessed** the incident.

Record an incident or accident...

Record an Incident or an Accident

Step 2 - Who was involved?

Who are you recording this incident for:

- Myself
- Other Staff Member
- Client ▼
- Other (Member of Public)

Was anyone else involved in this incident:

- No
- Staff Member
- Client
- Other (Member of Public)

Who witnessed this incident?:

- No one - unwitnessed incident
- A member of staff Care Control ▼

Check Spelling

Red Flag this Incident?: Set for 3 Days ▼

Save Incident

Record an incident or accident...

Record an Incident or an Accident

Step 3 - Further Detail

Describe what happened here:

Provide any recommendations to avoid similar incidents in the future (Optional):

Initial Employer Notes (these can be added to later if required) (Optional):

Use this area to record if this incident has had to be reported to RIDDOR

Mark any follow up or completed actions:

Contact emergency services:	<input type="checkbox"/>	Place resident on 30 minute Wellbeing check:	<input type="checkbox"/>
Notify Family Members:	<input type="checkbox"/>	Flag Risk Assessments to be reviewed:	<input type="checkbox"/>
Inform management of Incident:	<input type="checkbox"/>	Flag Care Review to be reviewed:	<input type="checkbox"/>

Check Spelling

Red Flag this Incident?: Set for 3 Days ▼

Save Incident

Finally, enter some further details about the event. This includes a **full description**, any **recommendations** for the future as well as any further **employer notes**.

At the bottom of the form are some tick boxes to create actions for after completing the incident. This includes options to contact the emergency services, notify the family as well as management, create a well-being check and lots more.

Press **Save Incident** to complete the form.

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The record will create a note in the care plan, as well as appear in the **Incident Analysis** for the service user.

The screenshot displays the 'Active Care Plans' software interface. At the top, the user 'Lauren Potts - Atlas House' is selected, with their DOB (11/07/2005) and DOA (01/07/2023) shown. A 'Click to Edit Care Plan' button is visible. Below this, the 'Service User Notes' section is active, showing a table of notes. The first note is dated 29/09/2023 at 11:46:08 and describes an incident report. A search bar and filter options are also present. A black arrow points to the 'More ...' button next to the incident report note.

Active Care Plans...

Active Service Users

Lauren Potts - Atlas House [Click for full resident list...](#)

DOB: 11/07/2005 DOA 01/07/2023 **Click to Edit Care Plan**

Print Options

Need Help? **Print Screen Report** **Print Care Plan**

Service User Notes

Choose What to Display?

Last 7 Days Last 14 Days Last 28 Days Last 3 Months Last 12 Months All Notes

Search for Text? **Apply**

Date / Time	Notes	Entered By (And When)
29/09/2023 11:46:08	Incident Report - 29/09/2023 11:40:00 Incident Type: Fall or Slip Resident: 30-Resident At Risk	C Control (29/09/2023 11:46:08)

Show Care Plan Options

More ...

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You can also record incidents in Care Control Mobile.

Select **Record Care Plan Information**.

8

Then, select **Record an Incident**.



9

In the same way as above, complete the form with the relevant details before pressing **Save Incident**.

10

You can also record incidents on Care Control Pocket.

From the recording options, select **Record an Incident**.

11

Select the affected service user and press **Continue**.

12

Once again, you can complete the form as required.

Press **Save Incident** to complete the recording.
