

**Serious Untoward Incidents (SUI)**

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Registered Charity 1100459

What is a SUI?

A SUI is an incident that causes serious harm or death to:

* A member of staff, volunteer, intern, board member or consultant working with HealthProm in the UK or abroad whilst on HealthProm business.
* A member of staff, volunteer, intern, working with an organisation that is in partnership with HealthProm and the SUI occurs as part of the work done in the contract with HealthProm.
* A beneficiary of a project run by a local partner in partnership with HealthProm, and the harm arises from activities associated with the project. Examples of beneficiaries are children and their parents in receipt of services from partners abroad; professionals taking part in a training course organised as part of contracted work between HealthProm and local partners.

*Examples of SUIs*

* *A member of staff from HealthProm is injured in a car accident whilst travelling for HealthProm abroad.*
* *A child dies of natural causes whilst in the care of a member of staff.*

What is not a SUI?

Serious harm to, or the death of a person in the above list is not a SUI for the purposes of this policy when that person is not involved in a HealthProm project at the time of the incident.

Financial, administrative or other organisational crises, such as fraud or the breakdown of a partnership, are not SUIs for the purposes of this policy.

An accident to a member of staff travelling to and from work at the UK office is not a SIU for the purposes of this policy; however, an accident or other serious harm to a member of HealthProm staff or consultant when travelling from home to, and return from, a foreign partner, and at all times when abroad, is a SUI for the purposes of this policy. This includes in-country travel and, for example, when walking to/from a restaurant at night.

The purpose of this policy

This policy:

* Defines a SUI:
* Commits HealthProm and partners to joint action; and
* Sets out what should be done when a SUI occurs.

What is the status of this policy?

The HealthProm Board of Trustees have approved this policy. This policy forms part of the contract documents between HealthProm and local implementing partners. This policy forms part of the contractual agreements HealthProm has with members of staff, consultants, interns and volunteers.

What action should be taken when a SIU happens?

The DIRECTOR OF OPERATIONS is responsible for coordinating all information and actions in response to a SUI. The DIRECTOR OF OPERATIONS may require any appropriate action to be taken, in consultation with the Chair of the Board, but all actions will have the following in common:

* All SUIs must be reported to the DIRECTOR OF OPERATIONS.
* **Stage 1**: the DIRECTOR OF OPERATIONS is alerted that something bad has happened. This brief initial report must be sent as soon as possible and not delayed for lack of information. This report shall be made by any relevant person including the person harmed. It should ideally state as a minimum:
  + - Who has been harmed and in what way;
    - What has been done to care for or treat the harmed person;
    - What happened;
    - What has been done to make sure people are safe in the short term?
* **Stage 2**: a more detailed report at the request of the DIRECTOR OF OPERATIONS. This report is the responsibility of the senior operational manager or project manager in HealthProm or in an implementing partner. It is likely to include:
  + - Arrangements to care for the harmed person;
    - More information about the incident;
    - Measures taken to make sure the harm is not likely to happen again.
* **Stage 3**: When all the information has been acquired, and all steps taken to care for the harmed person and to prevent the harm recurring, the DIRECTOR OF OPERATIONS will coordinate lessons to be learnt. The DIRECTOR OF OPERATIONS will write, or delegate another person to write a summary report about the SUI. This report must set out the lessons learnt, and make any appropriate recommendations for changes to policy and practices. This report must be presented to the Board. The DIRECTOR OF OPERATIONS may choose to set up a working group to assist her.

See sample forms for stages 1 and 2 below.

The DIRECTOR OF OPERATIONS may at any time ask for more information and require that remedial action is taken.

The DIRECTOR OF OPERATIONS will keep the Chair of the Board informed as appropriate. When the DIRECTOR OF OPERATIONS is absent from work, a nominated deputy will assume the DIRECTOR OF OPERATIONS’s role in this policy.

How does a SUI relate to child protection?

Article 19 of the United Nations Convention on the Rights of the Child states:

1. *States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.*
2. *Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.*

Whilst serious harm to a child is a SUI, the child protection policies and procedures of HealthProm and local partners shall preferentially apply to all incidents where a child is harmed because of *physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse* whilst a beneficiary of work involving HealthProm and local partners.

When the child protection policies and procedures of HealthProm and implementing partners are put into practice, the SUI policy may also be put into practice. This would happen if the child protection incident amounted to ‘serious harm or death’. In these circumstances, the responsible Child Protection Officer in HealthProm who received the child protection information according to the child protection policy would notify the DIRECTOR OF OPERATIONS. The DIRECTOR OF OPERATIONS would then start the SUI procedures at stage 2.

The SUI policy may be put into practice without the child protection policy when a child is seriously harmed if that harm is not a consequence of child abuse, *while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.*  For example, a child with a congenital heart disease may suddenly die. This would necessarily be subject to a SUI investigation, but not to a child protection investigation.

Related HP policies:

Child Protection Policy

Code of Professional Conduct

Stage 1 SUI reporting form. This form structures the information that should be passed to the DIRECTOR OF OPERATIONS of HealthProm without delay. This form is a guide for the sort of information that should be passed immediately to the DIRECTOR OF OPERATIONS. You do not have to use this form. The important thing is for the information to be passed on promptly, so an email or phone call will do equally well.

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| Who has been harmed and what injuries have they sustained? |
| What has been done to care for or treat the harmed person? |
| What happened to cause the injury? |
| What have you done to make sure no further harm occurs to the injured person or others from the hazard that caused the injury? |
| Your name and date of the incident and date of your report. |
| Your telephone number and email address. |

Stage 2 SUI reporting form. A more detailed report at the request of the DIRECTOR OF OPERATIONS. This report is the responsibility of the senior operational manager or project manager in HealthProm or in an implementing partner.

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| Detail about the incident that caused serious harm. |
| Information about the state of the harmed person. |
| Arrangements in place to care for and treat the harmed person. |
| Measures taken to diminish the likelihood that the harm will not happen again, or to minimise the seriousness of the harm if it were to recur. |
| Your name and date of the incident and date of your report. |
| Your telephone number and email address. |

Signatures (sign as applies to your circumstances):

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| I am the responsible manager of an implementing partner of HealthProm. I note the contents of this policy and undertake to abide by it.  Name:  Signed:  Date: |
| *Or* |
| I am an employee, consultant, intern or volunteer of HealthProm. I note the contents of this policy and undertake to abide by it.  Name:  Signed:  Date: |
| *and* |
| Countersigned by HealthProm’s DIRECTOR OF OPERATIONS  Name:  Signed:  Date: |