

Incidents and Accidents

Aims and Objectives:

The aim of the Incidents and Accidents Policy is to help sitters and members families understand how SafeCircle responds to a variety of events which can occur during a booking to ensure that the children are protected, and both parents and sitters are emotionally supported throughout.

Roles and responsibilities:

The Allocated SafeCircle Babysitter: The allocated SafeCircle babysitter will be responsible for initially responding to any incidents or accidents whilst in charge the children's care during a booking. The range of incidents and accidents which could occur are extensive therefore these have not been listed during this policy. For further guidance on how to manage different incidents and accidents that can occur please view our [Dealing with an Emergency Situation guidance](#).

All of our babysitters have undertaken a Paediatric First Aid course and will have knowledge of how to administer this if required as a result of an incident or accident. Furthermore our sitters have been selected for their professionalism and motivated to ensure that the children in their charge receive exceptional care and attention meaning they have the skills to prevent where possible incidents and accidents developing and to respond appropriately should they occur. It is an expectation that all of our babysitters will contact the SafeCircle Sitters team to alert them to all incidents and accidents which occur where they are required to contact any emergency or child protection services.

Babysitters will be required to follow these steps in managing such events;

- The child is the first priority and must be protected during any incident or accident and the sitter is to ensure they receive the care they require.
- If a child is in immediate danger and is with you, remain with him/her and call the police or fire service depending on the situation which has arose, whilst following all advice from professionals.

- If the child needs emergency medical attention, call an ambulance via [999](#) and, while you are waiting for it to arrive, administer first aid, whilst following all advice from professionals.
- As soon as practically possible, whilst not placing the child at further risk by doing so, the babysitter will make contact with the parents and arrange to meet them in a safe location, ie police station or hospital if this is appropriate.
- The babysitter is also required to contact the SafeCircle Sitters team (via the duty phone [0203 811 0445](#)) to alert them to the situation as soon as practically possible.
- SafeCircle Sitters team will provide practical advice and guidance as well as ensuring the emotional welfare of the children, parents and babysitter.
- Following the incident or accident being resolved the babysitter will be expected to provide details of what occurred, what actions they took and the impact of this on the children, parents and themselves which will then be reviewed by the SafeCircle Sitters team.

Member Families: In the unlikely event that there is an incident or accident involving one of our babysitters, it is the responsibility of the parents to make contact with the SafeCircle Sitters team to alert them to this to ensure that the team is able to manage, and support as the situation develops as well as checking on the welfare of the children and parents, during any potentially upsetting events.

Again in the unlikely event that an incident occurs which raises concerns by the member family in respect of the babysitters performance, it is the responsibility of the parents to report this to the SafeCircle Sitters team to ensure this information is shared, and addressed to protect all member families using the service. Dependent upon the incident or concern raised this will be addressed by SafeCircle Sitters team through our Complaints, Child Protection or Allegations Against Professionals policy.

SafeCircle Sitters Team: It is the responsibility of the SafeCircle Sitters team to ensure that during any incidents or accidents they are available by phone to consult, assist in managing as the situation develops, offer support and guidance as well as ensure the physical and emotional welfare of all children, parents and babysitters.

The SafeCircle Sitters team take any incidents or accidents during bookings seriously and will conduct a review of such to learn from, and make changes where required. All incidents and accidents are clearly recorded, to evidence what took place, how the babysitter responded, what the outcome was and how this impacted on the children, parents and babysitter.

If you have any questions about our Incidents and Accidents policy please feel free to contact our team at support@safecircle.com.