

## Vantage - Incidents

Please go to

<https://www.vantage-modules.co.uk/ECS/>

### You should see this screen



*Please note that Microsoft Internet Explorer is no longer supported.*

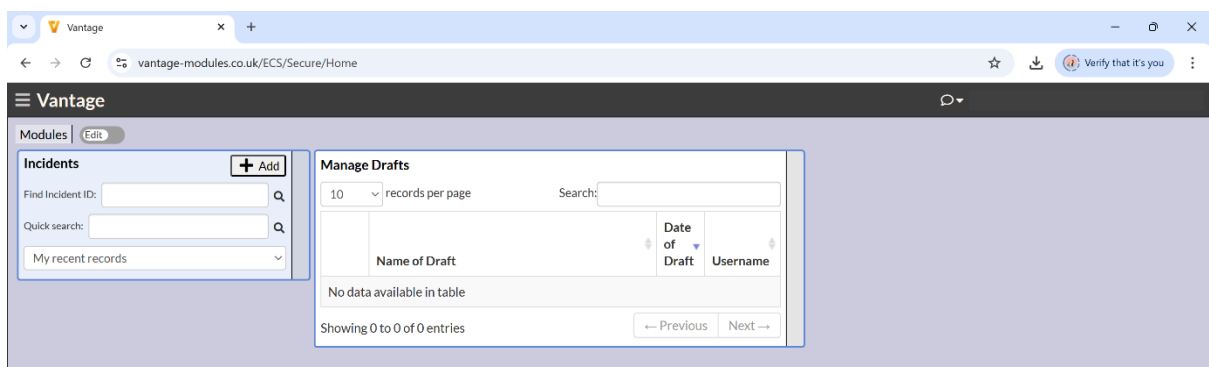
*This site runs faster in Google Chrome and Microsoft Edge.*

Login using your username which will be you first name a dot and your last name with no spaces.

And your password – you will set this up yourself via email. If you forget your password, click forgotten your password and you will get a link to reset.

*If you have log in issues, contact Katie Marlow or Susie Toogood.*

### Once logged in you will get this screen



From here you can add a new incident or edit any drafts you have started.

Click the +Add

**This will bring up this incident form**

*Please see example image followed by instructions below.*

# Incidents

Incident ID: New Record (0 changes)

Open Incident ID | Clear | Search | Advanced Search | Set Reminder | Show Tabbed View | Two-Column View | Save

Main

Incident ID:

Record Creation Date: 13/11/2024

Record Creation Time: 22:44

Incident Logged by: Katie Marlow - Personal Assistant

Incident Date:

Incident Time:

Location of Incident: [Please Select]

Location of Incident: [Please Select]

Location of Incident: [Please Select]

Clinical / Non Clinical: [Please Select]

Incident Type: [Please Select]

What was happening before the Incident?

*Please ensure you complete thorough details of everything that happened throughout the day leading up to the incident. Please anonymise all identifiable data in this section and write individuals initials.*

Detail what happened During the incident

*Please record only facts. Keep the information to the point and only report relevant information. Please anonymise all identifiable data in this section and write individuals initials. When a physical intervention is used, please detail who did what and for how long.*

Detail what happened After the incident

*Please ensure you complete thorough details of everything that happened after the incident, including behaviours or emotions of people involved. Please anonymise all identifiable data in this section and write individuals initials.*

Details of any immediate action taken

**+ Add** Details of anyone involved

Physical Harm Level ?

[Please Select]

Psychological Harm Level ?

[Please Select]

File Uploads

Drop files here or

Save

Documents generated from templates **+ Add**

Boxes that have a red line around them are mandatory fields. They must be completed in order for the form to be submitted.

You do not need to complete these sections:

**Incident ID**

**The record creation date**

**The record creation time**

**Incident Logged by**

Please start filling in the form from the:

**Incident Date:**

**Incident Time:**

**Location of Incident:** Please select Community Care Packages as the location of incident from the drop down.

This will then bring up a second Location of incident box with these options:

The screenshot shows a form with several fields. The 'Location of Incident' field is highlighted with a red dashed border and contains the text 'Community Care Packages'. Below it, another 'Location of Incident' dropdown menu is open, showing a list of options: 'At Home' (highlighted in blue), 'In Community', 'At Family/Friends home', 'In a care setting (Doctors/Hospital etc)', and 'Other'. To the left of the dropdown menu, there are labels for other fields: 'Please give the name of the person that is being supported', 'Clinical / Non Clinical', and 'Incident Type'.

*If you can't find an appropriate option, select **Other** from the dropdown, and a text box will appear for you to describe the incident type.*

**Name of the person that is being supported:** Please type clients initials into this box.

**Clinical/ Non-Clinical:** Please decide if you feel this incident is a clinical incident such as a service user injury or non-clinical such as a small fire where no one is harmed. *It is okay if you are unsure - head office can amend this selection for you and offer further support and clarity on determining what is considered a clinical incident and what is a non-clinical incident.*

The option you choose will then determine what options you can select for the incident type.

**Incident Type:** Select the most appropriate from the drop-down menu or select the other option which will bring up a box for you to write in the type of incident. *Please only use this option if you are sure there is not suitable selection.*

**What was happening before the incident:** This section allows you to type an answer. Be as detailed as possible, including dates, times, and specific names of people

involved. The more information you provide, the better the incident can be investigated and resolved.

**Detail what happened during the incident:** This section allows you to type an answer. Be as detailed as possible, including dates, times, and specific names of people involved. The more information you provide, the better the incident can be investigated and resolved.

**Physical Intervention:** If you have selected that it is a clinical incident you will get an additional pop up asking if physical intervention was used. If you select yes the following will appear.

The screenshot shows a form with the following fields and options:

- Was physical intervention used?** A dropdown menu with "Yes" selected.
- What type of physical intervention?** A large text input field.
- Give details of staff position** A large text input field.
- upload body map** A section with a grey background containing:
  - Text: "Drop files here or"
  - Buttons: "Choose file", "Add Free Text as File", and "View".
- Time the intervention started** A time input field.
- Time the intervention ended** A time input field.
- Detail what happened After the** A text input field.

**What type of physical intervention was used:** Please type in the name of the physical intervention you have used.

**Give details of staff position:** This section allows you to type in specific details as outlined in the form.

**Upload a body map:** You can upload a body map here if appropriate.

**Time the intervention started:** Please put a time that is as accurate as possible.

**Time the intervention ended:** Please put a time that is as accurate as possible.

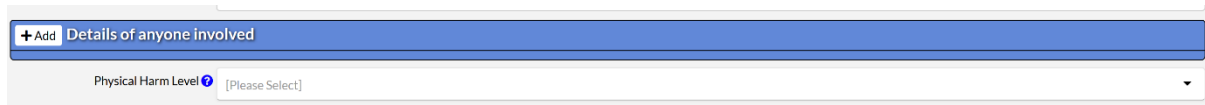
**Detail what happened after the incident:** This section allows you to type an answer. Be as detailed as possible, including dates, times, and specific names of people involved. The more information you provide, the better the incident can be investigated and resolved.

**Details of any immediate action taken:** This section allows you to type an answer. Be as detailed as possible, including dates, times, and specific names of people involved. The more information you provide, the better the incident can be investigated and resolved.

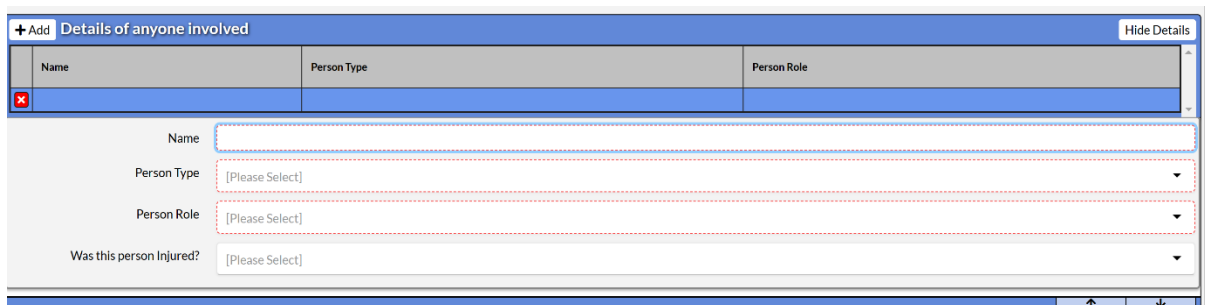
**Details of people involved:** *We ask that you include details of people involved in the notes as mentioned above but this section allows you to add specific records of people involved such as members of the public, social workers or members of staff. This is*

done as it is important for investigations that we have people involved recorded in this way.

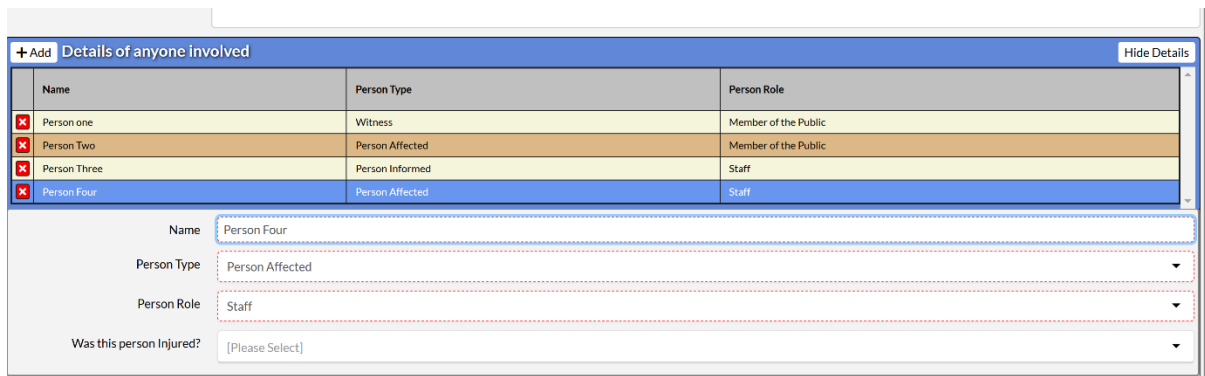
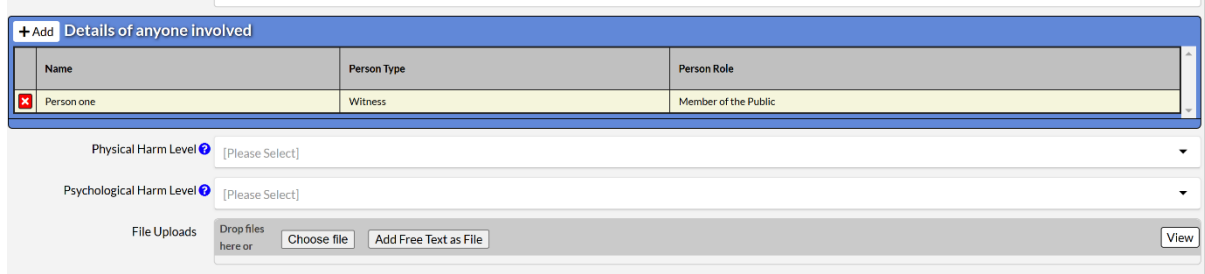
Click the add button to add each person



When you first click the add button this box will pop up to allow you to input the persons name and then choose from the drop-down menus to describe who the person is and if they were injured.



Click the add button again to add more people. The person/people you have added will go into a list as pictured below. You can click the X next to their name to remove them or click on their name to edit.



Then please try to complete the:

**Physical harm level**

**Psychological harm level**

You can click the question mark to help guide you in what options to select.

Do not worry about getting it wrong, often our perceptions of harm may differ and that is why it is key to have a team assessing the incidents. Your initial rating helps guide the investigation team. The investigator will also be able to give a harm rating based on their investigations.

**File uploads:** If you have any documentation you want to include this can be uploaded from the device you are using by clicking choose file or you can select add text as file if you want to write any additional information.

Finally, make sure you click **Save**

*This guide should help you use the new system, but we are here to support you with anything you need. If you are struggling with the technology, please let Susie Toogood or Katie Marlow know.*

*This guide is not intended to support with how to complete an incident form. If you need further guidance on how to complete a section or determine the right level of harm, feel free to reach out to your team leaders, clinical lead, or Registered Manager.*