

Incident Management

Bayley House looks at ways to stop incidents from happening.

Bayley House wants to keep everyone safe.



RESPOND

We **check** everyone is okay and **give first aid** if needed. We **put supports in place** for all people involved.



REPORT

We **write an incident report**, and **tell** other people as required (e.g. police, government etc.)



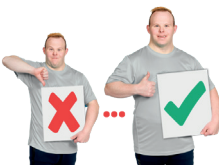
INVESTIGATE

We **look for why** the incident happened and **what we can do** to stop it happening again.



ANALYSE

We **act to fix** any problems from the incident and **put in place** changes to make it better.



CHECK

We **regularly check** if things are better to stop problems from coming back.



COMMUNICATE AND SUPPORT

We do our best to let you know what is happening, and who you can talk to or ask questions. We help you find the help and support you need.