

H4 Head Injuries

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
✓	✓	✓	✓	✓	✓	✓	✓

Policy

To ensure staff are aware of their roles and responsibilities if they suspect a person who is using the service may have sustained a head injury.

Procedure

If a person is unconscious contact the Emergency Services immediately and administer first aid as directed.

If the person is conscious and you suspect a head injury may have occurred, whether they have full mental capacity or not, try to find out what has happened by asking the following simple questions:

- What has happened?
- Do you hurt anywhere or have any pain? Refer to the P3 pain assessment tool
- Have you banged your head?
- Listen / look out for other signs e.g. confusion, disorientation or discharge from the ear.

Where a head injury has been observed either the GP, out of hour's service or the Emergency Services must be called.

Even if the individual tells you they are ok sit them in a chair or on the bed; you must follow the health professionals instruction. We have a duty of care however so where staff have any concerns about the individual the person must be told that medical advice will be / has been sought.

When contacting the GP, out of hours service or Emergency Services staff must specify what medication the person using the service is on (especially if they are on any anticoagulants).

If the GP advises that **close** monitoring must be carried out use the health and wellbeing check however you may need to monitor more often. If the injury occurs during the night and close monitoring is required Emergency Services must be called.

Extra Care Housing - Inform the GP that you are not a care home and therefore won't necessarily have staff available to closely monitor someone with a head injury. The staff should contact their next of kin (if they are close by and available) to advise them of the injury and ask them to come and sit with the person. Staff should contact On-call or supervisor to discuss the situation and review the other calls to see if staff can be made available to check the person.

All actions including who was contacted, times and dates must be written on the communication records / daily diaries. The body map must also be completed.

Signs that a head injury may have occurred include the following:

- Complaining of a headache
- Complaining of pain
- Bleeding
- Vomiting
- Becoming unusually sleepy or hard to waken
- Becoming confused or behaviour is out of character
- Becoming fretful or agitated
- Complaining of blurred or double vision
- Having a seizure or collapsing
- Discharge from the ear or nose
- Loss of balance
- Difficulty walking

If any of the above symptoms occur or if staff have any further concerns about the person Emergency Services must be contacted.

Remember to follow our health and safety and manual handling procedures.

All appropriate accident forms must be completed.

Where a head injury has occurred within a registered service and the service user is admitted to hospital the appropriate CQC notification form must be completed.