

**HAWKINGE HOUSE**  
**UNPLANNED HOSPITAL TRANSFER PROTOCOL**

**In the event of a serious injury (e.g. suspected fracture or dislocation) or critical event (e.g. suspected stroke), the Nurse-in-Charge must:**

1. Carry out appropriate first aid
2. Call an ambulance (whatever time of day or night)
3. Follow the protocol below.....

**For every unplanned hospital transfer the Nurse-in-Charge must:**

1. Print the 'Unplanned Hospital Transfer Letter' from Section 1.2 of <http://www.hawkingehouse.co.uk/documents.html>
2. Complete the letter with the exact details of the incident including precise times, the type of accident, signs and symptoms of the injury and the first aid that you have given.
3. Take two copies of this completed letter: keep one on the residents' file and give the other one to the Home Manager.
4. Enter your report about the accident on to Residata before printing/obtaining:
  - a. The resident's Personal Details
  - b. Current Care Plan,
  - c. Recent daily reports
  - d. Copy of the MAR charts
  - e. DNAR (if applicable)
5. Attach all these to the "Unplanned Hospital Transfer Letter" and send it all with the resident to hospital.
6. Complete an Accident Form and inform the Home Manager by email (even during the night)

**Notes to Home Manager:**

1. If the resident has suffered an injury, send a Statutory Notification to CQC the same day.
2. File the copy "Unplanned Hospital Transfer Letter" in a separate file, ready for the monthly site audit.