# Appendix E – Declaring a Critical or Major Incident

**ACTION CARD**

|  |  |  |  |
| --- | --- | --- | --- |
| **Action Card – Critical or Major Incident** | | **Accountable Emergency Officer (Chief Operating Officer) or Deputy.**  **Declaring a Critical or Major Incident** | |
| **Accountable to** | | **Chief Executive** | |
| The Accountable Emergency Officer/Deputy/Director On-call will declare and take charge of coordinating the response.  **When declaring a Critical/Major Incident, the Trust should prepare and send a Situation, Background, Assessment & Recommendation (SBAR) Report to appropriate partners it wishes to inform and from whom it seeks assistance. This may be compiled from the initial On Call Incident Aide Memoire report taken by staff who are dealing with the incident at scene.** | | | |
| **Number** | **Action** | | **Time Completed** |
| **1** | Confirm nature of incident with Care Group Director/Silver On Call and/or Manager at scene. Take a SBAR report (see appendix A & B)  Make sure you have a name and contact details for staff you are liaising with. | |  |
| **2** | Follow the Joint Decision Model. You may wish to consult with other staff to inform your decisions. Keep a log and in it explain your rationale for each decision. | |  |
| **3** | If you decide to declare a Critical or Major Incident inform the ICB and NHSE(I) Regional Team. Contact numbers are contained in the EPRR Master Contacts List in the on call folder on L Drive. They will request an SBAR Report. An action card for contacting ICBs both in and out of hours is available at appendix H.  Also inform:  Silver Triumvirates (out of hours Silver on Call)  Trust Switchboard  Head of Estates & Facilities (out of hours inform Estates on Call via Main Switchboard)  Inform the Head of Communications, EPRR Manager and other appropriate staff where possible. Note that the Head of Communications and EPRR Manager are not on call.  Ensure you pass on a phone number on which you can be contacted.  You may wish to set up a Trust Gold Command either in person or via MS Teams. Guidance for setting up a physical room for Gold Command is contained in the appendix below. Telephone Conference Guidance is contained in your on call folder if MS Teams is unavailable and meeting in person is not possible. | |  |
| **4** | If you decide to set up a Gold Command meeting you may wish to consider the need to assign an Incident Coordinator to organise it and ensure support staff and admin are available. This may be a senior admin lead, or a member of support staff such as the EPRR Manager. Out of Hours liaise with the Silver On Call to decide what tasks need to be performed. | |  |
| **5** | If activating a Gold Command meeting you may wish to appoint a loggist to record decisions and actions. A list of loggists and their contact numbers is contained in the on call folder on L Drive. This includes those loggists that can be contacted out of hours. | |  |
| **6** | As more information becomes apparent about the incident you may need to discuss with EMT colleagues who is the most appropriate Gold Commander. The “Gold Commander” should be the person with the most appropriate expertise relating to the incident. The Gold Commander should be a member of EMT as should any deputy. | |  |