

# GOLDEN HOUR

## Wessex Route



### Key Topics:

1. What is Golden Hour?
2. The Why & Benefits
3. Key Point Card & Aide Memoir
4. Our Duty of Care
5. Supporting Information



## What is Golden Hour?

Golden Hour is our defined response during the first hour following a workforce accident or near miss. There is also a requirement for additional updates to be established at 6 & 24 hours.

We should always strive to prevent our teams from being harmed but when an accident or near miss happens we must ensure that the:

- Care & assistance provided is supportive, appropriate and put in place quickly and effectively.
- Investigation process commences immediately so we can learn from the event and stop it from happening again



## Why?

The first hour after an accident is critical in providing:

- Better care for our teams
- Better response and control on site
- Better reporting with clearer recollection of events (real time reporting when & where possible)
- Better management support & investigation with immediate fact finding and collation of evidence



## Benefits

An improved process allows:

- Appropriate and effective care to be undertaken, including any external medical or welfare arrangements
- Immediate control of hazards/risks
- Collection of any perishable evidence
- Accurate recall of events details
- Suitable response & support. provided real time
- Early identification and sharing of lessons learnt

## Key Point Card

1 Hour

- Workforce accident or near miss reported to Wessex ICC
- On site lead identified and immediate actions undertaken (Note 1)
- Responsible Manager appointed by Wessex ICC
- Responsible Manager liaises with on-site lead to gather initial facts (Note 2)
- Responsible Manager ensures appropriate duty of care is provided and initiates the care plan (Note 3)
- Wessex ICC issues alert to existing 'Accident Forms' distribution list



6 Hours

- Responsible Manager undertakes a re-assessment of the injury severity
- Responsible Manager refines the care provided if necessary – consider both physical and mental wellbeing
- Responsible Manager provides updated event and injury details to Wessex ICC
- Wessex ICC issues control report form (NR2072R) - 6hr

24 Hours

- Responsible Manager hands over duty of care & care plan to Line Manager (Note 4)
- Line Manager owns duty of care and confirms injury severity
- Line Manager undertakes medical referral / occupational support if necessary
- Line Manager commences Preliminary Report and Investigation Form (Level 1)
- Line Manager provides further event and injury details to Wessex ICC
- Wessex ICC issues updated control report form (NR2072R) – 24hr



## Key Point Card - Notes

**Note 1** – Immediate actions to include:

- Injured person – Administer/arrange first aid or contact emergency services if required, accompany to hospital/depot/home, (alternatively no action may be necessary).
- Site Safety – remove/report the hazard/risk or curtail work if necessary.

**Note 2** – Responsible Manager to establish what has happened and start to gather evidence. This can be undertaken in conjunction with the on-site lead, if not on site. The template aide memoir can be used to help with offering appropriate care, gather the facts and implement actions.

**Note 3** - Responsible Manager ensure appropriate duty of care is provided and the Care Plan template used to support with the arrangements. This is to be undertaken in conjunction with the on-site lead and injured person.

**Note 4** – Responsible Manager to formally hand of duty of care to the Line Manager at the earliest opportunity. The completed care plan is to be passed onto the Line Manager. This may be sooner than 24hrs.

## Aide Memoir

### Care

- Who – Establish injured person details i.e. name, function etc
- Injury - Assess the severity of the injury i.e. body part affected, restrictions?
- First Aid - Consider the arrangements required, who will administer? Ambulance required?
- Welfare – Can the injured person continue with the work, if not where will they be taken?
- Travelling home – Are they fit to travel alone, if not who will accompany them?
- Hospital – Do they need to attend hospital, who will accompany them?
- Other affected employees – is duty of care required for anyone else? Did anyone see what happened, what did they see, has this affected them i.e. shock?

### Site

- Site Safety – Undertake immediate actions to make the site safe i.e. protect the line
- Evidence – Collect any evidence, preserve any perishable items and take photographs if possible,
- Hazard – Remove the hazard to prevent re-occurrence, if possible or stop work
- Tools / equipment – Consider what will happen to tools, equipment, PPE if going off site
- Witness – Did anyone see what happened? Obtain witness statements

### Report

- ID – Clearly identify who is the injured person, On-site Lead, Responsible Manager and Line Manager
- Event details – Gather as much information into the event as possible i.e. establish what happened, what was happening just before the accident, what are the potential causes?
- Actions – Report all actions undertaken (immediate / follow up), what further actions required and who will be undertaking these?
- Friends / Family – Establish if the injured person needs to inform anyone, who will contact them?
- Emergency services – Establish which emergency services are required and arrangements to be made
- Communications - Clear liaison between all parties to enable appropriate care to be provided and investigation undertaken

## Duty of Care - Care Plan

The Care Plan can be used to ensure that appropriate duty of care is provided:

- Use the template as an aide
- Discuss the plan with the injured person, where possible
- Up-date the plan as circumstances change
- Line Manager to consider:
  - Occupational health (FBC)– Specialist Advice for referral
  - Rehabworks – Physiotherapy
  - Validium
  - Any thing else deemed appropriate



### Physiotherapy Service

Have you got an ache or pain that is affecting your ability to do your job?

**RehabWorks**

In partnership with the new Occupational Health Service

- Fast access to advice
- Guidance and support from a chartered physiotherapist
- Physiotherapy treatment where appropriate

Ask your line manager to make a referral directly by email to [referrals@rehabworks.co.uk](mailto:referrals@rehabworks.co.uk)

Or by calling

**0333 222 0710**



- You don't need to see your GP first
- Your condition does not have to be work related
- You don't need to be absent to access the service
- You can also be referred via Occupational Health



[www.rehabworks.co.uk](http://www.rehabworks.co.uk)

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## Supporting Information

### Definitions

**Accident** - Unplanned event that results in injury

**Near Miss** - Trackside incident where a member(s) of the team are not in a position of safety within 10 seconds of a train arriving. The train driver is required to apply their emergency brakes.

**On-site Lead** - Individual on site at the time of the accident / near miss who is able to make the site safe and provide immediate care to the injured person i.e. administer/arrange first aid, accompany to hospital. This person could be a team leader, technician, shift signalling manager etc.

**Responsible Manager** – Individual of supervisory or management grade identified at the time of the event to ensure that appropriate care is provided and to gather the facts. They could be on site at the time of the event or on the phone. This person could be a Section Supervisor, Section Manager, Local Operations Manager, On-Call Manager etc. They may also be the Line Manager.

**Line Manager** – Individual who is accountable for the duty of care of the injured person and is normally in line with the oracle organisational structure. In periods of absence this may be the designated deputy.

## Supporting Information

### Definitions

**Care Plan** – Template to help document the care provided. It includes a number of agreed actions intended to support the health and welfare of the injured person and any other affected persons, either immediately or longer term to minimise unnecessary disruption to their level of fitness and aid recovery.

**Control Report Form (NR2072R)** – Standard form to capture the event details. To be first issued at 6hrs and then up-dated and re-issued at 24hrs.

**Preliminary Report and Investigation Form (Level 1)** – Standard form to undertake investigation of the event establishing root cause, actions and determining if further investigation is required i.e. Local (level 2) or Formal (level 3) investigation. To be completed within 7 days by the Line Manager. Support to complete the investigation is available from the local and Route Safety team.

## Supporting Information

### Scope

This process applies to;

- All NR employees working on the Wessex Route
- All supply chain workforce employed through Contingent Labour or Packaged Work contracts.
- Agreement should be reached by Works Delivery Manager/Project Managers with all Principle Contractor holders regarding who will be the Responsible Manager for initial response.

### Support

Key contacts:

- Route & Local WHSEAs
- Route Occupational Health Manager
- TU H&S reps

### Briefing

- Launch from 6<sup>th</sup> June 2016
- Weekly tele-conference for the first 4 weeks from the launch date
- Briefing to be cascaded through each function via existing forums i.e. safety hour, team meetings
- P2 'Our safety' cascade provides an overview
- All Works Delivery Managers/Project Managers will be responsible for the briefing to the appropriate Manager within their supply chain & contractors.

