How Aspect manages incidents

Aspect uses systems to help stop incidents from happening.

You can find out more about these systems by reading
Safeguarding the People We Support (also available in easy English).

If an incident does happen, we follow the following steps:

COMMUNICATE AND SUPPORT

We do our best to let you know at all times what is happening, and who you can talk to or ask questions.

We help you find help and support inside and outside Aspect, including advocates.

RESPOND
We **check** everyone is okay and **provide first aid** if needed. We **put support in place** for all people involved.

REPORT
We **write an incident report**, and **communicate** with 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** the changes or fixes are still working and that the problems don't come back.