

Follow-up Details (to be completed by Manager)

Has the Service User / Support Worker been given the option of a face to face visit? Yes No

If face to face visit requested, please provide details of: **Date** _____ **Time** _____

Describe follow-up conducted and/or details of face to face visit

Describe action points to resolve incident and to prevent reoccurrence

Is the Service User / Support Worker satisfied with the outcome? Yes No

If **NO**, does the Incident need to be referred to the director? Yes No

Have you informed the Service User / Support Worker in writing of the outcome? Yes No

*(If **NO** please state reason why)*

Has Risk Analysis form be completed? Yes No

Has Caduceus been update with an Alert? Yes No

Has incident been closed out? Yes No

Signature: _____ **Name:** _____ **Date:** _____