













Not determined/inconclusive

**Please evidence how this outcome was determined**

**Physical**

There is a possibility when staff were hoisting Margaret they have knocked her elbow against the door frame when moving Margaret on the hoist to the commode however upon interviewing the staff no one recalled any incident which could account for the injury. The staff on duty were not fully trained in moving and handling and should not have hoisted Margaret without the correct training. This may have contributed to the injury occurring.

Outcome Substantiated

**Organisational**

The moving and handling risk assessment and care plan did not reflect the consideration for staff when moving Margaret to the commode through the door frame and her elbows sticking out therefore the most up to date plan was not made available to care staff. The care staff on duty who hoisted Margaret were not fully trained in moving and handling and should not have hoisted Margaret without someone fully trained taking the lead.

Outcome Substantiated

**I am satisfied that I have undertaken this investigation thoroughly, and have put in place a proportionate response to the incident detailed above.**

Signature

Date