

## Appendix 1: CQC's definition of serious injuries

This Appendix uses CQC's words.

Any injury to a service user which, in the reasonable opinion of a health care professional, has resulted in-

1. an impairment of the sensory, motor or intellectual functions of the service user which is not likely to be temporary i.e. has lasted or is likely to last, for a continuous period of at least 28 days. The injury could be to:
  - a person's sight, hearing, touch, smell or taste
  - any major organ of the body (including the brain and skin)
  - bones
  - muscles, tendons, joints or vessels
  - intellectual functions, such as:
    - intelligence
    - speech
    - thinking
    - remembering
    - making judgments
    - solving problems
2. changes to the structure of a service user's body
3. the service user experiencing prolonged pain or prolonged psychological harm i.e. has experienced or is likely to experience, for a continuous period of at least 28 days. This could be caused by:
  - post traumatic stress disorder
  - other stress that requires clinical treatment or support
  - psychosis
  - clinical depression
  - clinical anxiety

- the development after admission of a pressure sore of grade 3 or above that develops after the person has started to use the service
- any injury or other event that causes a person lasting pain or is likely to last for more than 28 days

or

4. the shortening of the life expectancy of the service user;

Any injury to a service user which, in the reasonable opinion of a health care professional, requires treatment by that, or another, health care professional in order to prevent-

- the death of the service user, or
- an injury to the service user which, if left untreated, would lead to one or more of 1-4 above;