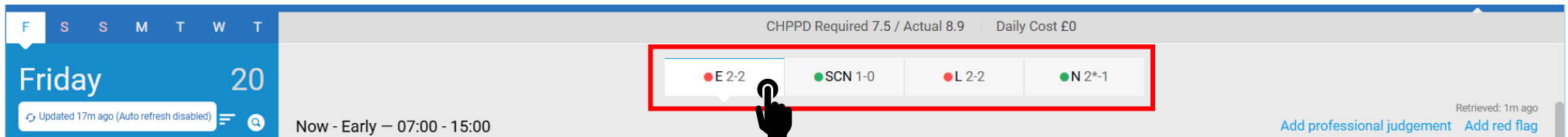


Add a Red Flag

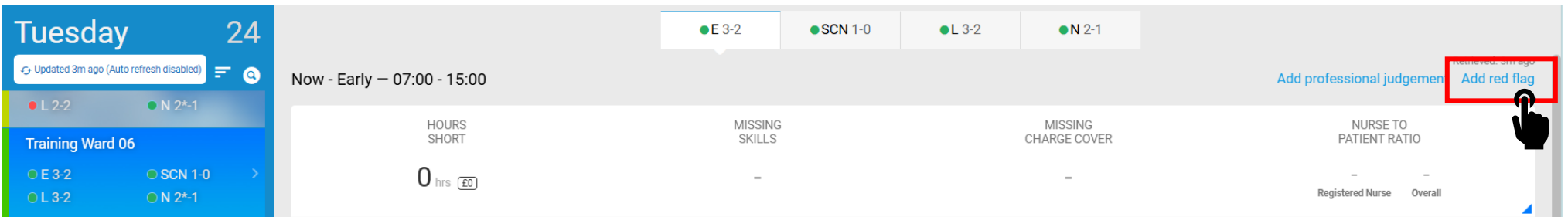
A red flag can be used to highlight a current or predicted significant staffing concern which is, or may, impact the health, wellbeing and safety of patients, the provision of safe and high-quality health care, or, in so far as it affects either of those matters, the wellbeing of staff. Generally, these are residual risks raised following the census review of RAGG status and following the application of Professional Judgement and Professional Judgement Actions which relate to risks that require escalation and/or cannot be mitigated. Red Flags can be raised by the user for themselves, on behalf of another staff member, or from a voiced concern from patients.

NOTE: Red Flags are a real-time resource; they do not replace other risk escalation processes in place. When there has been a harmful event or issue that has occurred then Datix must be used. This includes safe staffing issues, patient harm, staff well-being/harm, delays in services, and all other risk escalation processes.

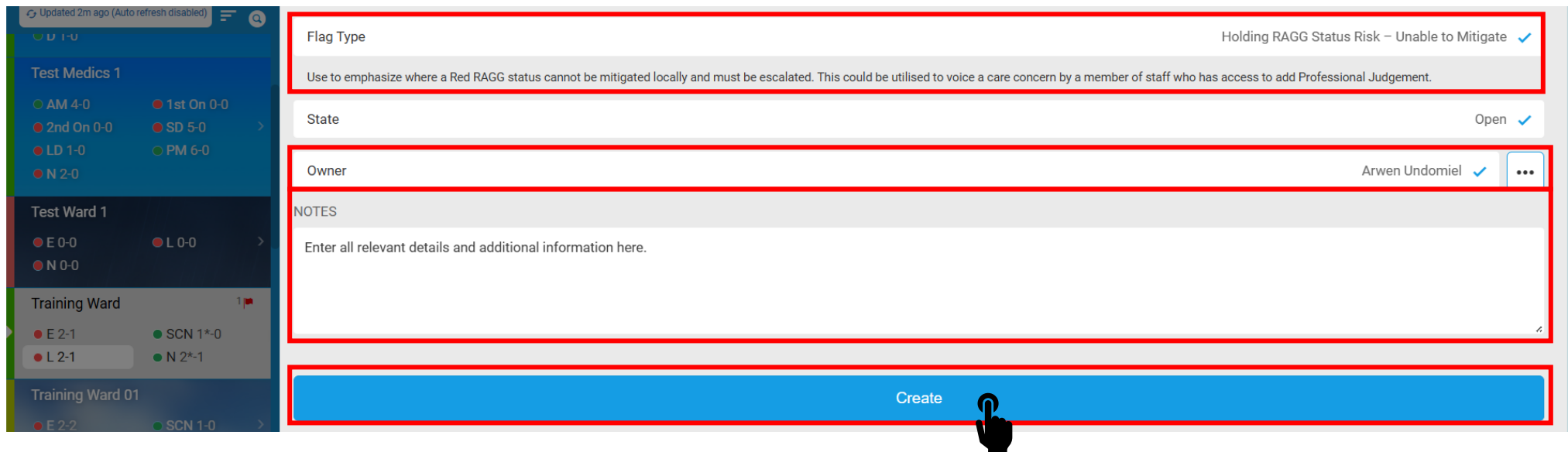
- In SafeCare, select the relevant shift from the top of the page.



- Click **Add red flag** in the top right-hand corner.



- Use the dropdown options to enter a **Flag Type**. A description of each flag type will be given below this field once selected.
- If your unit is rostered through Optima (i.e. you use Optima to build your roster and manage your staff), you will be able to select any staff member rostered on this shift to assign as the flag Owner – the person who raised the concern.
- If your unit is NOT rostered through Optima, you will have a designated *Red Flag Person* who will be assigned as the Owner by default, and you can enter the name of the staff member who raised the concern in the Notes.
- The Flag Owner refers only to the person raising the concern, not the person who the issue is being escalated to. A notification will be sent automatically to the Full Approver for that roster when the Red Flag is raised, **however all current local escalation processes should still be followed.**
- Use the Notes section to enter all the relevant information about the Red Flag and why it is being raised.
- Click **Create**.



The screenshot shows the eRostrering interface with a sidebar on the left listing various units and shifts. The main form area is highlighted with red boxes and contains the following sections:

- Flag Type:** A dropdown menu showing "Holding RAGG Status Risk – Unable to Mitigate" with a blue checkmark. Below it is a description: "Use to emphasize where a Red RAGG status cannot be mitigated locally and must be escalated. This could be utilised to voice a care concern by a member of staff who has access to add Professional Judgement."
- State:** A dropdown menu showing "Open" with a blue checkmark.
- Owner:** A dropdown menu showing "Arwen Undomiel" with a blue checkmark and a three-dot menu icon.
- NOTES:** A text area with the placeholder text "Enter all relevant details and additional information here."
- Create:** A large blue button at the bottom of the form, with a hand icon pointing to it.

Close a Red Flag

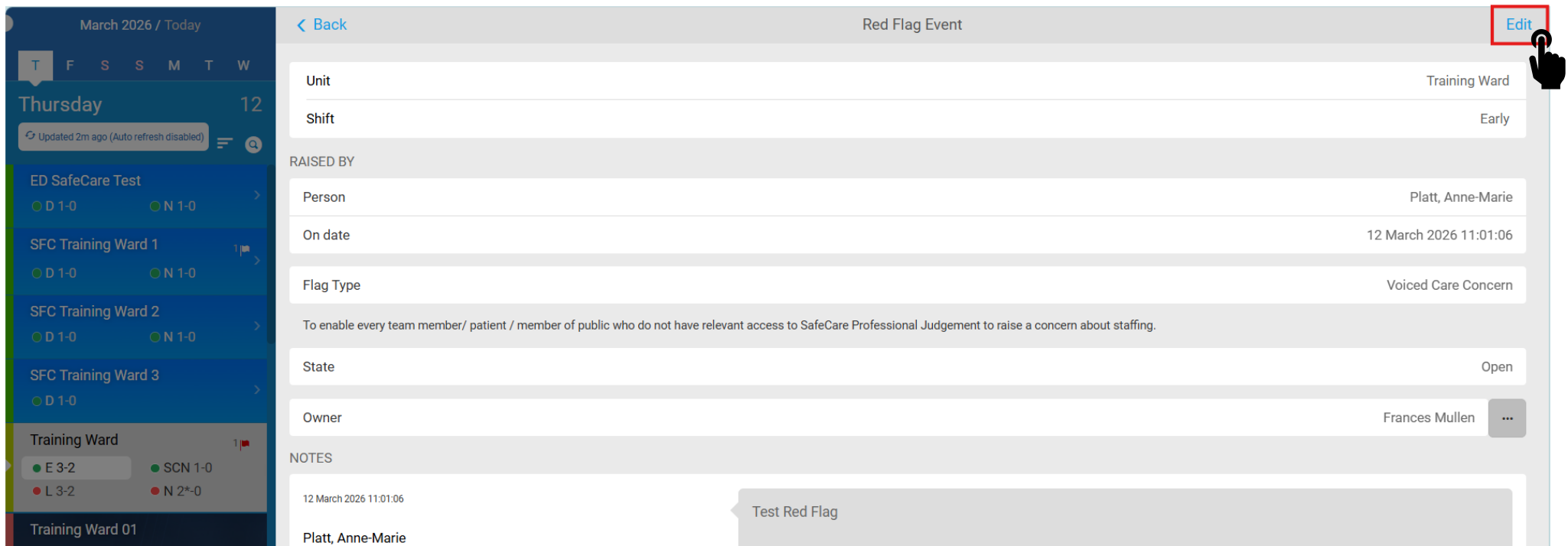
NOTE: Red Flags should only ever be closed by a senior decision maker.

- Click on the Red Flag to open it.



The screenshot shows the 'Red Flag Events' section. On the left, there are filters for 'SFC Training Ward 2' and 'SFC Training Ward 3'. The main table lists events with columns for 'Type of event', 'Owner', and an 'Add red flag' button. A red box highlights the row for 'Voiced Care Concern' by 'Frances Mullen'. A hand icon points to this row.

- Select **Edit** in the top-right corner.



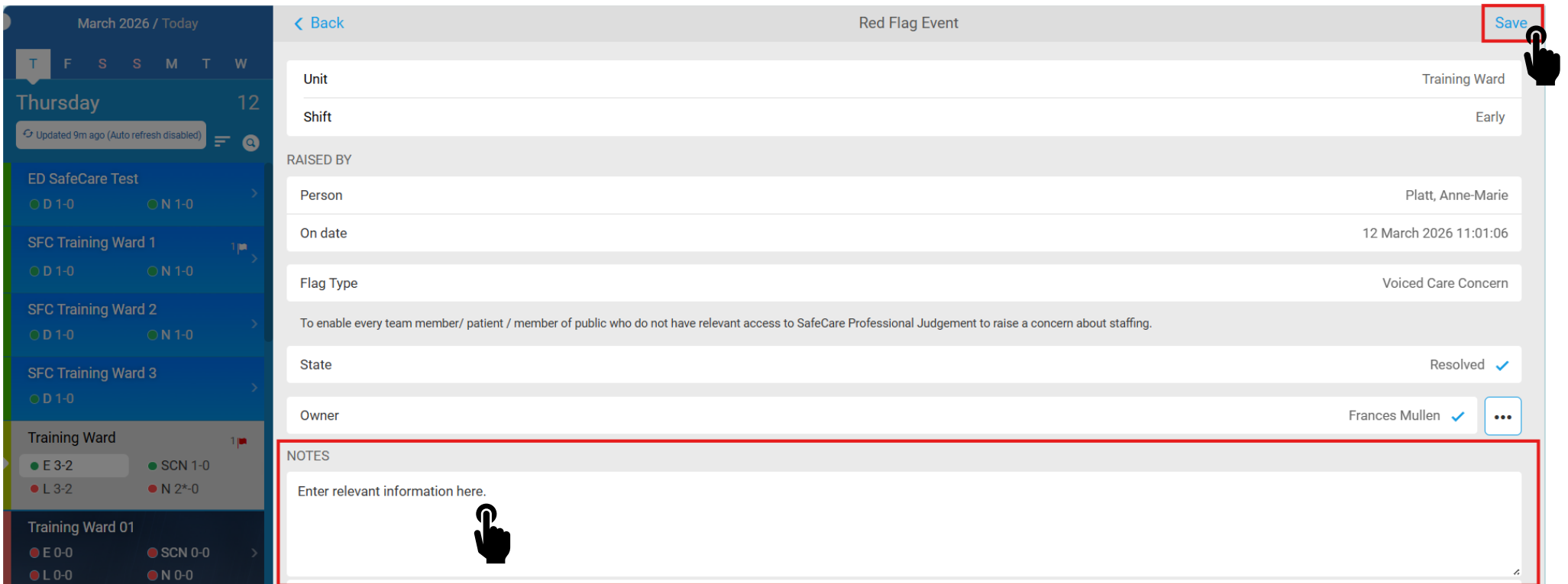
The screenshot shows the 'Red Flag Event' details page. On the left, there is a calendar view for 'March 2026 / Today' showing 'Thursday 12'. The main form displays details for the 'Voiced Care Concern' event, including 'Unit' (Training Ward), 'Shift' (Early), 'RAISED BY' (Platt, Anne-Marie), 'On date' (12 March 2026 11:01:06), 'Flag Type' (Voiced Care Concern), 'State' (Open), and 'Owner' (Frances Mullen). A red box highlights the 'Edit' button in the top-right corner, and a hand icon points to it.

- Click on **State** and select the relevant option from the dropdown menu.



The screenshot shows a sidebar on the left with a list of training wards. The main area displays a 'State' dropdown menu with the following options: Open, Reviewed, Resolved, and Raised In Error. The 'Resolved' option is highlighted, and a hand cursor is pointing at it. Below the dropdown menu is a text input field labeled 'Add your comments here'.

- Then add relevant information/context in the **Notes** section, and then click **Save** in the top-right corner.



The screenshot shows the 'Red Flag Event' form. The form includes fields for Unit (Training Ward), Shift (Early), RAISED BY (Person: Platt, Anne-Marie, On date: 12 March 2026 11:01:06), Flag Type (Voiced Care Concern), State (Resolved), and Owner (Frances Mullen). The 'Notes' section is highlighted with a red box and contains the text 'Enter relevant information here.' A hand cursor is pointing at the 'Save' button in the top-right corner.