

PM01 - First Aid Policy and Procedure

Category: Human Resources Sub-category: Miscellaneous







Policy Review Sheet

Review Date: 14/06/16 Policy Last Amended: 14/06/16

Next planned review in 12 months, or sooner as required.

Note: The full policy change history is available in your online management system.

Business Impact:	Low	Medium	High	Critical
		X		
Changes are important, but urgent implementation is not required, incorporate into your existing workflow.				

 Reason for this review:	Improve usability
 Were changes made?	Yes
 Summary:	Policy rewritten in new format, more detail included on first aid qualifications and the responsibilities of the service.
 Relevant Legislation:	<ul style="list-style-type: none"> The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015 The Health and Safety (First Aid) Regulations 1981
 Underpinning Knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> Health and Safety Executive, (2016), <i>First Aid at Work</i>. [Online] Available from: http://www.hse.gov.uk/firstaid/ [Accessed: 17/05/2016] HM Government, (2016), <i>Health and Safety (First Aid) Regulations 1981</i>. [Online] Available from: http://goo.gl/JW8OBq [Accessed: 17/05/2016] Health and Safety Executive, (2016), <i>Frequently Asked Questions on First Aid</i>. [Online] Available from: http://www.hse.gov.uk/firstaid/faqs.htm [Accessed: 17/05/2016] Skills for Care, (2016), <i>First Aid Information</i>. [Online] Available from: http://goo.gl/JeMoeC [Accessed: 18/05/2016]
 Suggested action:	<ul style="list-style-type: none"> Notify all staff of changes to policy Share key facts with professionals involved in the service Share key facts with people involved in the service Discuss in team meetings

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1. Purpose

- 1.1 To comply with health and safety requirements.
- 1.2 To ensure that has staff with sufficient skills to meet any situation where first aid is needed.
- 1.3 To support in meeting the following Key Lines of Enquiry:

Key Question	Key Line of Enquiry (KLOE)
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to keep people safe and meet their needs?
EFFECTIVE	E1: How do people receive effective care, which is based on best practice, from staff who have the knowledge and skills they need to carry out their roles and responsibilities?

- 1.4 To meet the legal requirements of the regulated activities that is registered to provide:
 - ┆ The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015
 - ┆ The Health and Safety (First Aid) Regulations 1981

2. Scope

- 2.1 The following roles may be affected by this policy:
 - ┆ All staff
- 2.2 The following Service Users may be affected by this policy:
 - ┆ All service users

3. Objectives

- 3.1 The prime objective of the policy is to set out 's First Aid Policy and Procedure. This is so staff can understand what to expect in the event of an incident and to ensure that someone trained in basic first aid skills should be able to attend an incident quickly and provide appropriate first aid or take appropriate action.
- 3.2 All incidents that require first aid interventions are identified, and appropriate actions taken.
- 3.3 Incidents are referred on to appropriate healthcare professionals or emergency services if required, and staff do not perform tasks beyond their capability or training.
- 3.4 All incidents are fully reported and analysed for themes and actions to take to reduce the possibility of the accident or incident reoccurring.
- 3.5 That there is sufficient first aid equipment available for staff, so they are never limited in the actions that they are able to take.

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4. Policy

4.1 It is the policy of to be able to provide first aid support to someone who is injured or becomes unwell while in receipt of services, or when involved in activities organised by the service.

4.2 will ensure that someone trained in basic first aid skills will be able to attend an incident quickly and provide appropriate first aid or take appropriate action.

4.3 First aiders are responsible for:

- | Taking control of incidents and summoning appropriate help
- | Maintaining up to date first aid skills and attending first aid refresher sessions should they feel the need to update their skills between mandatory training
- | Carrying out first aid when requested in accordance to what they have been taught, and seeking medical advice and/or contacting emergency services where required and providing emergency services or medical staff with any relevant information should they deem this necessary
- | Only acting within their training and competence
- | Maintaining an up to date stock of first aid supplies, ensuring that the first aid box for their area is correctly stocked with supplies that are all in date
- | Ensuring the reporting of any incident which they respond to and assist with

4.4 Employees are responsible for:

- | Knowing who their nominated first aid member of staff is and when they are on duty
- | Understanding the severity of any accident
- | Summoning appropriate assistance when first on the scene of an accident requiring first aid or the involvement of emergency services
- | Reporting any concerns regarding first aid provision to their line manager
- | Making themselves available for first aid training if their role has been identified as one where first aid training would be a requirement

4.5 Management of are responsible for:

- | Undertaking a risk assessment of the service to highlight potential risks, and accident 'hot spots'
- | Nominating a person(s) to be the appointed person
- | Providing suitable first aid equipment and signage in the service, primarily in locations identified through the risk assessment
- | Ensuring that there are suitable numbers of trained first aid staff on duty at all times within the service, and that these are indicated on rotas or other staff scheduling processes
- | Ensuring that staff who have been invited to attend first aid training are given time away from their usual roles
- | Ensuring that all staff on duty are aware of who are the qualified first aid staff on duty at any particular time
- | Maintaining awareness of first aid legislation
- | Providing details of first aid courses and booking employees on the course
- | Providing first aid supplies when requested and maintaining a central stock
- | Ensuring training is provided for employees prior to the expiry dates of first aid qualifications

4.6 Contractors working at are responsible for:

- | Arranging and maintaining their own first aid provision in line with the risks associated with the work in which they are engaged

4.7 will review accidents requiring first aid or emergency services involvement to identify any themes behind why, when or where accidents occur, and will develop processes to reduce the reoccurrence of accidents.

4.8 The management of will provide opportunities for employees to be 'debriefed' after any first aid / emergency services involvement to learn from the experience and have the opportunity to share their views in a safe and supportive environment.

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4.9 Failure to comply with this policy could lead to prosecution under UK Health and Safety legislation. In addition failure to meet the requirements as detailed in the Health and Safety (First Aid) Regulations 1981 and within this policy could lead to reduced first aid provision or availability which could worsen the injuries suffered by a member of staff, a Service User or visitor.

5. Procedure

5.1 For **Minor Injuries** the following procedure should be followed:

- | Report the incident to a first aider and allow them to provide medical assistance
- | If the first aider is unable to effectively treat the injury, inform your manager and arrange to attend hospital
- | Ensure the accident is reported in the accident book
- | The first aider should report accidents to a Manager in order for them to conduct a risk assessment into the reasons for the accident occurring

5.2 In the event of an accident occurring within the workplace and a requirement for **urgent medical attention** the following procedure should be followed:

- | If the first person in attendance is in doubt as to the seriousness of a person's injury, and it is felt that an ambulance is required then telephone the emergency services on 999
- | If the person does not have a telephone with them they should leave the casualty in order to contact the emergency services
- | The operator will ask the caller a number of questions which will help establish the treatment the individual needs but will not delay how long the ambulance takes to reach the incident. The operator may also provide additional first aid assistance to those giving aid
- | Following this, if possible contact a first aider
- | In the absence of a first aider and the person is unsure about what to do, then they should stay with the casualty until the emergency services arrive
- | When emergency services arrive the person should describe the circumstances of the accident and their involvement and any other relevant information to assist the emergency services

5.3 All accidents requiring first aid involvement should be recorded and shared with the management of the service for review and action.

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6. Definitions

6.1 First Aid

- | First aid refers to basic emergency medical care for the treatment of minor injuries or basic emergency care administered to minimise the consequences of more serious injury and illness until qualified medical assistance is available

6.2 Emergency First Aid at Work (EFAW) / First Aid at Work (FAW)

- | Emergency First Aid at Work (EFAW) qualification enables a first-aider to give basic life saving first aid to someone who is injured or becomes ill. It is normally a one day duration
- | First Aid at Work (FAW) training is more detailed includes the same content as EFAW and also equips the first-aider to apply first aid to a range of specific injuries and illnesses. It is normally a 3 day duration
- | EFAW and FAW qualifications are normally valid for 3 years, although the training provider will confirm when refreshers are due

6.3 First Aider

- | A first aider is a person who has completed a FAW or an EFAW training course whose qualification is up-to-date (i.e. they have attended re-qualification training where required)
- | A first aider is also a fully qualified member of the nursing staff who is registered with the Nursing & Midwifery Council and who is considered to be competent in first aid (some members of nursing staff may require additional training in first aid to increase their competency to an acceptable level)

6.4 Appointed person

- | The roles of the appointed person include looking after the first-aid equipment and facilities and calling the emergency services when required and supporting any first aider. They can also provide emergency cover, within their role and competence, where a first-aider is absent due to unforeseen circumstances
- | To fulfil their role, appointed persons do not need first-aid training

6.5 Health and Safety Executive (HSE)

- | From 1 October 2013, HSE no longer approves training and qualifications for the purposes of first aid at work. However, they are still recognised as a major source of advice and information regarding first aid, and responsibilities to meet the regulations governing first aid

6.6 First Aid Box

- | A container holding a supply of recommended first aid items



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | There must be an assessment of level of first aid provision needed to maintain the health and safety of all people at the service
- | This assessment determines how many qualified first aiders will be needed and the location and content of first aid resources
- | All staff in the role of first aider must have the appropriate qualifications awarded by appropriate trainers
- | There should always be suitable numbers of staff qualified in first aid on duty
- | If in any doubt about the severity of an injury staff should contact the emergency services
- | All incidents and accidents where first aid has been needed should be recorded and shared with the management of the service
- | Failure to comply with this policy could lead to prosecution under UK Health and Safety legislation

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Key Facts - People affected by the service

People affected by this service should be aware of the following:

- | Service Users should expect effective and professional first aid care to be provided in the case of an accident or incident
- | If there is a need for emergency services this should be arranged in a timely manner, and staff should recognise the limits of what can be provided through first aid
- | Service Users and others should be aware of which staff are first aid qualified



Further Reading

There is no further reading for this policy, but we recommend the 'underpinning knowledge' section of the review sheet to increase your knowledge and understanding.



Outstanding Practice

To be outstanding in this policy area you could provide evidence that:

- | More staff than the assessment states as necessary are qualified to FAW standard, and first aid equipment is highly visible and easily accessible
- | All accidents and incidents requiring first aid are highly effectively managed
- | Accidents requiring first aid are always reported, reviewed and practices changed to reduce the possibility of the accident reoccurring
- | Emergency services are highly satisfied with the first aid undertaken by staff, and report that their involvement has been appropriate, and has improved outcomes for the person using the services
- | People using the services report high levels of satisfaction with how the staff have responded to accidents, and the treatment they have received

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