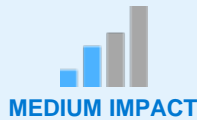




## Review Sheet

Last Reviewed  
16 Aug '22Last Amended  
16 Aug '22Next Planned Review in 12 months, or  
sooner as required.

Business impact



Changes are important, but urgent implementation is not required, incorporate into your existing workflow.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

This policy highlights first aid requirements of the service. It has been reviewed, links to COVID-19 guidance which have since been withdrawn have been removed, and a new link added to the COVID-19 supplement to the infection prevention and control resource for adult social care.

Relevant legislation:

- The Care Act 2014
- Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974
- The Health and Safety (First Aid) Regulations 1981
- The Health and Safety (Miscellaneous Amendments) 2002
- Management of Health and Safety at Work Regulations 1999
- The Workplace (Health, Safety and Welfare) Regulations 1992
- Health and Social Care (Safety and Quality) Act 2015
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012
- UK GDPR

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: Skills for Care, (2021), *COVID-19: Essential training*. [Online] Available from: <https://www.skillsforcare.org.uk/About/News/COVID-19-Essential-training.aspx> [Accessed: 16/8/2022]
- Author: HSE, (2017), *Basic advice on first aid at work*. [Online] Available from: <https://www.hse.gov.uk/pubns/indg347.pdf> [Accessed: 16/8/2022]
- Author: HSE, (2013), *First aid at work*. [Online] Available from: <https://www.hse.gov.uk/pubns/priced/l74.pdf> [Accessed: 16/8/2022]
- Author: HM Government, (1981), *The Health and Safety (First-Aid) Regulations 1981*. [Online] Available from: <https://www.legislation.gov.uk/uksi/1981/917/contents/made> [Accessed: 16/8/2022]
- Author: Health and Safety Executive, (2020), *First aid*. [Online] Available from: <https://www.hse.gov.uk/firstaid/> [Accessed: 16/8/2022]
- Author: Health and Safety Executive, (2020), *Frequently asked questions on first aid*. [Online] Available from: <https://www.hse.gov.uk/firstaid/faqs.htm> [Accessed: 16/8/2022]

Suggested action:

- Encourage sharing the policy through the use of the QCS App
- Add the policy to the planned team meeting agendas
- Share 'Key Facts' with all staff
- Develop training sessions for relevant staff
- Ensure the policy is discussed in planned supervision sessions with relevant staff
- Ensure relevant staff are aware of the content of the whole policy



## PM01 - First Aid Policy and Procedure

Health and Safety - Health & Safety

**The John Graham Centre**

17 Blean Hill, Blean, Canterbury, kent , CT2 9EF

### Equality Impact Assessment:

QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



## 1. Purpose

**1.1** To describe the arrangements in place at The John Graham Centre for the assessment of first aid needs and provision of first aid training and equipment throughout its services.

**1.2** To describe the processes by which The John Graham Centre ensures compliance with its relevant health and safety responsibilities, including meeting the requirements of the Health & Safety (First Aid) Regulations 1981.

**1.3** To support The John Graham Centre in meeting the following Key Lines of Enquiry/Quality Statements (New):

Key Question	Key Lines of Enquiry	Quality Statements (New)
EFFECTIVE	E1: Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	QSE1: Assessing needs QSE2: Delivering evidence-based care & treatment
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?	QSE2: Delivering evidence-based care & treatment QSE3: How staff, teams & services work together
SAFE	S1: How do systems, processes and practices keep people safe and safeguarded from abuse?	QSS3: Safeguarding
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	QSW5: Governance, management and sustainability

**1.4** To meet the legal requirements of the regulated activities that {The John Graham Centre} is registered to provide:

- | The Care Act 2014
- | Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- | Health and Safety at Work etc. Act 1974
- | The Health and Safety (First Aid) Regulations 1981
- | The Health and Safety (Miscellaneous Amendments) 2002
- | Management of Health and Safety at Work Regulations 1999
- | The Workplace (Health, Safety and Welfare) Regulations 1992
- | Health and Social Care (Safety and Quality) Act 2015
- | Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- | The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012
- | UK GDPR



## 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:

- | Service Users

**2.3** The following stakeholders may be affected by this policy:

- | Family
- | Advocates
- | Representatives
- | Commissioners
- | External health professionals
- | Local Authority
- | NHS



## 3. Objectives

**3.1** To ensure that The John Graham Centre provides sufficient equipment and sufficient numbers of competent staff for the provision of effective first aid treatment within all of its services and premises.

**3.2** To ensure that staff understand what to expect in the event of an incident and to ensure that someone trained in basic first aid skills is able to attend an incident quickly and provide appropriate first aid or take appropriate action.

The John Graham Centre will ensure that staff understand situations in which incidents must be referred on to appropriate healthcare professionals or emergency services. Staff do not perform tasks beyond their capability or training.

**3.3** All incidents are fully reported and investigated, and records are analysed for themes. Actions are taken to reduce the possibility of the accident or incident reoccurring, in accordance with the Accident and Incident Reporting Policy and Procedure.



## 4. Policy

**4.1** It is the policy of The John Graham Centre to consider the needs of all staff, Service Users and others involved in attendance at The John Graham Centre premises and in the delivery of its services in its assessment of first aid needs.

This is to ensure availability of first aid support to anyone who is injured or becomes unwell while receiving services, or when involved in activities organised by The John Graham Centre.

**4.2** The John Graham Centre ensures that sufficient numbers of persons trained in basic first aid skills are available to attend an incident quickly and provide appropriate first aid or take appropriate action.

**4.3** The John Graham Centre ensures that First Aiders are equipped and trained to fulfil the following responsibilities:

- | Taking control of incidents and summoning appropriate help, where necessary
- | Maintaining up-to-date first aid skills and attending first aid refresher sessions as recommended, between mandatory training
- | Carrying out first aid when requested in accordance with their training, seeking medical advice and/or contacting the emergency services where required and providing emergency services or medical staff with any relevant information if they deem this necessary
- | Acting only within the limitations of their own knowledge, 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, and that supplies are replaced before their expiry date
- | Ensuring the reporting of any incident with which they are involved

**4.4** The John Graham Centre provides sufficient information to all employees regarding First Aid arrangements.

Employees are responsible for:

- | Knowing who their nominated First Aider is and when they are on duty
- | Taking appropriate action based on their knowledge of the severity of any accident or incident
- | Summoning the 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 is a requirement

**4.5** Angela Cook will take action to ensure the following arrangements are in place:

- | A First Aid Needs Assessment, based on completed risk assessments, premises information and service type is complete for each service and premises
- | First aid equipment and sufficient numbers of suitably trained personnel are provided in accordance with this Needs Assessment
- | Where identified as necessary, sufficient appointed persons are nominated
- | Suitable first aid equipment and signage are provided in premises and services operated by The John Graham Centre, in locations required as identified during the First Aid Needs Assessment
- | Suitable numbers of trained first aid staff are on duty at all times within The John Graham Centre, and these nominated persons are indicated on rotas or considered in other staff scheduling processes
- | Suitable arrangements are in place to provide competent first aid cover for planned leave of absence, and arrangements for unplanned absence are considered
- | Staff who have been invited to attend first aid training are given time away from their usual roles
- | All staff on duty are aware of who the qualified first aid member of staff is on duty at any particular time
- | Awareness of first aid legislation is maintained
- | Details of first aid courses are supplied and bookings made
- | First aid supplies and materials are purchased and stocks maintained as required



## The John Graham Centre

17 Blean Hill, Blean, Canterbury, kent , CT2 9EF

- | Training is provided for employees prior to the expiry dates of first aid qualifications

### **4.6 Contractors** working at The John Graham Centre 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** Accidents requiring first aid or the involvement of emergency services are investigated by The John Graham Centre to identify any themes behind why, when or where accidents occur, and The John Graham Centre will develop processes to reduce the reoccurrence of accidents.

**4.8** The management of The John Graham Centre 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.

### **4.9 COVID-19**

The John Graham Centre will use recognised and accredited training providers to provide safe, effective and sufficiently robust first aid training to ensure sufficient arrangements to effectively manage first aid at The John Graham Centre are maintained.

The John Graham Centre has undertaken a review of its First Aid Needs Assessment and associated arrangements to reflect any operational changes brought about by COVID-19 transmission control arrangements.

The John Graham Centre will ensure it understands the guidance detailed in the publication '[COVID-19 supplement to the infection prevention and control resource for adult social care](#)' and it responds appropriately.



## 5. Procedure

### 5.1 First Aid Needs Assessment

Angela Cook has nominated The John Graham Centre personnel to complete an assessment of First Aid Needs, against which The John Graham Centre make its first aid provision.

A template First Aid Needs Assessment document can be located within the Forms section of this policy.

The Health & Safety Executive provides guidance and a tool to assist with this which is available [here](#).

### 5.2 Minor Injuries

For minor injuries at The John Graham Centre the following procedure is 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 the Registered Manager and arrange to attend hospital
- | Ensure that the accident is reported in the accident book
- | The first aider must report accidents to Angela Cook in order for them to conduct a full investigation into the reasons for the accident occurring and to review any risk assessments following the outcome of the investigation

### 5.3 Urgent Medical Attention

In the event of an accident or incident occurring which requires urgent medical attention, the following procedure is 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
- | For emergency incidents, such as an overdose, an ambulance must be called straight away
- | If the person does not have a telephone with them, they must 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 this will not delay how long the ambulance takes to reach the incident. The operator may also recommend additional first aid assistance to those giving aid
- | Following this, if possible, provide basic first aid or contact a First Aider, where they are available. In the event of an overdose, put the individual into the recovery position where possible. Further guidance can be found in the Further Reading section of this policy
- | In the absence of a First Aider and if the person is unsure about what to do, they must stay with the casualty until the emergency services arrive
- | When the emergency services arrive, the person will describe the circumstances of the accident and their involvement, and any other relevant information to assist the emergency services

**5.4** All accidents requiring first aid involvement will be recorded and shared with management at The John Graham Centre for review and action, in accordance with the accident and incident reporting and investigation procedures.



## 6. Definitions

### 6.1 First Aid

- | 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)

- | An 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 1-day course
- | First Aid at Work (FAW) training is more detailed. It 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 course
- | 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 an FAW or an EFAW training course whose qualification is up to date, i.e. they have attended re-qualification training where required
- | 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) is also considered a first aider

### 6.4 Appointed Person

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





## Key Facts - People affected by the service

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

- | You can 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 will be arranged in a timely manner, and staff will recognise the limits of what can be provided through first aid
- | You will be aware of which staff are first aid qualified



## Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

**FRANK - What to do in the event of an emergency:**

<https://www.talktofrank.com/get-help/what-to-do-in-an-emergency>



## Outstanding Practice

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

- | The wide understanding of the policy is enabled by proactive use of the QCS App
- | 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 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
- | Service Users report high levels of satisfaction with how the staff have responded to accidents, and the treatment they have received



## Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
First Aid Needs Assessment - PM01	To identify the first aid needs of the organisation.	QCS

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<b>Name of business</b>	
<b>Person carrying out assessment</b>	
<b>Date</b>	
<b>Number &amp; brief description of location(s)</b>	
<b>Nature of business</b>	
<b>Number of employees</b>	
<b>Number of Service Users</b>	
<b>Occupancy levels during normal hours (list the hours i.e. 09:00 to 17:00, or 24/7/365)</b>	
<b>Describe general risk level of business</b>	Low / Medium / High

**The minimum provision on any worksite should be:**

- A suitably stocked first-aid box
- An appointed person to take charge of first-aid arrangements

**Information for all employees giving details of first-aid arrangements**

You should complete this assessment in conjunction with the HSE's leaflet INDG214 [First aid at work - Your questions answered](#)

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Risk Consideration	Notes
<p>List significant hazards present within the workplace e.g.</p> <ul style="list-style-type: none"> <li>• Hazardous substances (COSHH)</li> <li>• Dangerous machinery or equipment – dentistry, maintenance etc.</li> <li>• Working at height, or in confined spaces</li> <li>• Workplace transport (if applicable)</li> <li>• Electricity or Gas (including boiler houses)</li> <li>• Slip and Trip hazards</li> <li>• Manual Handling</li> <li>• Passenger lifts and goods-only lifts</li> <li>• Hoists (fixed and mobile)</li> </ul>	<p>Consider each area of the workplace and document the risks present and possible injuries that could occur</p>
<p>Are there workers who are inexperienced, who have disabilities or particular health problems?</p> <p>Also, consider the age of workers and clients</p>	
<p>Previous injuries and illness which have occurred – nature and location(s)</p> <p>Accidents that could have led to first aid incidents</p>	
<p>Do any employees work remotely, alone or off-site? (e.g. visiting Service Users/other locations etc.)</p>	
<p>Premises layout e.g.</p> <p>Several buildings on the site, multi-floor buildings.</p>	

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Risk Consideration	Notes
Proximity to emergency services Closest hospital, AED, Nebulizer Access to phones	
Provision for employees working on other employers' sites.	
Provision for sickness/holiday cover for current first aiders/appointed persons.	
Do members of the public visit your premises?  <i>Under the Regulations, you have no legal duty to provide first aid for non-employees, but the HSE strongly recommend that you include them in your first-aid provision</i>	Consider all of the above boxes when thinking about visitors to your workplace for a 'best practice' approach

Summary of first aid provision required	
Number of first aiders (per site)	
Type of first aid course required	
Other specific first aid requirements	

Next review date: \_\_\_\_\_