



Review Sheet

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|--|---|--|
| Last Reviewed 11 Feb '20 |  Last Amended 11 Feb '20 |  Next Planned Review in 12 months, or sooner as required. |
| Business impact |  MEDIUM 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 outlines the first aid requirements within a service. It has been reviewed with no significant content changes. References have also been checked and updated. | |
| Relevant legislation: | <ul style="list-style-type: none"> 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 General Data Protection Regulation 2016 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 | |
| Underpinning knowledge - What have we used to ensure that the policy is current: | <p>Author: Health and Safety Executive, (2020), <i>First aid</i>. [Online] Available from: https://www.hse.gov.uk/firstaid/ [Accessed: 11/2/2020]</p> <p>Author: HM Government, (1981), <i>The Health and Safety (First-Aid) Regulations 1981</i>. [Online] Available from: http://www.legislation.gov.uk/ukxi/1981/917/contents/made [Accessed: 11/2/2020]</p> <p>Author: Health and Safety Executive, (2020), <i>Frequently asked questions on first aid</i>. [Online] Available from: https://www.hse.gov.uk/firstaid/faqs.htm [Accessed: 11/2/2020]</p> <p>Author: Health and Safety Executive, (2013), <i>Reporting injuries, diseases and dangerous occurrences in health and social care</i>. [Online] Available from: https://www.hse.gov.uk/pubns/hsis1.pdf [Accessed: 11/2/2020]</p> <p>Author: HSE, (2013), <i>First aid at work</i>. [Online] Available from: https://www.hse.gov.uk/pubns/priced/l74.pdf [Accessed: 11/2/2020]</p> <p>Author: Skills for Care, (2017), <i>Basic life support and first aid</i>. [Online] Available from: https://www.skillsforcare.org.uk/Learning-development/ongoing-learning-and-development/Basic-life-support-and-first-aid/Basic-life-support-and-first-aid.aspx [Accessed: 11/2/2020]</p> <p>Author: HSE, (2017), <i>Basic advice on first aid at work</i>. [Online] Available from: https://www.hse.gov.uk/pubns/indg347.pdf [Accessed: 11/2/2020]</p> | |
| Suggested action: | <ul style="list-style-type: none"> 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 | |



HWCGS Care (T/A Segal Gardens)

436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH



1. Purpose

1.1 To comply with health and safety requirements.

1.2 To ensure that HWCGS Care (T/A Segal Gardens) has staff with sufficient skills to meet any situation where first aid is needed.

1.3 To support HWCGS Care (T/A Segal Gardens) in meeting the following Key Lines of Enquiry:

| Key Question | Key Lines of Enquiry |
|--------------|--|
| 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? |
| EFFECTIVE | E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support? |
| SAFE | S1: How do systems, processes and practices keep people safe and safeguarded from abuse? |
| WELL-LED | W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed? |

1.4 To meet the legal requirements of the regulated activities that HWCGS Care (T/A Segal Gardens) 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
- | General Data Protection Regulation 2016
- | 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



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 Staff understand what to expect in the event of an incident and 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.

3.2 Incidents are referred on to appropriate healthcare professionals or emergency services if required, and staff do not perform tasks beyond their capability or training.

3.3 All incidents are fully reported and analysed for themes, and actions to reduce the possibility of the accident or incident reoccurring, are taken.



4. Policy

4.1 It is the policy of HWCGS Care (T/A Segal Gardens) 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 HWCGS Care (T/A Segal Gardens).

4.2 HWCGS Care (T/A Segal Gardens) 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 if they feel the need to update their skills between mandatory training
- | Carrying out first aid when requested in accordance with what they have been taught, 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
- | 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 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 would be a requirement

4.5 Management staff of HWCGS Care (T/A Segal Gardens) are responsible for:

- | Undertaking a risk assessment of the service to highlight potential risks, and accident 'hot spots'
- | Nominating an appointed person(s)
- | Providing suitable first aid equipment and signage in HWCGS Care (T/A Segal Gardens), 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 HWCGS Care (T/A Segal Gardens), 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 the qualified first aid member of staff is 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

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- | Ensuring that training is provided for employees prior to the expiry dates of first aid qualifications

4.6 Contractors working at HWCGS Care (T/A Segal Gardens) 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 HWCGS Care (T/A Segal Gardens) 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 HWCGS Care (T/A Segal Gardens) 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.

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 may lead to reduced first aid provision, or availability, which could worsen the injuries suffered by a member of staff, a Service User or a visitor.



5. Procedure

5.1 First Aid Needs Assessment

In order to decide what first aid provision is required within HWCGS Care (T/A Segal Gardens), a first aid needs assessment will be completed.

A template assessment document can be located within the Forms section of this policy. The HSE has guidance and a tool to assist with this and it is available [here](#).

5.2 For **Minor Injuries** the following procedure will 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 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 Mr Damian Cummings Gillian Gilmore in order for them to conduct a full investigation into the reasons for the accident occurring and to review any risk assessment following the outcome of the investigation.

5.3 In the event of an accident occurring within the workplace and a requirement for **urgent medical attention** the following procedure will 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 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 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 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 the management of HWCGS Care (T/A Segal Gardens) for review and action.



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
- | 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 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
- | All incidents and accidents where first aid has been needed will 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:

- 1 You can expect effective and professional first aid care to be provided in the case of an accident or incident
- 1 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
- 1 You will 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:

- 1 The wide understanding of the policy is enabled by proactive use of the QCS App
- 1 More staff than the assessment states as necessary are qualified to FAW standard, and first aid equipment is highly visible and easily accessible
- 1 All accidents and incidents requiring first aid are highly and effectively managed
- 1 Accidents requiring first aid are always reported, reviewed, and practices changed to reduce the possibility of the accident reoccurring
- 1 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
- 1 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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| | |
|---|---------------------|
| Name of business | |
| Person carrying out assessment | |
| Date | |
| Number & brief description of location (s) | |
| Nature of business | |
| Number of employees | |
| Number of Service Users | |
| Occupancy levels during normal hours (list the hours i.e. 09:00 to 17:00, or 24/7/365) | |
| Describe general risk level of business | 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

It is recommended that you 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"> Hazardous substances (COSHH) Dangerous machinery or equipment – dentistry, maintenance etc. Working at height, or in confined spaces Workplace transport (if applicable) Electricity or Gas (including boiler houses) Slip and Trip hazards Manual Handling Passenger lifts and goods-only lifts Hoists (fixed and mobile) | <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: _____