



## Review Sheet

Last Reviewed  
16 Sep '20Last Amended  
16 Sep '20Next 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 outlines the service's approach to first aid. It has been reviewed with some information added in relation to COVID-19, expired first aid certificates and the requirement to report COVID-19 identified cases as a disease under RIDDOR. References have also been reviewed and updated to ensure they remain current. The reference number of this policy has changed - previously it was PM20.

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
- General Data Protection Regulation 2016
- Health and Social Care (Safety and Quality) Act 2015
- Data Protection Act 2018
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012
- Coronavirus Act 2020

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

- Author: Health and Safety Executive, (2020), *First aid in Work*. [Online] Available from: <https://www.hse.gov.uk/simple-health-safety/firstaid/index.htm> [Accessed: 16/9/2020]
- Author: HM Government, (1981), *The Health and Safety (First-Aid) Regulations 1981*. [Online] Available from: <https://www.legislation.gov.uk/ukxi/1981/917/regulation/3/made> [Accessed: 16/9/2020]
- Author: Health and Safety Executive, (2020), *Frequently Asked Questions on First Aid*. [Online] Available from: <https://www.hse.gov.uk/firstaid/faqs.htm> [Accessed: 16/9/2020]
- Author: Health and Safety Executive, (2013), *Reporting injuries, diseases and dangerous occurrences in health and social care*. [Online] Available from: <https://www.hse.gov.uk/pubns/hsis1.htm> [Accessed: 16/9/2020]
- Author: HSE, (2018), *First aid at work*. [Online] Available from: <https://www.hse.gov.uk/pUbns/priced/l74.pdf> [Accessed: 16/9/2020]
- Author: HSE, (2020), *First Aid Needs Assessment*. [Online] Available from: <https://www.hse.gov.uk/firstaid/needs-assessment.htm> [Accessed: 16/9/2020]
- Author: Skills for Care, (2018), *First Aid*. [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: 16/9/2020]
- Author: HSE, (2020), *First aid cover and qualifications during the coronavirus outbreak*. [Online] Available from: <https://www.hse.gov.uk/news/first-aid-certificate-coronavirus.htm> [Accessed: 16/9/2020]



<p>Suggested action:</p>	<ul style="list-style-type: none"><li>• Encourage sharing the policy through the use of the QCS App</li><li>• Add the policy to the planned team meeting agendas</li><li>• Share 'Key Facts' with all staff</li><li>• Develop training sessions for relevant staff</li><li>• Ensure the policy is discussed in planned supervision sessions with relevant staff</li><li>• Ensure relevant staff are aware of the content of the whole policy</li></ul>
<p>Equality Impact Assessment:</p>	<p>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.</p>



## 1. Purpose

**1.1** To comply with health and safety requirements and current government guidelines in respect of infections, in particular, Coronavirus (COVID-19).

**1.2** To ensure that Inspiring Aspirations Plus Ltd T/A Inspiring Support has staff with sufficient skills to meet any situation where first aid is needed.

**1.3** To provide sufficient first aid-trained staff on each shift.

**1.4** To support Inspiring Aspirations Plus Ltd T/A Inspiring Support 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	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
SAFE	S5: How well are people protected by the prevention and control of infection?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?

**1.5** To meet the legal requirements of the regulated activities that {Inspiring Aspirations Plus Ltd T/A Inspiring Support} 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
- | Data Protection Act 2018
- | Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- | The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012
- | Coronavirus Act 2020



## 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** The prime objective of the policy is to set out the First Aid Policy and Procedure for Inspiring Aspirations Plus Ltd T/A Inspiring Support. This is so that staff can 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.

**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 reduce the possibility of the incident or accident reoccurring, are taken.



## 4. Policy

**4.1** It is the policy of Inspiring Aspirations Plus Ltd T/A Inspiring Support 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 Inspiring Aspirations Plus Ltd T/A Inspiring Support.

**4.2** Inspiring Aspirations Plus Ltd T/A Inspiring Support will 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.

**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 competence and training
- | Maintaining an up-to-date stock of first aid supplies, ensuring that the first aid box for Inspiring Aspirations Plus Ltd T/A Inspiring Support 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** of Inspiring Aspirations Plus Ltd T/A Inspiring Support is 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 within Inspiring Aspirations Plus Ltd T/A Inspiring Support, 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 Inspiring Aspirations Plus Ltd T/A Inspiring Support, and that these are indicated on rotas or other staff scheduling processes based at Inspiring Aspirations Plus Ltd T/A Inspiring Support
- | 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 who the qualified first aider on duty is 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 that training is provided for employees prior to the expiry dates of first aid qualifications

**4.6 Contractors** working at Inspiring Aspirations Plus Ltd T/A Inspiring Support 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** Inspiring Aspirations Plus Ltd T/A Inspiring Support 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 Inspiring Aspirations Plus Ltd T/A Inspiring Support 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.

**4.10 Coronavirus (COVID-19):** This policy is to be supplemented by the additional measures within the Personal Protective Equipment (PPE) Policy and Procedure located in the COVID-19 Hub.



## 5. Procedure

### 5.1 Coronavirus (COVID-19)

This procedure should be supplemented by the Personal Protective Equipment (PPE) Policy and Procedure and information found on the COVID-19 Hub.

**Please note that COVID-19 is RIDDOR reportable as a disease, for further information visit <https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm>.**

**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 the accident is reported in the accident book
- | The first aider must report accidents to Jo Kerley in order for them to conduct a risk assessment into the reasons for the accident occurring

**5.3** In the event of an accident occurring within the workplace and a requirement for **urgent medical attention** the following procedure must 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 the person is unsure about what to do, then they must stay with the casualty until the emergency services arrive
- | When emergency services arrive, the person must 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 must be recorded and shared with the management of Inspiring Aspirations Plus Ltd T/A Inspiring Support for review and action.

**5.5** In order to determine the first aid provision required at Inspiring Aspirations Plus Ltd T/A Inspiring Support, the First Aid Needs (Risk) Assessment Form must be completed. This assessment must consider the circumstances of the workplace at Inspiring Aspirations Plus Ltd T/A Inspiring Support, the workforce and the risks that may be present.



## 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 refresher courses 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 fully qualified member of 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, calling the emergency services when required, and supporting any first aider
- | An appointed person 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
- | What should a first-aid box in the workplace contain?  
The decision on what to provide will be influenced by the findings of the first-aid needs assessment. As a guide, where work activities involve low hazards, a minimum stock of first-aid items might be:
  - | A leaflet giving general guidance on first aid (e.g. HSE's leaflet)
  - | Individually-wrapped sterile plasters (assorted sizes), appropriate to the type of work (hypoallergenic plasters can be provided if necessary)
  - | Sterile eye pads
  - | Individually-wrapped triangular bandages, preferably sterile
  - | Safety pins
  - | Large, sterile, individually-wrapped **unmedicated** wound dressings
  - | Medium-sized sterile, individually-wrapped **unmedicated** wound dressings
  - | Disposable gloves
  - | This is only a suggested contents list
- | Whether using a first-aid box complying with BS 8599-1 or an alternative kit, the contents should reflect the outcome of the first-aid needs assessment. Employers may wish to refer to British Standard BS 8599-1 which provides further information on the contents of workplace first-aid kits
- | It is recommended that you do not keep tablets and medicines in the first-aid box
- | How often should the contents of first-aid boxes be replaced?
  - | Although there is no specified review timetable, many items, particularly sterile ones, are marked



with expiry dates. They must be replaced by the dates given and expired items disposed of safely

- | In cases where sterile items have no dates, it would be advisable to check with the manufacturers to find out how long they can be kept. For non-sterile items without dates, it is a matter of judgement, based on whether they are fit for purpose



## 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 must always be suitable numbers of staff who are qualified in first aid on duty
- | If in any doubt about the severity of an injury, staff must 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



## 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 which staff are qualified first aiders



## 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 and 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
- | The wide understanding of the policy is enabled by proactive use of the QCS App



## Forms

The following forms are included as part of this policy:

<b>Title of form</b>	<b>When would the form be used?</b>	<b>Created by</b>
First Aid Needs (Risk) Assessment - PM33	In event of first aid needs being required.	QCS

<b>Name of business</b>	
<b>The person carrying out the 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 the general risk level of business</b>	Low / Medium / High

**The minimum provision on any work site 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: <http://www.hse.gov.uk/pubns/indg214.pdf>

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: Several buildings on the site, multi-floor buildings:</p>	

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:	
<p>Do members of the public visit your premises?</p> <p><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></p>	<p>Consider all of the above boxes when thinking about visitors to your workplace for a 'best practice' approach.</p>

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: \_\_\_\_\_