



005: First Aid Arrangements

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1. INTRODUCTION

NHS 24 cares about its employees and will provide first aid cover to ensure their health, safety and welfare whilst at work. The provision of first aid in NHS 24 is subject to statutory obligations under the Health and Safety (First Aid) Regulations 1981 and the supporting approved code of practice.

This procedure covers the arrangements necessary to ensure that people who sustain injuries or fall ill whilst at work receive immediate attention. It does not include giving any medication to treat illness.

2. PRINCIPLES

The aim of first aid is to reduce the effects of injury or illness suffered at work. First aid provision must be 'adequate and appropriate in the circumstances'. This means that sufficient first aid personnel and facilities should be available to:

- give immediate assistance to casualties with both common injuries or illness and those likely to arise from specific hazards at work
- summon an ambulance or other professional help

First aid provision depends on the circumstances in each workplace therefore an assessment is required to determine the facilities and personnel that will be required.

In assessing first aid provision, the following requires to be considered:

- nature of the work activity
- nature of accidents likely to occur (e.g. minor through to major/significant)
- likelihood of an accident occurring (based on previous accident statistics)
- nature of workforce
- distance from emergency medical services
- annual leave and other absences of first aiders and appointed persons (see Appendix A for role definition)

3. SCOPE

All staff who either provide first aid in an emergency or are in receipt of first aid treatment.

Regulatory note for Nurses and Midwives

Professional practitioners have a duty of care to provide a high standard of practice at all times. In order to fulfill this, nurses and midwives must ensure that their knowledge and skills are updated. NHS 24 will actively support nurses who wish to update their skills base through core induction education and training, and an extensive continuing personal and professional development programme including CPR/Basic Life Saving Skills.

In addition, The NMC Code, Standards of Conduct, Performance and Ethics for Nurses and Midwives (2008) clearly states that "You must be able to demonstrate that you have acted in someone's best interests if you have provided care in an emergency".

However, where any Nurse does not feel confident or competent in any first aid situation they can ask a colleague to intervene or dial 999 for an ambulance.

CEL 43

In September 2008 all NHS Boards, Special Health Boards and NHS National Services Scotland were asked to review the arrangements they had in place for providing first aid to employees in line with CEL 43.

Within NHS 24 this was in the format of a site by site risk assessment (Appendix D) to a) - determine the perceived and actual level of risk – and therefore the first aid requirements to match this and b) - the numbers of currently first aid trained personnel.

Due to the availability of medical and nursing staff these risk assessments determined that designated first aiders were not required in all but one site – HQ.

For HQ - Non clinical staff who have completed an approved HSE First Aid Course and who are designated first aiders, an annual allowance will be paid in line with the CEL.

4. PROCEDURE

Provision of first aid materials, facilities and information.

a) Materials

Adequate numbers of suitably stocked and properly identified first aid boxes will be provided. First aid boxes will be easily accessible and identifiable by a white cross on a green background.

First aid boxes should contain the items specified (see Appendix B). The contents of first aid boxes should be inspected regularly and should be restocked as soon as possible after use.

Whilst it is reasonable to expect that any first aider using first aid supplies will identify when replenishments are required after use, the Service Support team and Office Managers will undertake the ordering of such materials.

b) Provision of facilities

NHS 24 will undertake an assessment of the first aid requirements for each of its workplaces. In the light of this assessment, NHS 24 will ensure the provision and maintenance of sufficient equipment and facilities for the provision of first aid to its employees who are injured or become ill at work. This will include ensuring that first aid equipment suitably marked and easily accessible and a place of privacy is available to administer first aid.

NHS 24 will ensure that, as a minimum:

- adequate and appropriate numbers of trained and qualified first aiders are provided to give first aid to its employees who are injured or become ill at work
- where between 50 and 100 people are employed, at least 1 first aider will be provided, unless the assessment of first aid needs justifies more – or simply to have appointed persons
- 1 additional first aider for every 100 employees

In situations where there are below 50 employees, in a low risk environment, an appointed person will be available

Provision of information

NHS 24 will inform its employees of first aid provision and of the location of first aid equipment, facilities and personnel.

5. Training for First Aiders

a) Training Providers

Training will be accessed through an accredited provider

b) Requalification training

As First Aid at Work certificates are only valid for a certain length of time - currently 3 years, requalification training with re-testing of competence before certificates expire should be undertaken.

First aiders can attend a requalification course up to 3 months before the expiry date of their certificate. The new certificate will take effect from the date of expiry. If a certificate expires, the individual will have to undertake a full course of training to be re-established as a first aider.

c) Practice

All trained (designated) first aiders at work are expected to maintain their skill levels. This may involve refreshing themselves with the course materials or taking part in simulated practice sessions.

6. Information for employees

All employees must be advised of the arrangements for locating first aid personnel and facilities (via a prominently displayed notice). This should normally be part of induction training for new employees.

It is the responsibility of Support Service and Office Managers and the Lead H&S Coordinators to provide sufficient notices detailing the location of first aid facilities, the name(s) of first aiders and/or the appointed person.

It is the responsibility of the Support Service and Office Managers, Lead H&S Coordinators and all first aiders, to check first aid notices are current and correct as far as local and personal knowledge allows.

Appendix A

Roles and responsibilities of Responders, First Aiders and Appointed Persons

First Aid Terminology:

- **Appointed Person** - person who will take charge if someone is injured or falls ill – including calling an ambulance if required. Will also monitor and re-stock as required the first aid box.

An appointed person should be available at all times when people are at work. Only in low risk workplaces {environment/activities} with less than 50 staff will an appointed person be suffice.

- **Designated First Aider** – person who has undergone a course of training (HSE Approved) and currently holds a first aid certificate. In NHS 24 this will be a non clinician.
- **Medical and Nursing Staff** – within the HSE Approved Code of Practice (Regulation 3, section 7) medical and registered nursing staff are permitted to administer first aid.

This means qualified Medical Doctors registered with the General Medical Council and

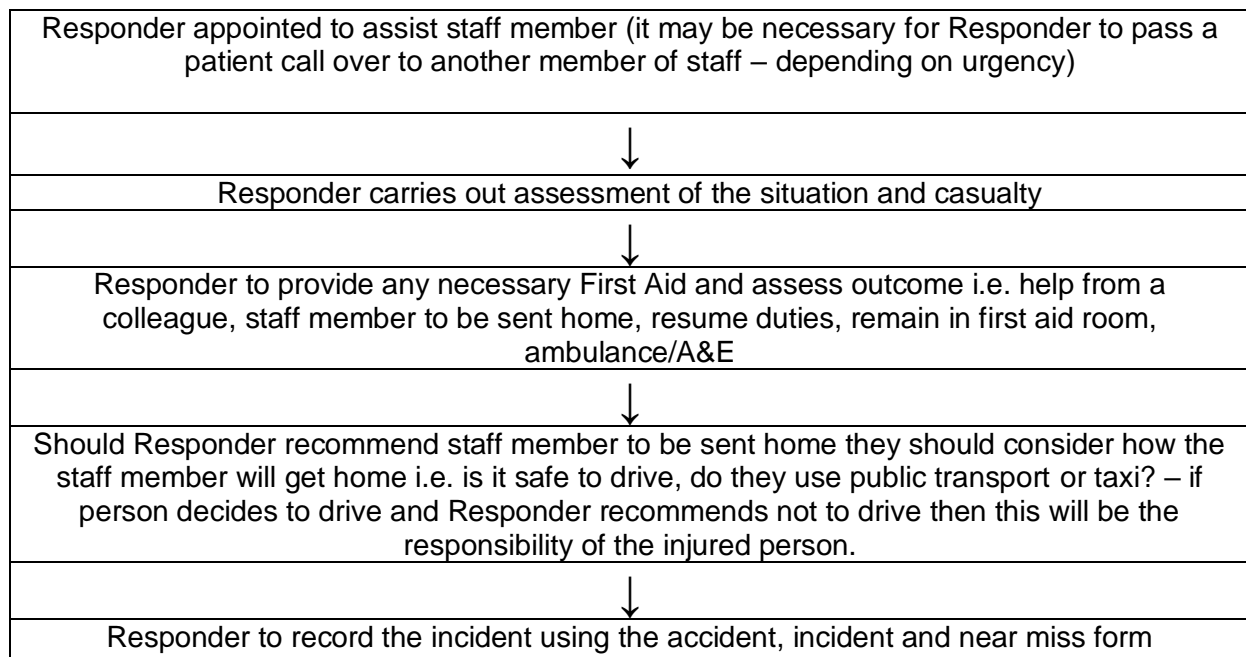
Nurses whose names and qualifications are registered with NMC Professional Register – however currently this does not apply to Mental Health and Learning Disability Nurses.

In NHS 24 we will refer to First Aid **Responders** –

In **HQ** the First Aid Responder will be the designated **First Aider** and in the **Contact Centres** this will be **Team Leader 1 or SPOC**.

The First Aid Responder is basically the 'first person at the scene' who will either provide first aid to the injured party or arrange for someone else to do so or an ambulance to be called.

Role of the Responder in a situation requiring attention



Appendix B

Contents of first aid box

First aid box

The minimum contents of a first aid box should be:

- 20 individually wrapped sterile adhesive dressings (assorted sizes)
- 2 sterile eye pads
- 4 individually wrapped triangular bandages (preferably sterile)
- 6 safety pins
- 6 medium (approximately 12 cm x 12 cm) individually wrapped sterile unmedicated wound dressings
- 2 large (approximately 18 cm x 18 cm) sterile individually wrapped unmedicated wound dressings
- 6 pairs of disposable gloves (non latex)

Appendix C

Risk assessment

A desktop risk assessment has been completed in line with the “The Health and Safety (First-Aid) Regulations 1981” and this document outlines the levels of first aid provision required at each location as outlined below:

NHS 24 Location	No of staff on Duty	Risk Rating	No of First Aiders required	Comments
HQ	0-100	Low	1	This is the minimum number that must be available at all times the workplace is operational. A formally qualified first aider is required.
Lease car users	N/A	Low	0	All peripatetic workers should be provided with a first aid kit to store in their car (see appendix 1) Lease car holders and those responsible for pool cars are required to ensure the First Aid kit is appropriately maintained.

In addition to the provision of first aiders, each location must have one fully stocked first aid kit as advised in the regulations – see appendix 1.

First aiders must receive First Aid at work Training (The Emergency First Aid at Work Training is not sufficient), or be a state registered healthcare professional (eg: Nurse/ Paramedic)

HSE guideline on provision

This checklist will be used to assist with the assessment of first aid provision.

Aspects to consider	Impact on first aid provision
<i>Nature of work:</i> what are the risks of injury and ill health arising from the nature of work?	If the risks are significant NHS 24 will need first aiders (Responders)– if not an appointed person will suffice if there are less than 50 people in the work environment NHS 24 has been consistently evaluated as a low risk environment
<i>Size of the organisation:</i> are large numbers of people employed on site?	Consider the higher probability of an accident
<i>Accident history:</i> what type of accidents and cases of ill health are likely to happen?	Consider locating provision in certain areas, reviewing the contents of the first aid box.
<i>Nature and distribution of workforce:</i> are there inexperienced workers on site, or employees with disabilities or special health problems? Is there shift work or out-of-hours working?	Consider special equipment, local siting of equipment. First aid provision should be available at all times people are at work.
<i>Distance from emergency medical services:</i> is the workplace remote from medical services?	Consider informing local medical services of the location, special arrangements with the emergency services
<i>Annual leave and other absences of first aiders and appointed persons</i>	Ensure that there are sufficient Responder personnel to cover annual leave and other planned absences. It should also consider what cover is needed for unplanned and exceptional absences such as sick absence or special leave

A review should be carried out to assess first aid needs from time to time, particularly after significant changes in the number of occupants in a building, to ensure that the provision remains appropriate.

An assessment of first aid needs is detailed in the checklist below.

NHS 24 – APPENDIX D – FIRST AID RISK ASSESSMENT CHECKLIST
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Potential risks to consider	Response	Impact	Control measures you have in place or plan to implement
1. Are there any specific risks within the work environment you think may lead to injury?	Yes/No {delete as appropriate}	If yes describe the risk and the injury and what you think the significance of this could be?	
2a. How many people [on average} are in the workplace at any one time? 2b. How many of them have a disability? 2c. Do you share workspace with another Organisation?	Yes/No	Could this affect the risk?	
3. Are the premises spread out over several or multi storey buildings?	Yes/No	Could this affect First Aid Provision?	
4. Is there shift work or out of hours working?	Yes/No	Could this affect First Aid Provision?	
5. In terms of miles and travel distance how far are you from the nearest A&E or MIU Department?		Could this affect emergency treatment?	
6. How many Responders (approx) do you have on site and per shift?		Is this adequate?	
7. Do you need any non clinical staff trained in first aid?	Yes/No	How many more?	
8. Anything else you need to add?			

Revision History

Version	Date	Status	Author	Remarks
7	01/02/14	Final	T Wigram	
8	December 2016	Final	F McNicol	Reviewed no significant changes
8.1	July 2019	Final	F McNicol	Reviewed change from Director of HR to Director of Workforce and no other significant changes