



Safety Policy

First Aid Policy

POLICY STATEMENT

- Phoenix Learning & Care is committed to providing sufficient numbers of First-Aid personnel to deal with accidents and injuries at work, where needs assessment shows this to be necessary, and will ensure appropriate training is provided for and undertaken by appointed First-Aiders in compliance with statutory requirements.
- Phoenix Team Members trained in First-Aid at Work are responsible for providing initial assistance when someone injures themselves or becomes unwell at work.

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CONTENTS

1. Introduction	3
1.1 Outline	3
1.2 Definitions.....	3
2. Responsibilities.....	5
2.1 Managers and Team Members.....	5
2.2 Additional Requirements.....	5
2.3 Travelling/Lone Workers.....	6
2.4 First-Aid kits	6
3. Training.....	7
3.2 First Aid at Work Course Content.....	7
4. First Aid Needs Assessment	8
4.2 Assessing Needs.....	8
4.3 Risk Level and personnel required.....	9
5. Appendices	10
5.1 Appendix 1 - First Aid Needs Assessment.....	11
5.2 Appendix 2 – First Aid Kit.....	13
5.3 Appendix 3 - Precautions First Aiders Should Take	15

1. Introduction

1.1 Outline

- 1.1.1 Phoenix Learning & Care delivers care and education services across a range of settings, resulting in diverse First-Aid requirements.
- 1.1.2 Phoenix has a duty to comply with all regulatory requirements, related to the Health and Safety at Work etc Act [HSWA] 1974, including but not limited to the specific legislation, The Health and Safety (First-Aid) Regulations 1981.
- 1.1.3 Employers have a legal duty to make arrangements to ensure their employees receive immediate attention if they are injured or taken ill at work. The First-Aid at Work, Guidance on Regulations, L74 (Third Edition) amended in 2018 has been consulted to ensure that Phoenix Learning & Care meets this legal duty.
- 1.1.4 This First-Aid Policy describes the key principles and responsibilities underpinning the arrangements for First-Aid at work throughout Phoenix Learning & Care. The policy also recognises the contribution of Mental Health First-Aid training to maintaining positive Mental Health and wellbeing amongst staff.

1.2 Definitions

- 1.2.1 First-Aid is the assistance given to any person suffering a sudden illness or injury, with care provided to preserve life, prevent the condition from worsening, and/or promote recovery.
- 1.2.2 It includes initial intervention in a serious condition prior to professional medical help being available, such as performing CPR whilst awaiting an ambulance, as well as the complete treatment of minor conditions, such as applying a plaster to a cut.
- 1.2.3 Mental Health First-Aid is an extension of the concept of First-Aid to cover Mental Health.

First Aid Role	Description
Appointed Person	A person appointed to take charge of arrangements, including looking after equipment and facilities, and calling the emergency services when required. An appointed person must be available to undertake these duties at all times when people are at work. Appointed persons are not First-Aiders and should not attempt to give First-Aid for which they have not been trained. An appointed person can also provide emergency cover, within their role and competence, where a First Aider is absent due to unforeseen circumstances.
First-Aider	A person who has completed a First-Aid at Work (FAW) or Emergency First-Aid at Work (EFAW) approved by Phoenix Learning & Care. EFAW training enables a First-Aider to give Emergency First-Aid to someone who is injured or becomes ill while at work. FAW training includes EFAW and also equips the First-Aider to apply First Aid to a range of specific injuries and illnesses.
First Aider with additional training	A First-Aider who has undertaken any training additional to the FAW/EFAW or equivalent qualification, as appropriate to the circumstances of the workplace and determined by needs assessment. For example, more in-depth training is advisable in cases where workers are exposed to hazards not commonly found throughout the company, or workers are known to have medical conditions that may need urgent attention.
Health professionals exempt from a qualification in First-Aid	<p>Provided they can demonstrate current knowledge and skills in First-Aid, the training and experience of the following qualify them to administer First-Aid in the workplace without the need to hold a FAW or EFAW or equivalent qualification:</p> <ol style="list-style-type: none"> a. Doctors registered and licensed with the General Medical Council b. Nurses registered with the Nursing and Midwifery Council c. Paramedics registered with the Health and Care Professions Council.

2. Responsibilities

2.1 Managers and Team Members

- 2.1.1 The Chief Executive has overall responsibility for health and safety in Phoenix Learning & Care and has appointed the Director of Nursing as the Senior Manager with particular responsibility to oversee the implementation of this policy throughout the Organisation.
- 2.1.2 Operation Directors and Senior Managers are responsible for ensuring that the requirements of this Policy are effectively implemented in their areas of responsibility.
- 2.1.3 This includes the validation of First-Aid needs assessments carried out in their sectors.
- 2.1.4 The Health and Safety Committee are responsible for producing an up-to-date, clear, written First-Aid policy document as well as ensuring that this is effectively disseminated and regularly reviewed.
- 2.1.5 Heads of Department and Service Managers are responsible for ensuring that the First-Aid Policy is implemented and monitored within their areas of responsibility. In particular they must:
- Carry out an assessment of First-Aid needs appropriate to the circumstances (hazards and risks) of their Service or department/area. To facilitate this task, a checklist for assessment of First-Aid needs is included at Appendix 1.
 - Note that First-Aid needs assessments should be informed by an analysis of accidents which have required a First-Aid response and that this information is obtainable from Phoenix Incident System. The First-Aid needs assessment should also be periodically reviewed
 - Decide how many First-Aiders are required for their department or area depending on the findings of the First-Aid needs assessment. If the decision reached is that First-Aiders are not needed, a person or persons should be appointed to take charge of the First-Aid arrangements.
 - Formally appoint any First-Aiders in writing and submit a copy of this information to the HR Department.
 - HR Dept must also keep a record of First-Aid training and qualifications awarded and the length of time these are valid for
- 2.1.6 The role of an Appointed Person(s) includes looking after the First-Aid equipment and facilities and calling the emergency services when required.

2.2 Additional Requirements

- 2.2.1 Additionally, there are requirements to ensure that:
- 2.2.2 As part of the induction process, all staff and volunteers working in their department/area of responsibility are informed of the nature and location of First-Aid facilities.
- 2.2.3 Staff and/or volunteers with language difficulties or visual impairment are informed of the arrangements for First-Aid.

- 2.2.4 Where appropriate, First-Aid notices are displayed in prominent positions, giving the names of First-Aiders and the location of First-Aid equipment.

2.3 Travelling/Lone Workers

- 2.3.1 Phoenix Learning & Care is responsible for meeting the First-Aid needs of staff and volunteers working away from their main setting, for example those who travel regularly or who work elsewhere. Local needs assessment should determine whether those who travel long distances or are continuously mobile should carry a personal First-Aid kit. Staff and volunteers working alone and/or in remote areas may need special arrangements put in place and additional training as well as being provided with a means of summoning help in an emergency such as a mobile phone.

2.4 First-Aid kits

- 2.4.1 There is no mandatory list of items to be included in a First-Aid container. The decision on what to provide will be influenced by the findings of the First-Aid needs assessment.

Appendix 2 contains a guide from the HSE for contents (where there are no special hazards) and for First-Aid kits for travelling workers. This is the minimum standard for a Phoenix Learning & Care setting.

3. Training

- 3.1.1 The Health and Safety Executive no longer approve the training courses or qualifications of appointed First-Aid personnel. Nationally recognised, regulated qualifications in First-Aid can be obtained from a training centre for Awarding Organisations (AO) and Voluntary Aid Societies such as the Red Cross.
- 3.1.2 Health and Safety Executive state that training can also be carried out in-house as long as the training reflects the contents of the FAW and EFAW qualifications listed in appendices 5 and 6 of The First-Aid at Work Guidance - L 74.
- 3.1.3 Phoenix Learning & Care are responsible, when choosing a training provider to ensure that training providers deliver training with appropriate content, (L74 Appendices 5 and 6), use suitable trainers and assessors and have relevant and robust quality assurance systems in place. (Similar quality standards are expected of all First-Aid training providers including in-house and non affiliated / independent First-Aid training organizations).
- 3.1.4 Locally, the delivery of First-Aid training is dependent on the outcome of needs assessment, numbers of staff requiring training and the availability of personnel and resources.
- 3.1.5 Training is organised via the Learning and Development Department and is normally an in-house delivery of a course meeting L74 standards by an accredited Phoenix Trainer.
- 3.1.6 The Head of People may alternately Commissioning an AO / Voluntary Aid Society to deliver courses in-house for designated services.
- 3.1.7 As mentioned in Section 1 above, Mental Health First-Aid training is designed to assist staff and others to recognise the signs and symptoms which indicate that someone might be heading towards a Mental Health crisis and enable provision of an initial response until a person can access further help.

3.2 First Aid at Work Course Content

- Acting safely, promptly and effectively in an emergency
- Cardiopulmonary Resuscitation (CPR) and the use of an automated external defibrillator (AED)
- Treating an unconscious casualty (including seizure)
- Wounds and bleeding
- Shock
- Minor injuries
- Choking
- Preventing cross infection, recording incidents and actions and the use of available equipment

4. First Aid Needs Assessment

- 4.1.1 HSE do not specify the provision Phoenix Learning & Care should make for first aid as the organisation is best placed to understand the exact nature of the workplace and decide what is we need to provide.
- 4.1.2 The Regulations do not require employers to provide first aid, for anyone other than their employees. However, given the nature of Phoenix Learning & Care's business it is important to give consideration to service users, members of the public and contractors when assessing the need for first aid.
- 4.1.3 First aid provision must be 'adequate and appropriate in the circumstances'. This means that you must provide sufficient first aid equipment (first aid kit), facilities and personnel at all times.
- 4.1.4 In order to decide what provision is required each Service Manager or Head of Department must undertake a first-aid needs assessment. This assessment should consider the circumstances of the workplace, workforce and the hazards and risks that may be present. The findings will help managers decide what first-aid arrangements you need to put in place.

4.2 Assessing Needs

- 4.2.1 In assessing your first-aid needs consider:
- The nature of the work you do
 - The workplace hazards and risks (including specific hazards requiring special arrangements)
 - the nature and size of your workforce
 - the work patterns of your staff
 - holiday and other absences of those who will be first-aiders and appointed persons
 - The history of accidents, where do they happen and how often.
- 4.2.2 Service Managers will also need to consider:
- The needs of travelling, remote and lone workers
 - The distribution of your workforce
 - The remoteness of any of your sites from emergency medical services
 - Whether your employees work on shared or multi-occupancy sites
 - First-aid provision for non-employees (e.g. members of the public).

4.3 Risk Level and personnel required

4.3.1 Most Phoenix Learning & Care premises sit between the HSE definitions of “Low” and “Higher” therefore in terms of needs assessment Managers will use guidance of:

No. Employees:	Less than 5	5 to 50	Over 50
Minimum Provision:	1 EFAW	1 EFAW	1 FAW for every 50
No. People we support:	Less than 30	30 to 70	Over 70
Minimum provision:	1 EFA	2 EFA	3 EFA

4.3.2 Exceptions exist where specific regulatory requirements are apply, e.g. education settings. Please ensure the specific regulations are adhered to in these cases.

5. Appendices

5.1 Appendix 1 - First Aid Needs Assessment

Location:		Date:	
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Team Members (day)		Team Members (night)		People we support	
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Accident and Injury History

Examine Previous 12 Months

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Additional Hazards or Considerations:

Lone Workers		Mobile Workers		Workers with Allergies	
Isolated Worker		Inexperienced Workers		Medical Conditions	
Isolated Service		Use of Chemicals		OTHER	

Examine Previous 12 Months

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Any additional risks not already detailed that influence First Aid Needs?

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Name of Local A&E Department:

Distance from Service to Local A&E:

--

First Aid Kit

How many First Aid Kits required:		Are standard contents suitable:	Y/N
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If No state what additions required

If No what is required

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First Aiders with additional training

Does the location require First Aiders to have additional training due to the additional hazards or considerations?
Please list the reasons if YES.

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First Aid Personnel	Required (Y/N))	*Number Needed *On shift*		Other Considerations
		D	N	
Appointed Person				
EFAW				
EFAW with additional training				
FAW				
FAW with additional training				

Number of Trained First Aid Team Members to meet Needs assessment				
	EFAW	FAW	EFAW (additional)	FAW (additional)
Totals required				
Current Numbers				
Shortfall				

(Numbers to take into account Holidays/Sickness etc)

Any additional arrangements required?	

Assessment completed by:	
Role:	
Date:	

5.2 Appendix 2 – First Aid Kit

5.2.1 There is no mandatory list of items to be included in a first-aid Kit. The decision on what to provide will be influenced by the findings of the first-aid needs assessment.

5.2.2 As a guide, the minimum stock of first-aid items in Phoenix are:

ITEM	NUMBER
Guidance card	1
Individually wrapped sterile adhesive dressings	20
Sterile eye pads, with attachment	2
Triangular bandages	6
Safety pins	6
Medium sized sterile un-medicated dressings	6
Large sterile un-medicated dressings	2
Extra large sterile un-medicated dressings	3
Ligature Knife	1

5.2.3 Where sterile water or sterile normal saline in disposable containers needs to be kept near the First Aid box because tap water is not available, at least the following quantity should be kept:

- Minimum container size: 300ml
- Minimum amount 900ml

5.2.4 Travel first aid kits should contain, as a guide, the following:

ITEM	NUMBER
Card giving general first aid guidance	1
Individually wrapped sterile un-medicated adhesive dressings	6
Large sized sterile un-medicated dressing	1
Triangular bandages	2
Safety pins	2
Individually wrapped moist cleaning wipes	2

FIRST AID KIT CONTENTS CHECKLIST

ITEM	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Guidance Leaflet												
20 Sterile assorted plasters (INDIVIDUALLY WRAPPED)												
2 Sterile eye pads												
4 Triangular bandages (INDIVIDUALLY WRAPPED)												
6 Med sized sterile un-medicated wound dressings (INDIVIDUALLY WRAPPED)												
2 Large sterile dressings												
Disposable gloves												
Safety pins												
Sterile wipes												
Ligature Knife												
Date												
Initials of person checking												

5.3 Appendix 3 - Precautions First Aiders Should Take

5.3.1 First Aiders must always take the basic hygiene precautions which are part of standard first aid procedures to reduce the risk of contracting or transmitting infections, and conditions such as AIDS, Hepatitis B, Typhoid etc

5.3.2 The following are examples of the necessary precautions:

- Always wash hands before and after treating casualties.
- Always, before treating any casualty, cover any exposed cuts or abrasions you have with a waterproof dressing. When treating a wound, if you are suffering from skin disease, chapping or an open or unhealed wound of the hand which cannot sensibly be covered with waterproof dressings, you should wear disposable gloves. After use, these gloves must be disposed of and your hands must be washed with soap and water thereafter.
- Whenever blood has to be cleaned up, always wear disposable plastic gloves and an apron, and use paper towels.
- After use for such purposes, these items must be placed in plastic bags and disposed of safely, preferably by incineration at an authorised incinerator or disposal via a clinical waste disposal contract.
- Soiled clothing should be washed or cleaned in the normal way.
- Any area where blood has been spilt should be disinfected using approved disinfecting solution at the correct dilution taking care to protect exposed skin.
- The process should be as follows:
 - soak some paper towels in the disinfecting solution;
 - place the soaked towels over the spillage;
 - leave on the spillage as directed on the instructions for use of the disinfectant, if no instruction is given, leave for 30 minutes;
 - mop up spillage with the towels;
 - destroy the towels as described above;
 - dry the washed area with more paper towels which should then be disposed of in the same manner.
- Where hands and any exposed skin has been in contact with another person's blood, wash in soap and water.
- Always wash as soon as possible in clean tap water if the lips, mouth, tongue or eyes are in contact with another person's blood and then seek medical service.
- If a cut or puncture wound is received when treating a casualty always wash thoroughly afterwards and then seek medical advice.

- Give mouth-to-mouth resuscitation if judged necessary in any accident. Never withhold it in an emergency when another person's life may be at risk. No case of infection has been reported from any part of the world as a result of giving mouth- to-mouth resuscitation.
- Mouthpieces maybe used for resuscitation, but the type known as 'rigid airways' maybe used only by First Aiders who have had special training in their use.