First Aid Procedure

Health and Safety

Introduction

The Health and Safety (First-Aid) Regulations 1981 set out the essential aspects of first aid that employers have to address for employees. With regard to others who are not employees, such as the people we support, the Health and Safety Executive expects that their first aid needs are considered at the same time as those of employees.

When people who work for, or who receive services, from Salutem suffer injuries or fall ill it is important that they receive immediate attention and that an ambulance is called in serious cases. First aid can save lives and prevent minor injuries becoming major ones. This policy covers the arrangements that need to be made to ensure this happens, that is, the initial management of any injury or illness suffered at work. It does not include giving of tablets or medicines to treat illness.

First aid is defined as a case where a person will need:

- Help from a medical practitioner or nurse
- Treatment for the purpose of preserving life and minimising the consequences of injury and illness until such help is obtained
- Treatment of minor injuries which would otherwise receive no treatment or which do not need treatment by a medical practitioner or nurse.

All Salutem's locations/education provisions and associated activities must always have adequate and appropriate first aid arrangements. Anyone who requires assistance having become injured or unwell should be assisted by the nearest available appointed person or trained first aider.

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Document Control

Initial purpose and scope of the new policy/procedure agreed by:	**Chief Quality Officer**
Sponsor Technical review carried out:	**Group Head of Regulatory Quality Compliance and Policy (DPO)**
Final Information Governance quality check carried out:	**Quality Assurance Inspection & Regulation Director**
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Department responsible:	Quality

In addition to this policy, local authorities and other commissioners may have their own policies, procedures and guidance which Services must comply with. These policies should complement this policy.

However, there may be additional requirements put in place by local authorities and other commissioners and these must be adhered to. Changes must not be made to Salutem's policies and procedures without corporate approval but, where needed, local procedures should be developed to accompany these.

EQUALITY AND DIVERSITY STATEMENT

The Salutem Group is committed to the fair treatment of all in line with the Equality Act 2010. An equality impact assessment has been completed on this policy to ensure that it can be implemented consistently regardless of any such factors and all will be treated with dignity and respect.

1. Assessing first aid needs

First Aid Needs Assessment

Every location/education provision where Salutem employees work must have a completed and up to date First Aid Needs Assessment which outlines the first aid needs appropriate to the circumstances of that workplace.

The needs assessments must be reviewed at least annually and when changes are made to the personnel or working environment.

How much first aid provision is required depends on the circumstances of each workplace. There is no fixed level.

Managers/Head/Principal of locations/education provisions must assess what equipment, facilities and personnel are appropriate using the **First Aid Needs Assessment Form in Appendix 1**.

Where there is more than one manager at a location, one manager may take responsibility for first aid provision for all personnel. In these cases, a full exchange of information between managers about the hazards and risks involved must take place to ensure that the shared provision is adequate. All managers/head/principals must agree the arrangements and all staff must be kept informed.

While a First Aid Needs Assessment will ultimately determine the appropriate number of trained staff and the type of first aid equipment required at each location, Salutem recommends the following baseline provisions to ensure a consistent and proactive approach to health and safety:

- 1-50 employees: At least 1 first aider trained in emergency first aid (EFAW).
- 51-100 employees: At least 2 first aiders.
- For every additional 100 employees, add 1 more first aider.

Where a needs assessment identifies a need for people to be available for rendering first aid, the manager/head/principal must ensure that they are provided in the numbers required and at appropriate locations/education provisions to enable first aid to be administered without delay.

Mental Health First Aiders

Mental Health First Aiders (MHFA) play a vital role in promoting emotional wellbeing and supporting a psychologically safe working environment. Their primary purpose is to act as a first point of contact for colleagues experiencing mental health challenges, offering non-judgemental support, reassurance, and signposting to appropriate professional help. To fulfil this role

effectively, all MHFAs are required to complete a recognised Mental Health First Aid training course, which provides them with the skills to identify early signs of mental ill-health, approach conversations sensitively, and respond appropriately in crisis situations. Ongoing development and support for MHFAs is encouraged to ensure they remain confident, knowledgeable, and resilient in their role.

The number of mental health first aiders needed often depends on workplace size, but the recommendations are more flexible compared to physical first aid.
Medium workplaces (10-50 employees):

- 1-2 employees trained in MHAW is a good starting point. For larger companies within this size, you might consider one mental health first aider for every 50-100 employees.

- For every 100 employees, at least 1 mental health first aider is recommended. If your business is high-pressure or has known mental health challenges (e.g., customer-facing roles, shift work), you may want to add more.

2. Fulfilling the first aid needs from the assessment

Every location/education provision must have adequate numbers of appointed persons and/or trained first aiders assigned at all times during working hours according to the findings of the needs assessment. Staff working with children and young people must have adequate paediatric first aid training, in line with relevant regulations.

Appointed Persons

Appointed persons are named individuals who take charge of the first aid arrangements, including looking after the equipment, facilities and calling the emergency services when required. Appointed persons must receive training to understand their role and responsibilities.

Managers/head/principal must make arrangements for an appointed person(s) to be available to undertake these duties at all the times indicated as required by the needs assessment. Appointed persons may also provide emergency cover where a first-aider is absent due to exceptional, unforeseen circumstances but not for foreseeable absence such as annual leave.

At Salutem, all individuals designated as First Aid Appointed Persons are required to complete appropriate training to ensure they understand their responsibilities and can act confidently in the event of an emergency. While Appointed Persons are not required to hold a full first aid qualification, they must be equipped to take charge in situations where first aid is needed,

including calling emergency services and maintaining first aid equipment. Training should cover the basics of emergency response, communication protocols, and the management of first aid resources. Refresher training is recommended at regular intervals to maintain awareness and competence in this important supporting role.

First Aiders

First aiders in the workplace must hold a valid certificate of competence from a recognised first aid at work (FAW) or emergency first aid at work (EFAW) course. Details of training and courses are available in **Appendix 2**. FAW training equips the first aider to apply first aid to a range of specific injuries and illnesses where as EFAW enables a first aider to give emergency first aid to someone who is injured or becomes ill at work. Local specific safety hazards such as work equipment may also be included. Certificates are valid for three years. Managers/Head/Principal must arrange for refresher training to be completed before certificates expire. Where retraining has not been completed within 28 days of the expiry date, the individual will need to undertake a full course to be re-established as a first aider. Managers/Principal/Head should keep a record of first-aiders and certification dates to help with the timely arrangement of further training. Reference certificates must be available and stored on the L&D training platform.

All qualified first-aiders undertake annual refresher training during any three-year FAW/EFAW certification period. This will help qualified first-aiders maintain their basic skills and keep up-to-date with any changes to first-aid procedures. First-aiders should also be encouraged to regularly review their course manual and any other instructional materials and have allocated time to do this.

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Availability of First Aid Personnel

Managers/Head/ Principal must be aware that the First Aid at Work Regulations require a constant availability of first aid personnel (in line with the needs assessment) whilst workers are present. They need to ensure such cover is provided for annual leave, varying working hours/patterns including weekend working, nights and public holidays.

Managers/Head/Principal also need to ensure that where existing personnel are no longer able to fulfil their first aid role, for example change of role, work-base or having left the organisation, that replacement personnel are identified and trained.

All first aid personnel should be encouraged to receive the Hepatitis B inoculation without cost to them.

First Aid Materials, Equipment and Facilities

The Manager/Head/Principal must provide the materials, equipment and facilities needed to ensure that the level of cover identified as necessary will be available to staff at all relevant times. This will include ensuring that first-aid equipment, suitably marked and easily accessible, is available in all places where working conditions require it.

- **First Aid Kits**

  Each Manager/Head/Principal must provide at least one fully stocked first aid kit for each site within their area of responsibility. In shared locations/education provisions this responsibility should be undertaken by the Manager/Head/Principal with responsibility for the facility. However, individual Managers/Head/Principal must check to confirm this.

  Additional first aid kits will be needed for split-sites/levels; distant recreational/ sensory areas and any off-site activities. Using this information, Managers/Head/Principal should assess their own locations/education provisions and activities to determine the number of required first aid kits.

  First aid kits must be prominently situated, if possible, near to hand washing facilities and be easily accessible. All first aid kits must be identified by a white cross on a green background. They should protect first aid items from dust and damp and must only be stocked with items useful for giving first aid. There is no mandatory list of items for a first aid kit. However, the Health and Safety Executive (HSE) recommend, where there is no special risk identified, a minimum provision of first aid items. This can be found in **Appendix 3: First Aid Kit Contents**.

  Each Manager/Head/Principal with responsibility for first aid should identify the person or persons responsible for examining the contents of first aid kits. First aid kits must be checked frequently (at least monthly) and restocked as necessary, or where items are damaged or are past their sell-by date. Checks must be recorded using the First Aid Kit Checks Record (part of your local Health and Safety Arrangements Folder). Access to the first aid kit should normally be through the first aider or appointed person. The contents of the first aid kit should usually only be used by those trained in giving first aid. In the absence of these people, employees and volunteers should still be able to use the products within the first aid kit. Anyone who uses the first aid kit should record what they have used so it can be replaced.

All accidents and incidents requiring first aid treatment, even when self-administered, must be reported in line with the **Accident and Incident Management Procedure**.

- **Personal or Travelling First Aid Kits**

Where the Needs Assessment indicates that Personal or Travelling First Aid kits are to be provided for staff working away from Salutem sites, for example, staff who lone work or where travel forms a significant part of their work routine. These can be sited in Salutem vehicles or given to personnel who drive their own vehicles. Once such first aid kits are issued it is important to ensure that they are reissued when required and that the staff issued with them are informed that they must report all occasions when they needed to use the first aid kit.

The Road Traffic Act 1986 specifies that all minibuses must have a first aid kit that is readily available for use and prominently marked as a first aid kit. There must also be a sign indicating where the first aid kit is located. They specify that the first aid kit must contain certain items detailed in **Appendix 3: First Aid Kit Contents**.

- **Tablets and Medicines**

First aid does not include giving tablets or medicines to treat illness. The only exception to this is where aspirin is used when giving first aid to a casualty with a suspected heart attack in accordance with currently accepted first-aid practice. Tablets and medicines must not be kept in first-aid kits. Some people carry their own medication that has been prescribed by their doctor (for example, an inhaler for asthma). If an individual needs to take their own prescribed medication, the first aider's role is generally limited to helping them do so and contacting the emergency services as appropriate.

- **First Aid Rooms**

Managers/Head/Principal must provide a suitable first-aid room or rooms where the First Aid Needs Assessment identifies this as necessary. The first-aid room(s) should contain essential first-aid facilities and equipment, be easily accessible to stretchers and be clearly signposted and identified. Ideally, the room(s) should be reserved exclusively for giving first aid. A designated person should be given responsibility for supervising it. It

should be noted that First aid rooms are usually only necessary in a high-risk environment e.g. working with hazardous chemicals etc.

The Education (School Premises) Regulations1996 requires schools to have a suitable room that can be used for medical or dental treatment when required and for the care of students during school hours. This facility does not necessarily have to meet the requirements of a first aid room and only requires a wash basin and nearby WC.

- **Automated external defibrillators**

  Where it is decided that this equipment would be required it is important to note the following:

  - Staff who may be required to use them should be trained in their use; training is available from the Resuscitation Council UK www.resus.org.uk
  - They should be checked regularly to ensure they have not been tampered with or otherwise damaged
  - Checks should also be made to ensure the expected life span of the equipment, especially the battery, has not expired

3. First aid information and awareness

All staff, volunteers and the people we support, where applicable, must be aware of the local arrangements for first aid, including the identification of the first aider, or appointed person; the location of the first aid kit and how to alert/notify the first aider, or appointed person. Records must be available to validate this.

Local Health and Safety Arrangements Document

First aid arrangements operate efficiently in an emergency anywhere they are known, that arrangements are understood and accepted by everyone in the workplace. The Local Health and Safety Arrangement Document includes a section on First Aid. This must detail first aid provision and explain how staff and volunteers will be told the location of first aid equipment, facilities and personnel. It must also identify who will provide relevant first aid information to new staff and volunteers.

First Aid Information

A simple method of keeping staff informed is by displaying first aid notices. The information needs to be clear and easily understood. Managers/Head/Principal must ensure that those with reading and language difficulties are also kept informed for example:

- Visually impaired employees/volunteers could be informed by a -recorded message or communications in Braille
- Employees or volunteers with language difficulties could be informed by means of translated first aid notices

Notices must be designed and worded carefully to ensure that the information is explained effectively to staff and volunteers. At least one notice in a prominent position at each location , including the base for travelling staff, which must give enough opportunity for staff and volunteers to see the information.

Induction Training

The inclusion of first aid information in the workplace induction training will help ensure that new staff and volunteers are made aware of the first aid arrangements.

Managers/Head/Principal must ensure that staff and volunteers know where the first aid kit is located. Where practical, Managers/Head/Principal should put in place first aid symbols/signs directing staff and volunteers to the first aid kit and to other medical equipment. Where this is not possible Managers/Head/Principal must ensure that all staff including agency staff and volunteers are shown the location of the first aid kit as part of their local workplace induction. Training must be renewed every three years physically and each year through Salutem eLearning platform.

4. Reporting

Accidents and incidents

Any accidents or incidents which require the provision of first aid must be reported in line with Salutem's **Accident and Incident Management Procedure**.

Recording of first aid provided

A record must be kept of incidences which first-aiders and appointed persons attended. The information to be recorded should include:

- Date, time and place of the incident

- Name and job of the injured or ill person

Details of the injury/illness and what first aid was given

- What happened to the person immediately afterwards (for example went back to work, went home, went to hospital)
- Name and signature of the first-aider or person dealing with the incident.

This information can be used for reference in future first-aid needs assessments and reviews.

Version Control

This is a controlled document. As a controlled document, any printed copies of this document, or saved onto local or network drives should be actively monitored to ensure the latest version is always available.

Version Number	Date	Status	Changes
V1.0	December 2023	Published	
V1.1	February 2025	Reviewed	Reviewed with changes made to staff training and the inclusion of mental health first aiders.