



Health and Safety Management Standard

Section 9 – First Aid

Management Standard 9 – First Aid

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Further guidance on this matter can also be obtained from the Health and Safety Unit,
Telephone No. 01698 332282

Management Standard 9 – First Aid

1. Introduction

The Health and Safety (First Aid) Regulations 1981, commonly called the First Aid at Work Regulations, place a general duty on employers to make, or to ensure, there is adequate first aid provision for their employees should they become injured or ill whilst at work. There is also a duty to inform employees of the arrangements made under these regulations.

It should be noted that the annual first aid allowance set out in the Conditions of Service will be paid to employees who are authorised by Services to act as First Aiders and who hold a current valid First Aid at Work Certificate issued in accordance with the Health and Safety Executive's guidance on course content and delivery. There is no payment associated with the role of Emergency First Aider or Appointed Persons.

2. Statement

The Council will meet the requirements of the Health and Safety (First Aid) Regulations 1981, by providing an appropriate level of first aid provision in keeping with the risks identified within each particular area of operation.

Assistant Chief Executives will ensure arrangements for first aid provision are in place in all areas of operation for which they are responsible. Arrangements will include:-

- a) The provision of adequate and appropriate equipment and facilities to enable first aid to be given to employees if they are injured or become ill at work.
- b) The appointment of an adequate number of first aid responders for rendering first aid to employees if they are injured or become ill at work.
- c) The provision of training and specialist training, if necessary, to ensure that first aid responders are competent to deal with foreseeable first aid incidents.
- d) The provision of information to employees of the first aid arrangements in place at their place of work.

Each Service will set up a system to monitor first aider related qualifications and ensure that those nominated to contribute to any first aid response undergo retraining within a three year period.

Where two or more Services of the Council are located in a building, the Service with the most employees will co-ordinate the first aid arrangements, ensuring that the relevant number of first aid responders have current and appropriate qualifications, that adequate facilities are provided and maintained, and that suitable notices are displayed informing employees of the arrangements.

3. Definitions

- First Aid is - 'In cases 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'.
- First Aider is - 'A person who holds a current first aid at work certificate issued by an organisation training and assessing in accordance with Health and Safety Executive (HSE) guidance.
- Emergency First Aider is – 'A person holding a current Emergency First Aider certificate issued by an organisation training and assessing in accordance with Health and Safety Executive guidance'.
- Appointed Person is - 'An appointed person is a person provided by the employer to take charge of the situation (e.g. to call an ambulance), if a serious injury/illness occurs in the absence of a first aider or emergency first aider. The appointed person can render emergency first aid if trained to do so. Ideally, the appointed person should be trained in basic first aid.
- First Aid Responder is – 'A person forming part of the local response team for first aid emergencies. Those individuals will hold a first at work certificate, an emergency first aid certificate or the status of appointed person'.
- Specialist Equipment – 'This relates to equipment and materials that would not normally be used during basic first aid training. Equipment such as epi-pens, defibrillators and stretchers are examples of such equipment'.

4. Assessment of First Aider/Appointed Persons Numbers

(a) Principles of Assessment

The provision of first aiders should not be based on numerical factors alone (e.g. one first aider per 50 employees), instead it is essential that the risks associated with the area of operation are examined and an assessment made of the probabilities that a major accident will occur, for example:

1. A small stand alone office with 12 people working in it will have a low risk and thus, there will not be a need for first aiders, instead appointed persons can be used to provide an appropriate level of first aid cover;
2. In a large window factory where there is an increased risk of serious injury, then qualified first aid cover will be required. The numbers of first aiders will depend on the shift patterns, number of employees, layout of the factory (large area may mean First Aider is not close at hand), and other operational factors;
3. Working in a home for the elderly with a maximum of 10 staff on duty at any one time there is a low risk of serious injury. The regulations would perhaps suggest that appointed persons would provide suitable first aid cover. However, in this case, it is important to also consider the client group in the assessment of risk, in this instance, it would suggest that at least one first aider may be required on every shift.

Each Service should, therefore, develop an approach to first aid provision that will take all factors into account and provide first aid cover that will meet the legal obligations on the Authority and also the moral obligations to those in the care of the Council.

Provision of first aiders, etc., should also allow for planned absence for first aiders (e.g. training courses, holidays, etc.), and take into account flexitime working arrangements.

Guidance from the HSE indicates that the employer has to provide, as a minimum, an appointed person at all times when employees are at work, this is then to be supplemented depending on the risks identified. It outlines, as a guide, that in areas of low hazard, an employer should consider the need for one trained first aider, during normal working hours, for every 100 employees (or part thereof).

The guide gives further advice on the assessment of first aid provision. Appendix 1 of this document contains an extract from the Code of Practice that may prove useful in undertaking Service assessments of first aid provisions.

A first aid risk assessment form (HSF16) is available to use for this purpose and can be downloaded from the first aid pages of Connect.

(b) Employees Working Away from Employers Premises

Where employees are sent away from their normal workbase, the line manager must still ensure adequate and appropriate first aid provision is made for those employees. Again this will depend on the assessment of the work activity and the associated risks, for example:-

1. Where there are peripatetic employees working in an urban area engaged in relatively low risk work (e.g. deliveries of non hazardous products), then no additional provision may be required to supplement the permanent provision at the work base.
2. Where, however, employees regularly work away from the employer's establishment in isolated or remote areas, then additional provision may be required. This may simply be the provision of first aid equipment and, depending on the nature of the task, additional first aid training.

(c) Employees of More than One Service Working Together

Where employees of more than one Service work together, then an agreement can be made between the Services to provide suitable first aid cover for all persons at that establishment. In this situation, it is important that one Service is appointed as the co-ordinator in order to ensure a continued provision of first aid cover, keeping all records and ensuring all the required training is undertaken. This responsibility would normally fall to the Service with the largest number of employees at that establishment.

(d) First Aid at Special Events/Excursions

Where a Service is organising a special event where there will be an increased number of persons or indeed an increase in the risk associated with the activities at the events, then additional first aid cover may be required and this additional risk must be assessed and the level of first aid cover adjusted as appropriate.

(e) First Aid Responder Mix

Some first aid situations are best dealt with by two trained persons, so in some circumstances it may be appropriate to appoint a mix of first aiders, emergency first aiders and/or appointed persons. This would depend on the risks identified during the risk assessment process. It is important to consider planned leave, shift patterns and other circumstances when establishing the numbers and types of first aid responders required to ensure agreed cover is provided at all times employees are present.

5. Recruitment and Selection of First Aiders

It will be necessary from time to time to recruit and appoint new first aid responders. Employing Services should consider:-

- Availability during the working day.
- The demands and nature of the first aid cover.
- The personal attributes required (e.g. reliability, likely to remain calm in an emergency).
- Ability to deal with incidents in a physically demanding location (e.g. suitable personal fitness).

In order to assist in the selection of first aid responders, line managers should consider the following simple questions:

- Is this something the candidate can enjoy and be passionate about?
- Are they a good communicator and do they enjoy interacting with others?
- Do they have the confidence and reliability to cope with an emergency?

Serious occurrences where critical first aid training is needed are rare, but they do happen. A first aider has to be prepared to manage the situation at hand.

Written records of the appointment and training of first aider responders should be kept and a system put in place to ensure regular retraining takes place.

6. Use of Nurses/Paramedics and Doctors as First Aiders

Often nurses or paramedics are quoted as the first aiders for establishments. There is scope to use these individuals as part of the first aid response team if they are able to demonstrate current knowledge and skill in first aid.

Nurses can only be considered as first aiders where they meet the following criteria:-

- They are nurses registered with the United Kingdom Nursing and Midwifery Council.

Paramedics can only be considered as first aiders if they meet the following criteria:

- They are registered with the Health and Care Professions Council

Similar exemptions also exist for doctors registered and licensed with the General Medical Council.

7. Training Requirements

First Aider

A first aider must be trained in accordance with the guidance issued by the HSE. A first aid course will normally take three days and after a successful examination, will result in the awarding of the 'First Aid at Work' certificate.

A first aider is required to undertake a one day refresher course within three years. Should the certificate be allowed to lapse, then a three day course must be undertaken.

Emergency First Aider

An emergency first aider will hold a certificate issued in accordance the guidance issued by the HSE having attended a one day course.

An emergency first aider will require to attend a one day refresher course every three years.

Appointed Person

An appointed person should also attend a certificated course with a minimum of four hours contact time. Retraining should take place every three years.

Ongoing training

The HSE guidance indicates that every effort should be made to allow those participating in first aid response arrangements to attend half day refresher events every year. The nature of this ongoing training can be varied and Services can create their own ongoing training schemes that reflect the operational needs of the organisation. Such proposals should be discussed with the relevant Service health and safety team.

In some circumstances refresher training linked to specialist equipment is likely to be required every 3 to 6 months e.g. Automatic External Defibrillators (AED).

8. Provision of First Aid Rooms

First aid rooms may be required where there is a high risk from hazards associated with the operations of the Service. When a first aid room has been established, it must only be used as such. It cannot be used as a tea room or a rest room for pregnant or nursing mothers. It may, however, be used as a health screening room.

There should be a suitable person made responsible for the room and its contents. The room should be large enough for persons to work round a couch and it should allow the easy access and egress of wheelchairs and stretchers. In addition, it should be located close to the access point for the emergency services and contain washing facilities, drinking water and suitable refuse disposal arrangements.

Suitable incident recording systems (e.g. Internal Incident Report Form (HSF1)), should be in place and provision made for the appropriate storage of first aid materials and blankets, etc. Recording of the treatment given should also take place (HSF49).

9. First Aid Boxes

First aid boxes which are to form part of an establishment's permanent first aid provision, should only contain items that the first aid responder has been trained to use (See Appendix 2). The first aid box should be made of a suitable material and clearly marked as a first aid box. This should be a white cross (+) on a green background. Consideration should be given to providing first aid boxes in vehicles operated by the Council.

The first aid box should be readily accessible and clearly visible. If the box is to be stored in a cupboard, then that cupboard should also have a sign, that sign being a white cross on a green background (first aid sign).

A nominated person, for example, first aider, emergency first aider or appointed person must check all first aid boxes on a regular basis to make sure they are suitably stocked.

Sample signage can be downloaded from the first aid pages of Connect.

10. First Aid Treatment

Guidance on first aid treatment should be available at every establishment.

A record will be kept of all first aid treatment given by a first aid responder. This record should include the following:

- Name/Address/Occupation of Injured Person.
- Description of Incident to include Time and Place.
- Description of Injuries.
- Description of Treatment.
- Record of Advice Given or Further Action Taken.

HSF49 – “First Aid – Treatment Record Card” has been made available for use by first aid responders. First aid responders should also be aware of the need for the injured person's line manager (or in the case of non employees the service manager) to complete the Incident Report Form (HSF1).

The manager must also consider the need to report the incident to the HSE in order to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations. AS7 – Incident Reporting gives guidance on this matter. To this end, first aid responders should ensure that the employee's line manager is aware of the incident. In the case of clients/service users, the head of the establishment or appointed deputy must be informed to allow the completion of the appropriate incident forms.

11. Specialist Training

In some circumstances it will be necessary for first aid responders to receive training on specialist items of first aid equipment or locally relevant medical conditions.

Medical Conditions

Occasionally there will be a need to learn more about specific conditions affecting employees or other service users. This could be linked to allergies or perhaps conditions such as epilepsy or diabetes.

Emergency Equipment

There will also be circumstances where additional emergency equipment will be introduced to the workplace. In these circumstances the first aid response team will need to be made familiar with the operation of this equipment if there is an expectation that they may be asked to operate it.

This might include defibrillators, spinal collars, evacuation chairs or spine boards

Refresher training will also need to be organised in respect of any provision made in connection with these elements

12. Duty to Inform Employees

All establishments of North Lanarkshire Council will have a copy of the Service's procedures for first aid. These procedures will be drawn to the attention of all employees during induction training and also at regular intervals thereafter.

To supplement this, every establishment will display a suitable notice indicating who the responsible persons are for first aid, how to contact them, and where the first aid boxes are kept. In addition to this information, other local or specialised information should also be provided. The location of the first aid kit should be identified with a first aid sign (white cross on a green background). This should be affixed to the relevant office and cupboard doors.

An example of a suitable notice is included in Appendix 3.

An information sheet designed to assist with the provision of information to employees is provided within appendix 4.

Assessment Criteria

The following criteria reflects the Health and Safety Executive Guidance 2013 edition

Factor to consider	Impact on first-aid provision
<p>Hazards (The findings of the general risk assessment and other local conditions will help create the most appropriate first aid provision for each workplace. HSF16 can be used to formulate and record this risk assessment process).</p>	
<p>Does your workplace have low-level hazards such as those that might be found in offices and shops?</p>	<p>The minimum provision is:</p> <ul style="list-style-type: none"> - an appointed person to take charge of first-aid arrangements; - a suitably stocked first-aid box.
<p>Does your workplace have higher-level hazards such as chemicals or dangerous machinery?</p>	<p>You should consider:</p> <ul style="list-style-type: none"> - providing first-aiders; - providing suitably stocked first-aid box; - precise location of first-aid equipment; - providing a first-aid room; - informing the emergency services of specific hazards etc in advance.
<p>Do your work activities involve special hazards such as hydrofluoric acid or confined spaces?</p>	<p>You should consider:</p> <ul style="list-style-type: none"> - providing first-aiders; - additional training for first-aiders to deal with injuries resulting from special hazards; - additional first-aid equipment; - precise location of first-aid location; - providing a first-aid room; - informing the emergency services of specific hazards etc in advance.

Employees	
Factor to consider	Impact on first-aid provision
How many people are employed on site?	<p>Where there are small numbers of employees, the minimum provision is:</p> <ul style="list-style-type: none"> - an appointed person to take charge of first-aid arrangements; - a suitably stocked first-aid box. <p>Where there are large numbers of employees, i.e. more than 25, even in low-hazard environments, you should consider providing:</p> <ul style="list-style-type: none"> - first-aiders; - additional first-aid equipment; - a first-aid room.
Are there inexperienced workers on site, or employees with disabilities or particular health problems?	<p>You should consider:</p> <ul style="list-style-type: none"> - additional training for first-aiders; - additional first-aid equipment; - Local siting of first-aid equipment. <p>Your first-aid provision should cover any work experience trainees.</p>
Accidents and ill-health record	
<p>What is your record of accidents and ill health?</p> <p>What injuries and illness have occurred and where did they happen?</p>	<p>Ensure your first-aid provision will cater for the type of injuries and illness that have occurred in your workplace. Monitor accidents and ill health and review your first-aid provision as appropriate.</p>
Working arrangements	
Do you have employees who travel a lot, work remotely or work alone?	<p>You should consider;</p> <ul style="list-style-type: none"> - issuing personal first-aid kits; - issuing personal communicators/mobile phones to employees.
Do any of your employees work shifts or out-of-hours?	You should ensure there is adequate first-aid provision at all times people are at work
Are the premises spread out, e.g. are there several buildings on the site or multi-floor buildings?	You should consider the need for provision in each building or on each floor.

Factor to consider	Impact on first-aid provision
Is your workplace remote from emergency medical services?	<p>You should:</p> <ul style="list-style-type: none"> - inform the emergency services of your location. - consider special arrangements with the emergency services; - consider emergency transport requirements.
Do any of your employees work at sites occupied by other employers?	You should make arrangements with other site occupiers to ensure adequate provision of first aid. A written agreement between employers is strongly recommended.
Do you have sufficient provision to cover absences of first-aiders or appointed persons?	<p>You should consider:</p> <ul style="list-style-type: none"> - what cover is needed for annual leave and other planned absences; - what cover is needed for unplanned and exceptional absences.
Non-employees	
Do members of the public of non-employees visit your premises?	Under the Health and Safety (First-Aid) Regulations 1981, you have no legal duty to provide first aid for non-employees but HSE strongly recommends that you include them in your first-aid provision.

Contents and Selection of a First Aid Kit

There is no mandatory list of items which should be included in a first aid kit. This should be determined from information gathered during the assessment of first aid needs. A **minimum stock** of first aid items would generally be:

- Guidance card.
- Twenty individually wrapped sterile self adhesive dressings of an appropriate size and appropriate to the area of work.
- Two sterile eye pads with attachments.
- Two individually wrapped triangular bandages.
- Six safety pins.
- Six medium sized individually wrapped sterile unmedicated wound dressings approximately 12cm x 12 cm.
- Two large individually wrapped sterile unmedicated wound dressings approximately 18cm x 18cm.
- Three pairs of disposable gloves (non latex).

Where no mains water is available, then a litre of sterile water (0.9% Saline) in sealed disposable containers should also be provided for the purpose of eye irrigation.

Suitable provision of disposable plastic gloves and aprons should be made.

First aid kits for use in a passenger carrying vehicle (PCV) must contain the following as a minimum:

- 10 Alcohol free wipes
- 1 conforming disposable bandage (7.5cm wide)
- 2 triangular bandages
- 24 plasters
- 3 large unmedicated ambulance dressings
- 2 sterile eye pads
- 12 assorted safety pins
- 1 pair of rust less blunt end scissors

The following quantities for first aid kits are suggested by BS8599:


Item Description	Small	Medium	Large	Travel
Guidance card and contents list	1	1	1	1
Medium dressing	4	6	8	1
Large dressing	1	2	2	1
Triangular bandage	2	3	4	1
Safety Pins	6	12	24	2
Sterile eye	2	3	4	0
Individually Wrapped Sterile dressing (plasters)	40	60	100	10
Alcohol free wipes	20	30	40	4
Adhesive tape	1	1	1	1
Nitrile gloves	6	9	12	1
Sterile finger dressing	2	3	4	0
Resuscitation face shield	1	1	2	1
Foil blanket	1	2	3	1
Burn gel dressing	1	2	2	1
Shears	1	1	1	1
Conforming bandage	1	2	2	1
Eyewash 250ml.	0	0	0	1

The first aid risk assessment will help to determine the level of first aid resource that will be required in each location. In relation to the type of first aid kit that will form the core of the equipment provision, the following will provide a guide to the type of first aid kit most likely to be of use.

Category of risk	Number of employees	Number & size of first aid kit
Low risk (Shops, Offices and Libraries etc)	fewer than 25	1 small kit
	25-100	1 medium kit
	More than 100	1 large kit per 100 employees
High Risk (Chemicals/Construction)	fewer than 5	1 small kit
	5 - 25	1 medium kit
	More than 25	1 large kit per 25 employees

Where there are special circumstances such as remoteness from emergency medical services, shift work or sites with several separate buildings, there might need to be more first aid kits than set out above. This need would be determined from the manager's own risk assessment.

Emergency Information Sign



First Aid Arrangements Notice

First Aid Boxes are Located in the Following Areas:

1. _____

2. _____

3. _____

In Event of an Accident or Illness, Contact:

	Name	Location	Telephone
1	_____	_____	_____
2	_____	_____	_____
3	_____	_____	_____

Emergency Contact Numbers:

Fire Police Ambulance Emergency
Hospital
Doctors Surgery
Police Station

Note: Full A4 version available to down load from the First Aid pages of Connect

First Aid – An Introduction

First aid is a vital part of every organisation's provision for health and safety. The information sheet offers a summary of the requirements placed upon an employer by the Health and Safety (First Aid) Regulations 1981.

This document aims to give a short guide to the standard and level of first aid provision to be expected within Council establishments and on Council activities.

Purpose of First Aid

The purpose of first aid is twofold:

- a) In cases where a person will need help from a medical practitioner or nurse, to give treatment for the purpose of preserving life and minimising the consequences of injury and illness until such help is obtained.
- b) To treat minor injuries which would otherwise receive no treatment or which do not need treatment by a medical practitioner or nurse.



It is on this basis that facilities and arrangements for first aid should be provided in Council establishments.

Assessment of first aid needs

The Council is required to carry out an assessment of first aid needs for each workplace or for events/activities that are organised by the Council. This involves consideration of workplace hazards and risks, the size of the undertaking and other relevant factors all these elements taken together will help determine what first aid equipment, facilities and personnel should be provided.

Responder Team

A first aid responder team will be established for each location/event this will consist of a mix of trained individuals having access to the equipment identified as necessary through the assessment of first aid needs outlined above. This responder team will consist of people holding at least one of the following designations:

First Aider - A first aider is an adult who has successfully completed and holds a current first aid at work certificate (normally attained via a 3 day course)

Emergency First Aider in the Workplace – An adult who has completed a 1 day course in basic first aid and holds a current Emergency First Aider at Work certificate

Appointed Person – An adult appointed to take control of emergency first aid situations. They will also regularly inspect the first aid kit keeping it suitably stocked and available. An appointed person should participate in some form of formal training and have a basic knowledge of some simple first aid. It is suggested that such a course may last around 4 hours.

As a minimum each location must have an appointed person (an emergency first aider or a full first aider can undertake the role of an appointed person)

(Extract from IS63 First Aid – An Introduction)

Impact Assessments

Document Title: Health and Safety Policy - Arrangement Section 9 – First Aid

Environmental Impact Assessment: This document has been assessed for significant environmental impact; no detrimental impact has been identified.

Equality Impact Assessment: This document has been assessed for significant equality implications; no significant issues have been identified.

General Comments: This document is the arrangement section relating to the provision of first aid both internally and externally in association with the Council's health and safety policy required by the Health and Safety at Work Act 1974. The general aims of the council are to ensure a healthy and safe working environment for all persons that work for or make use of Council Services. Nothing in the document serves to have any negative impact on either equality issues or the environment. In general, associated documents will encourage positive consideration of both these areas to ensure all members of the workforce and community are afforded access, so far as is reasonably practicable, to the same opportunities for a healthy and safe workplace as well as a sustainable environment.