

CORPORATE GUIDANCE

First Aid

Guidance for Managers on the Provision of First Aid Facilities

Introduction

First aid is the immediate and temporary care given to the victim of an accident or illness until the services of qualified medical assistance can be obtained.

The Health and Safety (First-Aid) Regulations 1981, place a general duty on employers to make adequate first-aid provision for their employees if they are injured or become ill in the workplace.

A 'workplace' includes any premises or part of a premise, which is made available to any person as a place of work

Although the first aid regulations only apply to employees, managers should also make adequate provision for non-employees at the workplace such as pupils and visitors to LBM premises.

How much first aid provision a manager has to make depends on the circumstances in each workplace. This guidance has been produced by the Health and Safety section and seeks to clarify the role and responsibilities of managers, employees and first aiders in the provision of first aid facilities.

This guidance reflects the latest changes to First aid requirements that came into force in October 2009.

Accident reporting & investigation is not covered in this guidance –please see: http://intranetapps/Accident/Help_AccForm.htm

Meeting the first aid needs of the Organisation...

The Regulations require managers, in order to decide how to meet their obligations, to make an assessment of the first aid needs appropriate to the circumstances of each workplace.

You should consider the risks in the workplace and identify what possible injuries could occur in order to ensure sufficient first aid provision is available.

Your assessment should provide answer to all of the following:

- How many first aiders are needed in the workplace?
- Whether any need to be fully-qualified?
- Where are they needed?
- Is extra training for existing first-aiders required to cover unusual risks or special procedures which they may need to carry out in the event of an injury or illness (for example, workers in confined spaces),
- What equipment is needed for wherever employees may be working?
- Where should equipment be located?
- Where should notices & signs be posted?

First Aid Personnel & Training requirements

- See '**Guidance on numbers of first aiders**' (Appendix 1) and '**What Emergencies are First Aiders Trained to Deal With?**' (Appendix 2)

There are three first aid qualifications, and a fourth unqualified role:

1. **A First Aider trained in First Aid at Work (FAW)** is someone who has successfully completed an approved 3-day course in first aid delivered by a HSE approved training provider. Certificates are valid for three years and can be renewed by attending a 2-day refresher course. Renewal must be completed within 28 days of expiry of the previous certificate.
2. **A First Aider trained in Emergency First Aid at Work (EFAW)** is a person who has successfully completed an approved 1-day course in first aid. This level of training is only suitable for low-risk workplaces with small numbers of people. Certificates are valid for three years and can be renewed by attending a 1-day refresher course.
3. **A First Aider trained in Paediatric or Early Years First Aid** is a person who has successfully completed a 2 day training course specialising in first aid for children aged up to 5 years. This qualification is required in addition to other first aid qualifications in any establishment where staff will have a duty of care for children up to the age of 5 years. The Local Authority must approve training providers.
4. **An Appointed Person** is a person who has been designated to take charge when somebody is injured or becomes ill at work, when a qualified first aider is absent in temporary and exceptional circumstances. (Annual leave does not count).

When a first-aid needs assessment identifies that a first-aider is not necessary, the **minimum requirement** is to appoint a person to take charge of first-aid arrangements

(i.e. the appointed person). Appointed persons are not always necessary where there are an adequate number of first-aiders.

The appointed person's role is to call the emergency services when required, and to look after the first aid equipment and facilities. While there is no statutory requirement for Appointed Person's to have training, it is recommended that they are provided sufficient instruction to understand the duties they are expected to undertake, and that they must not attempt to give first aid for which they have not been trained. Appointed persons are **not** first aiders.

Refresher training: Training results in a three year certification period and towards the end of this period, first-aiders need to undertake a FAW or EFAW re-qualification course, as appropriate, to obtain another three-year certificate. Within any certification period, HSE strongly recommends that first-aiders undertake a three hour annual refresher course at the end of both the first and second year of your First aid at work and Emergency First Aid at Work qualification. This is not mandatory, but will help qualified first-aiders maintain their basic skills and keep up to date with any changes to first-aid procedures.

EMPLOYEES WITH CURRENT FIRST AID QUALIFICATIONS:

First aiders who retain a certificate obtained before the 1st October 2009 are still considered competent but will need to retrain before 1st October **2012**.

SOURCING TRAINING

All requests for first aid training and advice on first aid training requirements should be directed through **Human Resources (Corporate Learning Development & Diversity team)**

Roles and responsibilities

Human Resources (Corporate Learning Development & Diversity) (HR L&D) Responsibilities:

- To assist the council in fulfilling its statutory duties under 'The Health and Safety (First-Aid) Regulations' (1981) and other associated legislation.
- Co-ordinate first aid training across the council to ensure that each workplace has the minimum numbers of trained first aiders who possess a certificate of competence from a training organisation approved by the Health and Safety Executive
- Maintain the first aider database of LBM staff trained in first aid & non LBM staff where Merton staff occupy the premises but an outside organisation provides the first aid cover and make this available for use by all interested parties.
- Maintain stocks of first aid supplies and distribute to premises on a needs basis as required.
- Ensure that First-Aiders, as identified by Schools/Departments, are offered training to a competent standard, which includes refresher training as required.

Line Manager's Responsibilities:

- Carry out a needs (or risk) assessment to ascertain first aid needs based on the likely or foreseeable hazards within their particular workplace and for off site work activities and ensure that the Council's guidance relating to the provision of first aid is carried out within their premises.
- From the risk assessment identify a suitable person, or persons, in the workplace to administer first aid and ensure that the facilities are checked and maintained.
- Ensure first aiders always hold a current first aid at work certificate and where required re-qualify before the expiry date on their certificate.
- Agree and document joint first aid arrangements where a workplace is shared with other employers, agencies or departments. This should extend to the whole of the premises
- Bring to the attention of all staff, particularly at induction, the first aid arrangements e.g. names of first aiders and/or appointed persons and locations of first aid boxes
- Ensure contractors, visitors, service users and pupils and others working temporarily on the premises are familiar with the first aid arrangements
- Report first aid incidents as per LBM requirements
- Periodically, audit their first aid arrangements to ensure their continued effectiveness in meeting the first aid needs of the workplace.
- Inform HR L&D of any staff trained in first aid but not trained through HR L&D.

First Aiders' Responsibilities

- To respond to emergency situations and treat injured persons in accordance with their training and qualifications during normal hours of work
- To initiate an accident report form with the appropriate line manager for all accident/injuries sustained at work.
- To identify when their first aid certificate is going to expire and to highlight this to their line manager so that refresher training can be arranged in good time and to ensure that their skills are kept up to date by attending relevant training organised by HR L&D or sourced directly through other authorised provider
- To ensure that first aid box supplies are regularly reviewed and replenished (first aid kits are replenished by HR L&D on request, as and when supplies diminish, or the use by date has expired)
- First aiders must inform their line manager of any situation where they will not be able to conduct their first aid duties e.g. long term absence, secondment, etc and of any changes in their room, building or contact details in order that the database and corresponding first aid notices can be kept current.

Risk Assessment Process

- **See 'Risk assessment for First aid needs' (Appendix 3)**

First Aiders - How many?

When considering the numbers of staff required for first aid provision, managers need to consider:

- The nature of the workplace
- Workplace hazards and risks

- Size of the organisation
- Nature of the workforce
- The nature of the work done.
- How many people are employed within the site/area
- Do members of the public visit the site/premises
- Do staff travel a lot or work alone
- Are there inexperienced/young workers, employees with disabilities and or expectant mothers employed at the site
- Work patterns e.g. flexible working arrangements, shift work, out of hours
- Is the place remote from emergency medical services
- Are there any specific risks, e.g. hazardous substances, dangerous tools or equipment, dangerous machinery or loads, etc
- Annual leave, other foreseeable absences
- History of accidents
- Needs of travelling, remote and lone workers especially in locations outside the control of the Council.
- Distribution of the workforce e.g. split site, large numbers on one site
- Employees working on shared or multi-occupied sites
- First aid provision for non-employees

First Aiders - Who?

Managers must ensure suitable staff are identified and nominated to train as First Aiders as required.

The selection of first aiders will depend on a number of factors and managers should consider the employee's:

- Reliability (e.g. pattern of work/attendance record) and communication skills
- Aptitude and ability to absorb new skills
- Ability to cope with stressful and possibly physically demanding emergency situations and procedures
- Ability to leave their normal duties to attend an emergency situation.

LBM LIST OF FIRST AIDERS

Please refer to HR (Corporate Learning Development & Diversity) for a list of all current first aiders.

Employee Facilities for First Aid

All workplaces must have adequate first aid facilities and equipment. **The minimum is:**

- An appointed person to look after the first aid arrangements
- A clearly identified and suitably stocked first aid box

Others provisions may include:

- A First aid treatment room
- Additional first aid kits e.g. travel kits, personal first aid kits

Reviewing Assessments

The risk assessment should be reviewed on an **annual** basis **and** whenever there are significant changes to the nature of the work, staffing, etc.

First Aid Facilities – Standard First Aid Box

First Aid Boxes - What's in them?

- See 'suggested contents of a First aid box' (appendix 4)

The contents of the first aid boxes will reflect the types of risks associated with the workplace.

There is no specific legal requirement for what should be included; instead there is a suggested minimum list of contents. Add in the extra items you would need in that kit as determined by your risk assessment.

The box should only contain the first aid materials and NOTHING ELSE; the box should not be so cluttered it slows down the search for the items needed in an emergency.

Medicine and tablets should not be included as they may only be dispensed by qualified medical personnel

Ideally first aid boxes should be portable.

First Aid Boxes - How many do I need?

The number of first aid boxes you should have in your workplace, like the number of first aiders, will be based on your risk assessment.

In small, single storey buildings one box may be adequate. Additional first aid boxes may be required for the following:

- Multi-floor buildings
- Split sites
- Wide range of activities occurring on one site
- High hazard activities/areas
- Play areas
- Off site activities

First Aid Boxes - Where do I need them?

The siting of first-aid boxes is crucial and should be given careful consideration. First-aid boxes must be highly visible and in a conveniently accessible position for the first-aiders.

They must not be readily accessible to unauthorised persons (e.g. pupils, service users, visitors)

Further first aid kits may be required in work vehicles or on the person (e.g. portable first aid kit attached to the belt (more commonly known as a bum bag) **(see under additional equipment)**)

First Aid Boxes - Who's responsible for looking after them?

Arrangements must be in place to keep first aid kits fully stocked; the kit should be checked and replenished frequently.

Boxes or kits are the responsibility of the First Aider or Appointed Person who should ensure they are stocked to standard, that expiry dates are not exceeded and the contents are in a usable condition.

Contents should be replenished as quickly as possible after use. Adequate supplies should always be available from a back-up stock on site.

Extra stock of the relevant items are also best kept nearby in a reserve cupboard rather than cluttering the emergency box.

It is recommended that an inventory of the contents is checked on a regular basis, ideally monthly, particularly in larger workplaces and where stocks may deplete fairly quickly.

To aid this, a first aid box check list to be completed monthly can be found in Appendix 5

Replenishment of supplies or additional /replacement equipment should be requested through HR (Corporate Learning Development & Diversity)

First Aid Facilities – Additional equipment

Your assessment of first-aid needs will need to take into account where employees could face potentially significant or unusual risks **e.g.:**

- **Staff working in higher risk areas of the premises or involved in higher risk activities**
 - E.g. Maintenance workers, vehicle workshops, refuse collectors etc
- **Staff working mainly outside where there may not always be a first aid box**
 - E.g. midday supervisors in a school in the playground or school field
- **Those working away from their main place of work**
 - E.g. social workers visiting clients in their homes
- **Those working away from the main workplace and where access to facilities may be restricted**
 - E.g. those who travel long distances or are continuously mobile
- **Staff working alone**
 - E.g. site caretaker opening up/locking up building
- **Staff working in isolated or remote locations**
 - E.g. Grounds staff working in the boroughs parks and green spaces

First Aid Facilities – Treatment rooms

Employees who have had an accident or are ill should be provided with somewhere private to sit and rest whilst they receive treatment / recuperate; however this does not have to be a separate medical room.

However, as with all first-aid provision, the decision on whether or not to have a first-aid room has to be on the basis of the employer having assessed the first-aid needs appropriate to the workplace.

If a first-aid room is judged to be necessary, it must: contain essential first-aid facilities and equipment, be easily accessible for stretchers and any other equipment needed to convey patients to and from the room, and be clearly sign-posted and identified (in accordance with separate regulations on safety signs).

A designated person (FAW or EAW) should be given responsibility for the room.

EXAMPLE ARRANGEMENTS

CIVIC CENTRE:

There is a first aid rest room in the Civic centre, 5th floor. Access can be gained via Security (on the ground floor of the Civic Centre). Local offices may also have facilities that can be used.

There are also trained First Aiders positioned throughout the Civic Centre who have access to first aid boxes.

Sharing of first aid facilities and First Aiders

It should be noted that, in circumstances where Schools / LBM Departments share premises, first aid rooms, first aid areas and qualified First-Aiders may be shared.

Informing Employees

First-aid arrangements operate efficiently in an emergency only where they are known, understood, and accepted by everyone in the workplace. All employees should be aware of:

- Who the first aiders and/or appointed persons are
- Where they are located in the workplace
- How they can be contacted
- Where first-aid equipment is situated
- Where the first-aid room is situated
- The procedures to be followed if external medical services are required (i.e. calling an ambulance)
- Where in the workplace such information is displayed (such as notice boards and first-aid signs).

Local procedures should also identify how relevant first-aid information will be provided to new employees e.g. part of the induction training for new employees.

Employers must also ensure that those with reading and language difficulties are taken into account when information is provided.

SIGNS

It is the responsibility of the local building manager to ensure appropriate signage is on display where they are highly conspicuous.

There should be at least one First Aid notice at each site which gives the name(s) and contact details of the relevant trained first aid personnel in the workplace. You might like to add in the location(s) of first aid kits. This information should be clear, easily understood by all employees and kept up to date. Arrangements should be made for those with reading or language difficulties e.g. visually or hearing impaired, to also be kept informed

Suitable notices should be displayed in prominent locations where they can be easily seen by employees e.g. near to the entrance of premises and then repeated at strategic locations within buildings e.g. on Health & Safety notice boards and in communal areas e.g. reception, entrance hall, canteen etc

Other signs should be on display to identify the following; location of first aid boxes, first aid room or station and equipment such as eye wash stations.

All signs should be white markings on a green background (**see examples below**)

Signage should be replaced if the writing becomes illegible or the sign is damaged e.g. ripped, defaced with graffiti etc.

EXAMPLE ARRANGEMENTS

CIVIC CENTRE:

It is the responsibility of Facilities Management to ensure that sufficient signs are displayed throughout the Civic Centre giving details of the main contact point (location and telephone number) for current first aiders.

Example compliant First Aid signs:



Sharing information with others

In order that adequate first aid cover is provided at all times, you may be required to exchange details of first aid in your workplace with people or organisations other than your employees (see examples below)

The extent of the information you will need to provide and format (i.e. written down or verbalised) will vary depending on who it is you are talking to and the information they require.

It is important you consider the following groups:

- **The emergency services or local medical services:**

- E.g.** Where clients have acute medical issues that may require urgent medical intervention.

- E.g.** If you hold a public event where large numbers of the general public may be attending

EXAMPLE ARRANGEMENTS

For large events such as concerts, organisers have a duty of care to ensure that adequate medical, ambulance and first aid cover is available. Emergency services may ask to see a first aid based needs assessment for an event you are organising.

- **Other building users:**

- It may be that you share first aid provision on your site with the following groups:

- E.g.** On a shared worksite or multi occupied building.

- E.g.** Groups hiring or leasing part of the building

EXAMPLE ARRANGEMENTS

First aid arrangements should be written into the terms and conditions in lease agreements or temporary letting agreements and verbalised with all groups to avoid any misunderstandings

- **Visitors:**

- Where visitors may not reasonably be expected to make their own first aid arrangements, the workplace could pose special hazards or visitors are more likely to have medical complaints, it is an idea to alert visitors to where they can seek medical assistance whilst under our care:

- E.g.** Members of the public at a civic amenity site (e.g. Garth road)

- E.g.** Social care setting e.g.: elderly or mental services.

EXAMPLE ARRANGEMENTS

If there could be vulnerable visitors e.g. elderly etc, a simple sign in the public area will do e.g. *'If you are feeling unwell or require medical assistance please contact reception or a member of staff immediately'*

- **Non- employees carrying out work on your premises:**

- Other people could be working on your premises; it is important that everybody is clear on the arrangements for first aid so that prompt action can be taken.

- E.g.** Agency staff

- E.g.** Contractors

E.g. Volunteers

EXAMPLE ARRANGEMENTS

First aid arrangements should be part of an induction programme for new workers (temporary or permanent). All workers should be shown the health and safety policy that contains the workplace first aid arrangements.

Record Keeping

All managers should maintain records for the following:

- A list of all qualified first aiders
- Training the first aiders have received e.g. certificates
- When current first aiders require refresher training

EXAMPLE ARRANGEMENTS

CIVIC CENTRE:

Records for first aiders in the Civic centre are maintained by HR (Corporate Learning Development & Diversity). Such information can also be obtained from the Security and Buildings Services team based in the Civic.

Contact Points:

If you are uncertain of any of your responsibilities or how to conduct your assessment please contact any of the following:

Adam Viccari – Head of Safety Services

0208 545 4803

Or

Healthandsafety@merton.gov.uk

HEALTHSAFE@merton.gov.uk

HR (Corporate Learning Development & Diversity)

Please contact Kim Brown /Elaine Mills in Human Resources

020 8545 3152 /3383

Links to further information:

Further guidance is available here:

www.hse.gov.uk

<http://www.unison.org.uk/file/166.pdf>

Or, under the health and safety forms and guidance notes available on the Council's intranet or from the health and safety unit (telephone: **0208 545 3384**)

SCHOOLS:

The Department for Education & Employment (DFEE) has produced a booklet: [Guidance on First aid in schools](#)

The DFEE Guidance covers in more depth the things to consider when carrying out a risk assessment of first-aid needs in schools. This includes, for example, considerations such as outlying buildings, split sites, practical classes and out-of-hours activities e.g. sports and clubs

Guidance on numbers of first aiders

Below is the suggested **minimum** provision of first aid personnel.

Where there are special circumstances, perhaps because of the remoteness of emergency medical services, or because you have shift workers or occupy several separate buildings, you may need more first aid personnel than set out below. You will need extra people to cover for absences, leave, etc.

You should make sure there are enough first aid personnel available at all times

Category of Risk	Numbers employed at the Location	Suggested Number of First Aiders
Lower Risk e.g. shops and offices, libraries	Fewer than 50 staff	At least one appointed person
	50-100	At least one First Aider
	More than 100	One additional First Aider for every 100 employees
Medium Risk e.g. light engineering and assembly work, food processing, warehousing	Fewer than 20	At least one appointed person
	20-100	At least one First Aider for every 50 employees
	More than 100	One additional First Aider for every 100 employed
Higher Risk e.g. construction, extensive work with dangerous machinery or sharp instruments	Fewer than 5	At least one appointed person
	5-50	At least one First Aider
	More than 50	One additional First Aider for every 50 employees

Source: <http://www.hse.gov.uk/pubns/firstaid/index>

Schools are treated differently and there is separate guidance for schools available:

What Emergencies are First Aiders Trained to Deal With?

EFAW = Emergency First Aid at Work (6 hour course) FAW = First Aid at Work (18 hour course)	EFAW 6 Hours	FAW 18 Hours
Cardio Pulmonary Resuscitation (CPR)	✓	✓
Treating an unconscious casualty (including seizure)	✓	✓
Choking	✓	✓
Wounds and bleeding	✓	✓
Shock	✓	✓
Minor injuries	✓	✓
Preventing cross infection, recording incidents and actions and the use of available equipment	✓	✓
Fractures		✓
Sprains and strains		✓
Spinal injuries		✓
Chest injuries		
Severe burns and scalds		✓
Eye injuries		✓
Poisoning		✓
Anaphylaxis		✓
Heart attack		✓
Stroke		✓
Epilepsy		✓
Asthma		✓
Diabetes		✓

These topics are **not** covered on the EFAW course, so if any of these injuries or illnesses could occur, a full first aider at work should be provided

Extra, specialised training and provision may be needed for hazards such as chemicals, dangerous machinery, working in confined spaces etc.

You should also consider the possible illnesses that could occur in the workplace and ensure you have adequate provision.

Risk assessment for first aid needs

You are required by law to assess significant risks in your workplace and consider the risks of injury and ill health identified in this risk assessment.

The following guidance is designed to help managers assess their need for first aiders.

Aspects to Consider	Y	N	Impact on first aid provision
1. Are there any specific risks of injury and ill health arising from the work as identified in your risk assessments?			If the risks are significant you may need to employ first aiders.
2. Are there any specific risks from work with such things as: - Hazardous substances - Dangerous tools - Dangerous machinery - Dangerous loads or animals?			You will need to consider: - Specific training for first aiders - Extra first aid equipment - Precise siting of first aid equipment - Informing the emergency services - A first aid room.
3. Are there parts of your establishment where different levels of risk can be identified (e.g. in a university with research laboratories)?			You will probably need to make different levels of provision in different parts of the establishment.
4. Are large numbers of people employed on site?			You may need to employ first aiders to deal with the higher probability of an accident.
5. Are there inexperienced workers on site, or employees with disabilities or special health problems?			You will need to consider: - Special equipment - Local siting of equipment.
6. Are the premises spread out, e.g. are there several buildings on the site or multi-floored buildings?			You will need to consider provision in each building or on several floors.
7. Is there shift work or out-of-hours working in your premises?			Remember that there needs to be first aid provision whenever people are at work.
8. Is your workplace remote from emergency medical services?			You will need to: - Inform local medical services of your location - Consider making special arrangements with the emergency services.
9. Do you have employees who travel a lot or work alone?			You will need to consider: - Issuing personal first aid kits and training staff to use them - Issuing personal communicators to employees, such as mobile phones.
10. Do any of your employees work at sites occupied by other employers?			You will need to make arrangements with the other site occupiers.

11. Do you have any work experience trainees?		
12. Do members of the public visit your premises?		
13. Do you have employees with reading or language difficulties?		
14. What is your record of accidents and cases of ill health? What sort were they and where did they happen?		

Remember that your first aid provision must cover them.
You have no legal responsibilities for non-employees, but the HSE strongly recommends you include them in your first aid provision.
You will need to make special arrangements to give them first aid information.
You may need to: <ul style="list-style-type: none"> - Locate your provision in certain areas - Review the contents of the first aid box.

Suggested list of first aid equipment

- A leaflet giving general guidance on first aid such as the HSE leaflet “Basic advice on First aid at Work” (see “Where can I get further information?”)
- 20 individually wrapped sterile adhesive dressings (assorted sizes)
- Two sterile eye pads
- Four individually wrapped triangular bandages (preferably sterile)
- Six safety pins
- Six medium sized (approximately 12cm X 12cm), individually wrapped, sterile un-medicated wound dressings
- Two large (approximately 18cm X 18cm), individually wrapped, sterile un-medicated wound dressings
- One pair of disposable gloves (preferably vinyl)

Tablets or medicines should not be kept in the first aid box.

The above is a suggested contents list only. Equivalent but different items will be considered acceptable.

Consider adding the additional first aid materials and equipment:

- Scissors
- Adhesive tape
- Disposable aprons
- Individually wrapped moist wipes
- If mains tap water is not readily available for eye irrigation, at least a litre of sterile water or sterile normal saline (0.9%) in sealed, disposable containers should be provided. Once the seal has been broken, containers should not be kept for reuse. Containers should not be used beyond their expiry date.

