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First Aid Policy and Procedure

HS511 Health and Safety Policies

June 2024

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1. Introduction
   1. It is MHA’s policy to ensure that appropriate first aid arrangements are in place. This includes providing sufficiently trained colleagues suitable to meet MHA’s first aid requirements and maintain an adequate supply of first aid equipment. It also involves providing enough information to colleagues to enable first aid assistance to be sought.
   2. The Health and Safety (First Aid) Regulations 2013 require MHA to provide adequate and appropriate equipment, facilities, and personnel to ensure colleagues receive immediate attention if they are injured or taken ill at work.
   3. If an adult is unresponsive and not breathing normally, colleagues must still need to call 999 or 112 for emergency help and start CPR straight away. Colleagues must follow the advice given by the emergency services.
2. Scope and Purpose
   1. This policy applies to all MHA colleagues and volunteers across MHA Care Homes, Retirement Living, MHA Communities, Collaborative Communities, and Central Support.
   2. MHA may also, where appropriate, render first-aid assistance to others, for example to those who use and visit MHA services such as residents, tenants, members, visitors, and contractors.
   3. The purpose of this policy is to set out MHA’s first aid requirements and standard operating procedures relating to first aid.
   4. For clarity, when this policy refers to “a Manager” this means the Home Manager for Care Homes, a manager working within Retirement Living and Central Support, and the MHA Communities Scheme Manager.
   5. First aid at work does not include giving medication to treat illness, with the exception of:
   * Colleagues own adrenaline auto-injectors for anaphylaxis.
3. Definitions

| **Term** | **Definition** |
| --- | --- |
| **Cardiopulmonary Resuscitation (CPR)** | * CPR stands for cardiopulmonary resuscitation. It combines chest compressions and rescue breaths to give a person the best chance of survival following a cardiac arrest. |
| **First Aid** | * First aid is the first and immediate assistance given to any person with either a minor or serious illness or injury, with care provided to preserve life, prevent the condition from worsening, or to promote recovery until medical services arrive. |

1. First Aid Needs Assessment
   1. It is MHA’s policy to deliver the levels of first aid cover and equipment identified as being required in the Needs Assessment for each service and site.
   2. In order to determine what is appropriate in terms of first aid facilities and equipment and the number of first aiders, it is necessary to assess the need.
   3. The need assessment requirements for each MHA service are set out in the following table:

| **Service** | **Needs Assessment Requirements** |
| --- | --- |
| **Care Homes and 24/7 Staffed Retirement Living Schemes** | * A common approach has been adopted for 24/7 staffed residential services, which meets their trained first aider needs by requiring all managers of these schemes and their deputies, the seniors who might be responsible for such services, all nurses and carers, admin managers and any other specific roles or individuals designated by the relevant manager, to undertake and successfully complete MHAs half day First Aid Training session. * Although there is no need for these services to specifically undertake and record their own First Aid Needs Assessment, the managers of these services should still consider their needs and confirm to their own satisfaction that there is nothing exceptional relating to their service which requires any additional and special arrangements to be made in this regard. |
| **‘Non - 24/7 Staffed’ Schemes and Offices** | * All ‘non - 24/7 staffed’ Retirement Living Schemes will need to undertake a first aid Needs Assessment using the checklist and Needs Assessment form and should consider hazards, risks, size, and location of the facility, nature of services or activities, vulnerabilities of service users, first aid equipment and colleagues. * A manager or deputy manager should be nominated as being responsible for undertaking the Needs Assessment and then either they, or someone they formally delegate it to is responsible for the managing and oversight of the first aid arrangements, including ensuring required levels of cover are maintained, arranging training, the provision, location, and maintenance of first aid boxes and containers, for acting on policy or other relevant updates, and for communicating changes to arrangements to colleagues, residents, and visitors. |
| **MHA Communities** | * For MHA Communities Schemes, colleagues are required to complete the First Aid and Basic Life Support training (refreshed on an annual basis). MHA Communities generic First Aid Needs Assessment will need to be prepared to state that all offices, activity venues and colleagues escorting Members on trips out will require a standard first aid kit of a size that is appropriate to the number of people present / expected. |

* 1. **Completing the First Aid Needs Assessment**
     1. When completing the first aid Needs Assessment, managers must consider each section separately, and then determine the need, if any, for trained First Aiders, and the number of Appointed Persons your service or site requires, and also the number and size of first aid boxes (and the contents) required.
     2. Circumstances will vary across MHA and managers must ensure the needs of the following are also considered:
  + Lone Workers
  + Home Workers
  + Colleagues working in the community.
  + Colleagues travelling in cars and minibuses.
  + Shift working
  + Holidays
  + Unexpected sickness absences and similar factors
  + Allergies and other health conditions
    1. All colleagues are asked to disclose any allergies and other health conditions during the onboarding stages of recruitment. In addition to this, colleagues should inform their line manager of any changes to existing or new allergies and conditions. Managers must complete a risk assessment for any disclosed conditions or allergies (with the consent of the colleague).
    2. Circumstances may be relatively stable, or dynamic and it is important to consider the reasonable worst-case scenario, for example, MHA Communities where only one or two colleagues would normally be located in an office, but numbers increase dramatically for a Luncheon Club, or a care home holding a fete.
    3. The nature of the work, and the foreseeable risks associated with it needs to be considered. For example, any additional risk assessments carried out to address risks specific to the work environment or the service, e.g., gardening activities, and any ladder use.

1. First Aid Equipment
   1. Following the assessment of first-aid requirements it will be necessary to provide equipment to meet the needs identified. The equipment must be suitably marked and readily accessible at all relevant times. Colleagues should know and be reminded of the whereabouts of first aid equipment including, if appropriate, any defibrillator the site may have .
   2. The location, contents, and condition of the first aid containers will be checked and recorded at least three monthly, or more frequently if deemed necessary, and any items replaced should be documented using the checklist highlighted in First Aid - Box Contents Check (guidance on completing this check can be found in **Appendix 1**). This check should be completed every 3 months.
   3. Occasional consideration (at least annual) should be given to ensuring the agreed content of each first aid container remains appropriate for its location. A manager should plan to ensure such checking takes place
   4. If the site owns a defibrillator, this should be checked at least weekly with this being recorded.
   5. There is no mandatory list of contents for first aid boxes. However, a new national standard has been introduced by the British Standards Institute (BSI) with the co-operation of the Health and Safety Executive (HSE). This change has come about following review of extensive changes in training protocol, new product innovations and increasing awareness of infection prevention and control risks.
   6. The following bullet points suggest a list of contents likely to be appropriate for MHA first aid boxes – the first aid box contents check form includes suggested stock amounts:
   * Wet gel burns dressings
   * Large sized, sterile, un-medicated, wound dressing
   * Silver foil blanket
   * Blue nitrile gloves
   * Adhesive tape
   * Finger dressings
   * Single use plastic aprons
   * Pair of scissors
   * Medium sized, sterile, un-medicated, wound dressing
   * Type 11R face masks
   * Individually wrapped triangular bandage
   * Rescue Masks for resuscitation (minimum 2)
   * Hand cleansing wipes
   * Conforming bandage 7.5cm x 4m
   * Silver foil blanket
   * Sticking plasters
   * Safety pins
   * Sticking plasters - blue for food handlers
   * Eyewash 250ml
   * Sterile Eye Pads
   * Leaflet giving guidance on first aid
   1. The use of rescue masks for the purpose of resuscitation is optional.
   2. Service specific Needs Assessments might indicate additional items.
   3. All grab bags must include a first aid kit with extra “cool gel” for burns. Refer to the Business Continuity and Emergency Policy for more information.

Signage

* + 1. At least one notice detailing the first aid arrangements, which is clear and easily understood, will be posted in a prominent position at each service e.g., lobby / entrance, to be seen by colleagues and visitors.
    2. The First Aid Advice Poster should also be displayed.

1. Incident Reporting
   1. All incidents resulting in first aid being administered must be reported on RADAR
   2. Remember some incidents are also required to be reported under the RIDDOR Regulations 2013. Please refer to separate Incident Management and Investigation Protocol.
2. Roles and Responsibilities

| Role | Responsibilities |
| --- | --- |
| **All Colleagues** | * Comply to the principles and procedures set out in this policy where relevant. * Manage first aid training compliance. * Comply to the Health and Safety (First Aid) Regulations (2013). |
| **First Aid Trained Colleagues** | * To deliver first aid where necessary in line with this policy and it’s operating procedures. |
| **Appointed Person(s)** | * Oversee local first aid arrangements. This includes looking after the equipment, facilities and calling the emergency services. |
| **Home and Retirement Living Managers** | * Ensure that relevant colleagues are first aid trained to the relevant level in line with this policy. * To ensure that colleagues are delivering first aid in line with this policy. * To ensure that the first aid box and provisions are supplied and monitored in line with this policy. * Ensure the needs assessment is valid and up to date (if applicable). * To audit their services first aid provision in line with the monitoring section of this policy. * The ongoing relevance and appropriateness of the first aid Needs Assessment should be reviewed by a manager of all services at least every 2 years, or whenever there is a significant change that might affect first aid requirements, such as the number of people present at any one time, or layout or use of all or parts of the building. |
| **Area / Regional Managers** | * The Area Manager will be responsible for monitoring the first aid (H&S) audit process and for ensuring appropriate follow up to identified actions, and for completing any further audits that include elements of health & safety related risk management - e.g., Area Manager Quarterly Audit, where required. |

1. Training and Monitoring
   1. The Nursing and Midwifery Council (NMC) advises that registered nurses are required to undertake appropriate first aid training before they are recognised as being competent to administer first aid. The decision to require all nurses to undertake MHAs half day first aid course means that registered nurses shall be considered to be First Aiders.
   2. Those identified as First Aiders will be given the appropriate training relevant for the service they work in, and the responsibilities they are expected to hold (this is applicable for all MHA Communities colleagues).
   3. The training records of all First Aiders should be kept on MHA’s central training matrix.
   4. Compliance is assessed through direct observation, monitoring, and supervision of our colleagues.
   5. The first aid provisions at MHA’s services must be audited in line with the Health and Safety Auditing Policy:
   * The Manager of each home or scheme, in co-operation with their Area Manager where applicable, will conduct an annual audit of their own service using the appropriate MHA audit form.
   * First aid box contents check form should be completed every 3 months.
2. Communication and Dissemination
   1. This policy is disseminated and implemented within all MHA services through MHA’s channels of communication.
   2. Each colleague’s line manager must ensure that all teams are aware of their roles, responsibilities.
   3. This policy will be available to the people we support and their representatives in alternate formats, as required.
   4. Any review of this policy will include consultation with our colleagues, review of support planning, incident reports, quality audits and feedback from other agencies.
   5. Queries and issues relating to this policy should be referred to the Standards and Policy Team [policies@mha.org.uk](mailto:policies@mha.org.uk)
3. EDI Impact Assessments
   1. Equality, Diversity, and Impact Assessment to be confirmed.
4. Resources
   1. **First Aid Specific Resources**
   * [First Aid - Needs Assessment](https://intranet.mha.org.uk/Interact/Pages/Content/Document.aspx?id=8457&utm_source=interact&utm_medium=quick_search&utm_term=%e2%80%a2%09HS511b) Form
   * First Aid - Box Contents Check Form
   * [First Aid Advice Poster](https://intranet.mha.org.uk/Interact/Pages/Content/Document.aspx?id=8775&utm_source=interact&utm_medium=quick_search&utm_term=%e2%80%a2%09HS511d) Guidance
   * Head Injury - Assessment and Monitoring Policy
   * [First aid procedures at Epworth House](https://intranet.mha.org.uk/page/11692?SearchId=1056112)
   * Colleague Vaccination Policy
   * Resuscitation Policy CPR/DNACPR and AED’s (Defibrillators))
   * Anaphylaxis Policy
   * Medical Emergency Procedure Policy
   * Consent Policy
   * Unexpected Deaths Policy
   * Defibrillator AED Placement
   1. **Health and Safety Resources**
   * Health and Safety Policies (MHA)
   * Business Continuity and Emergency Policy
   * Business Continuity Grab Bag Checklist
   * Learning to Improve Safety Memo - Scalding Incident
   * Lone Working and Personal Safety Policy
   1. **First Aid Audits**
   * Health and Safety Auditing Policy
   * Health and Safety Audit - Homes and RL
   * Health and Safety Audit - MHA Communities
   * Area Manager Quarterly Audit
   * Care home audit schedule
   1. **Incident Management**
   * Incident Response and Escalation Policy
   1. **External Resources**
   * [St Johns Ambulance, First aid advice](https://www.sja.org.uk/get-advice/first-aid-advice/?parentId=12265&categoryId=12349)
   * [Health and Safety Executive, First Aid Guidance (HSE)](https://www.hse.gov.uk/firstaid/)
   * [Health and Safety Executive, First aid at work (HSE)](https://www.hse.gov.uk/pubns/books/l74.htm)
   * [Resuscitation Council UK; ReSPECT for Healthcare Professionals](https://www.resus.org.uk/respect/respect-healthcare-professionals)
   * [Mental Capacity Act; Code of Practice](https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice)
5. Appendices
   * 1. **First Aid – Box Contents Check FAQ - Guidance**

|  |  |
| --- | --- |
| **Question** | **Answer** |
| **What is the form called (form title)? (Remove this sheet from folder to see screenshot of first page on reverse)** | * First Aid – Box Contents Check |
| **What is the form for?** | * The location, contents, and condition of the first aid containers will be checked and recorded 3 monthly, or more frequently if deemed necessary, and any items replaced should be documented using the checklist |
| **Where can I find the form?** | * By searching the form title on MHA Connect. |
| **Who needs to complete the form?** | * The manager or other delegated colleagues who have received appropriate training |
| **Does the form need to be printed or can it be completed electronically?** | * To be completed electronically |
| **How often do I have to use this form?** | * Three monthly, or more frequently if deemed necessary |
| **Why must I complete the form?** | * To make sure that there is equipment if an emergency arises. * To replace items which have been used. * To be sure that all items are in date, to avoid any complications arising from use of out-of-date products, such as items no longer being sterile. |
| **What do I do with the form once it is complete?** | * From the assessment, an action plan needs to be made where a change in needs is identified. * The action plan needs to be reviewed regularly until completed. * The needs assessment and checklist can be filed on the scheme S Drive until a review is needed. |

1. Version Control

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Version Date | Revision Description / Summary of Changes | Author | Next Review Date |
| 10 | February 2024 | * Regular compliance review. * It is no longer required for Managers to be first aid trained unless they are identified as a first aider. * Registered Nurses are required to undertake first aid training if identified as a First Aider (previously exempt). * First Aid Box must now contain rescue masks (a minimum of 2 per box). * Incidents involving first aid must be reported in RADAR. * Review Panel: * Digital Learning Manager * Operations Learning Business Partner * Head of MHA Communities | * Head of Health and Safety * Health and Safety Officer * Head of Standards and Policy * Senior Nurse Adviser and Caldicott Guardian * Standards and Policy Manager | February 2025 |
| 11 | March 2024 | * AED content aligned with Resuscitation Policy CPR/DNACPR and AED’s (Defibrillators). | * Standards and Policy Manager | March 2025 |
| 12 | June 2024 | * Amended to reference new Incident Response and Escalation Policy | Head of Standards & Policy | March 2025 |