



## Very Important People Services

### FIRST AID POLICY AND PROCEDURES

**Title:** First Aid Policy and Procedures

**Purpose:** To provide information and guidance to staff on how to take the appropriate action when first aid is needed.

**Policy:** VIPS will provide appropriate first aid training to help staff give first aid when needed. If staff feel anxious about providing first aid, they should inform their line manager as soon as possible. The manager will then provide extra training and/or support.

**Scope:** This policy contains information and guidance from:

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Care Quality Commission (Registration) Regulations 2009
- The Health and Safety (First-Aid) Regulations 1981
- Care Certificate 2015

Managers should check guidance from relevant bodies annually. They must then amend this policy and its procedures to ensure they are up-to-date with the latest information about first aid.

Staff are expected to adhere to this legislation through the implementation of the policy and procedures.

#### First Aid Procedures

##### 1. Ensure you have enough trained personnel on duty

First-aiders are workforce staff who have volunteered to take on the role. Those staff providing care, are all required to have basic life support training to assist service users in an emergency.

- Organisations with fewer than 25 staff are required to have one appointed person in place. This person will look after first-aid equipment, facilities and call the emergency services when required.
- Organisations with 25–50 staff are required to have at least one first-aider trained in emergency first aid at work (EFAW).
- Organisations with more than 50 staff are required to have at least one first-aider trained in first aid at work (FAW) for every 100 people employed.

The appointed person does not need to be a qualified first aider.

VIPS will protect any member of staff who assists an employee who becomes ill or is injured.

## 2. Keep the first aid box up to date

Following the first aid needs assessment, a list of first aid equipment for the first-aid box(es) will be provided inside the box.

The first-aid kit(s) will be kept <insert location> so that all staff know where to find this.

The appointed person will check the first aid box weekly and ensure its contents are kept up to date and fully stocked.

## 3. Provide first aid in an emergency

Staff trained in this will provide first aid when needed using the steps below.

**Step 1** – Check the surroundings. This is to identify and remove any hazards that might jeopardise the safety of the service user and others in the surrounding area, if possible. Staff should not put themselves in danger by doing this.

**Step 2** – Check whether the person is responsive. For example, ask them to open their eyes. If they don't, tap their shoulder or pinch their ear lobe to see if they respond.

**Step 3** – Provide the following care:

- **A = Airway** – Check the person's airway is open. If they are responsive, they may be able to do this for themselves. If they can't or are unresponsive, remove any obvious obstructions and tilt their head back to open the airway.
- **B = Breathing** – Check the person is breathing. If they are breathing, that's good, put him or her into the recovery position. If the person is not breathing, staff may need to clear the airway of any obstruction and open the airway if they have not already done so. If the person still doesn't start breathing after this, staff should call 999 and commence CPR.
- **C = Circulation** – If the person is bleeding, staff must stop the bleeding by applying compression to the wound. If it is a limb, they can also raise this upwards above the level of the person's heart (if this won't cause further injury).

**Step 4** – Check whether the person is in shock and treat this by laying the person down and raising his or her feet above the height of their head. Signs of shock include, pale face, feeling cold and clammy, fast and shallow breathing or a fast, fluttery pulse.

**Step 5** – Stay with the person until additional help arrives e.g. ambulance, GP, etc.

#### **4. Record accidents and incidents**

All accidents, however minor, must be recorded in the accident and incident book.

The accident and incident book will be kept the main office.

It is the responsibility of staff member dealing with the accident to complete the entry in the accident book as soon as possible after the event.

When an accident results in hospital admission or an inability to continue work, the registered manager must be informed immediately.