



# FIRST AID POLICY



## Document Status -

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| <b>Policy Authors</b>               | Telford & Wrekin Council – Health & Safety & Hollinswood Primary School & Nursery |
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## Legislation

Hollinswood Primary School and Nursery will undertake to ensure compliance with the relevant legislation with regard to the provision of first aid for all employees and to ensure best practice by extending the arrangements as far as is reasonably practicable to children and others who may also be affected by our activities. All staff have a statutory obligation to follow and co-operate with the requirements of this policy.

At Hollinswood in the EYFS at least one person who holds a current paediatric first aid certificate is on the premises at all times when children are present, and must accompany children on outings. In this setting there are significantly more staff qualified in paediatric first aid. Specific advice on paediatric first aid in early years settings can be found in the early years foundation stage statutory framework (EYFS).

## First Aid Training

All first aiders must complete a training course approved by the Health and Safety Executive (HSE) including paediatric first aid for all Nursery staff. This qualification is valid for 3 years and requalification is required before the expiry date. A list of qualified first aiders is displayed on posters around school. A number of school staff receive annual asthma and epi-pen training and guidance on how to deal with epilepsy.

A central record of all training related to first aid is held by the School Business Manager and reviewed termly to ensure that certificates are renewed within timescales.

## Assessment of First Aid Provision

The Headteacher carries out an assessment of the first aid provision for the school taking into account the types of hazards, how many people access the building and special medical needs. The Governing Body regularly reviews the school's first aid needs (at least annually) to ensure that the provision is adequate. **(See section 6 below for the school's First Aid Needs Assessment.)**

Any member of school staff may be asked to undertake first aid tasks, but they cannot be required to do so. Teachers and other staff working with pupils and students are expected to use their best endeavours at all times, particularly in emergencies, to secure the welfare of the pupils and students in education in the same way that parents might be expected to act towards their children. In general, the consequences of taking no action are likely to be more serious than those of trying to assist in an emergency.

## First Aid Provision

First aid kits are located in the offices across both sites. KS1 and KS2 have basic first aid supplies located in each corridor. **ALL MEDICATION WILL BE KEPT IN THE FIRST AID CABINETS IN THE OFFICES OR STAFFROOM FRIDGES IF REQUIRED.** Medicines in school should be clearly labelled with the child's name and stored in the fridge by the school office. First aid supplies will be checked and replenished regularly by **Sue Gill**.

Hollinswood Primary School & Nursery have two on-site defibrillators that are located in the school offices and are accessible during school opening hours. The defibrillator is accessible for use on both children and adults within the school community, including visitors. In emergency situations, it may be necessary to remove clothing to access the bare chest of the casualty when

using the device. Sue Gill is responsible for ensuring the defibrillators are in working order, all parts are within their use by date and for ordering any new parts.

## **Asthma**

We have many children at Hollinswood Primary School & Nursery with Asthma.

- All inhalers are clearly labelled with the child's name and kept in classrooms in a named box/bag which also displays the child's photograph.
- All inhalers should accompany children when they are moving around school e.g. PE lessons, break and lunch times, sports day etc.
- They also need to accompany children when they leave the school site e.g. on a trip, swimming, visiting another school, etc.
- Children on the asthma register who have parental consent for the use of the emergency inhaler are clearly indicated. An emergency inhaler can be used if the child's prescribed inhaler is not available (for example, because it is broken, or empty). These are located in the school offices.
- Staff and visitors to school should carry their own inhalers and have access to them should they need them. In the event that an adult in school suffers an attack and staff cannot locate their inhaler, they would call emergency services and seek advice which most probably would be for us to administer one of the emergency inhalers we have on site.
- We have four emergency inhalers for use across both sites and to be taken on school visits.
- **ALWAYS SEEK THE ADVICE/ATTENTION OF A QUALIFIED FIRST AIDER IN THE EVENT OF AN ASTHMA ATTACK.**

***(Please see Asthma policy for more details).***

## **Epi-Pens**

- All Epi-Pens are labelled and kept in the child's classroom. As with asthma inhalers, the child's Epi-Pen will accompany children when they are moving around school e.g. PE lessons, break and lunch times, sports day etc. and also when they leave the school site e.g. on a trip, swimming, visiting another school, etc.
- All staff have annual Anaphylaxis and Epi Pen training.
- Anyone can administer an Epi-Pen in an emergency if the adult/child is unable to do it themselves. Should a member of staff, who has not had the training have to do this, then the emergency services must be informed at the same time as the Epi-Pen is administered.
- Staff and visitors to school should carry their own epi-pens and have access to them should they need them. In the event that an adult in school suffers an attack and staff cannot locate their pen, they would call emergency services and seek advice which most probably would be for us to administer the emergency epi-pen we have on site.
- The school has two emergency epi-pens, as well as children having their own.

***(Please see Administration of Medication in School Policy, Supporting Pupils with Medical Needs Policy and Medical Needs Policy)***

*From 1 October 2017 the Human Medicines (Amendment) Regulations 2017 will allow all schools to buy adrenaline auto-injector (AAI) devices without a prescription, for emergency use in children who are at risk of anaphylaxis but their own device is not available or not working (e.g. because it is broken, or out of date). The school's spare AAI should only be used on pupils known to be at risk of anaphylaxis, for whom both medical authorisation and written parental consent for use of the spare AAI has been provided.*

*The school's spare AAI can be administered to a pupil whose own prescribed AAI cannot be administered correctly without delay. The spare AAI's are kept in the school offices.*

### **Administration of Medicines at Hollinswood Primary School & Nursery**

This applies to all pupils, including those who do not have an individual health care plan. Medicines will be safely stored in the school office medicine cabinets or staffroom designated fridge (if the medicine requires cold storage). A written record will be kept by the Office Staff of medication administered and stored in the pupil's file.

This will include date, time, dosage and name of the member of staff who administers the medicine. The Admin team and Teaching Assistant for that child will take responsibility for this task on a daily on a rota basis to ensure that no pupil forgets to take their medication.

- Any parent can request that their child is given medicine in school.
- If medicines (including asthma pumps) are to be administered in school the parents must complete and sign an agreement form which must be handed into a member of the admin team before any medication can be administered.
- It is preferable that pupils take medicine at home, before or after the school day.
- Parents are encouraged to ask their GPs for medical prescriptions that fit around the school day.
- No pupil will be given medicine without the parental consent unless there is clear and dire emergency and ambulance/emergency personnel are in attendance.
- Prescribed medicines must be in date, prescribed by a NHS doctor and provided in the original container with clear dosage instructions.
- Medicines that are available over the counter (OTC) (i.e. those medicines that do not require a prescription) do not need a GP signature/authorisation/prescription in order for the school/nursery/childminder to give it. It is appropriate for OTC medicines to be administered by a member of staff in the nursery or school, or self-administered by the pupil during school hours, following written permission by the parents, as they consider necessary. **See Medication in Schools Policy.**
- Parents must regularly renew the school supply of medicines and be responsible for visiting the GP to collect repeat prescriptions.
- At the end of the school year in July the school will return all medicines (including asthma inhalers) in store to the parents.
- The school will not be held responsible for any side-effects due to the correct administration of prescribed drugs.
- If the administration of prescribed medication requires medical knowledge, individual training will be provided for the relevant member of staff by a health care professional.
- During the summer months parents should be reminded to take extra precautions for their children against sunshine, they should be asked that they apply sun cream or sun block to their children before they come to the school and provide their child with a hat to wear in the playground.

### **Arrangements for children who are competent to manage their own medicine in school:**

- A child who has been prescribed a medicine may be responsible enough to carry and administer drugs or medical testing equipment e.g. blood sugar testing kit. The school will consult with parents and relevant school staff about the advisability of an individual child or

young person taking responsibility for their own treatment. The decision in cases of dispute will rest with the Headteacher who has a duty to ensure the safety of all children and young people.

**(Please see Administration of Medication in School Policy)**

## **Medical Emergencies**

All members of staff who have contact with pupils who have medical conditions will be informed about the best course of action if a child becomes seriously ill and needs emergency treatment.

- The child and the parents will be informed about the school's arrangements and there will be details in the plan if appropriate.
- The school will call an ambulance before contacting parents if a child becomes seriously ill – this applies to all children and not only those with health care plans.
- The school will arrange for a competent member of staff to travel to hospital in an ambulance.

## **Sickness**

Our policy for the sending home of ill or infectious children is discussed with parents. This includes procedures for contacting parents (or other authorised adults) if a child becomes ill while in the school.

- We do not provide care for children, who are unwell, e.g. have a temperature, or sickness and diarrhoea, or who have an infectious disease.
- Parents are notified if there is a case of head lice in the school.
- Good hygiene practice concerning the clearing of any spilled bodily fluids is carried out at all times by the First Aiders and the cleaning team.

**(Please see Infection Control and Outbreak Policy)**

## **Treatment of injuries**

Following an accident, the First Aider is to take charge of the first aid administration/emergency treatment commensurate with their training. Following their assessment of the injured person, they are to administer appropriate first aid and make a balanced judgement as to whether there is a requirement to call an ambulance.

The First Aider should call an ambulance on the following occasions:

- In the event of a significant injury or head injury
- If bleeding cannot be controlled
- In the event of a period of unconsciousness
- Whenever a fracture or break is suspected
- Whenever the first aider is unsure of the severity of the injuries

## **First Aid Procedure**

Children should be sent to a first aider for serious injuries as well as minor injuries for example:

- Head injuries (not headaches)
- Heavy bleeding- cuts, nosebleeds etc.
- Strong possibility of (or actual) vomiting
- Likelihood the child will be sent home due to temperature etc, (unless vomiting the child will return to class to await collection)
- Sprains
- Suspected fractures - if sensible to move the child
- Distinctive rashes
- Cuts, grazes and bruises.

## **Breaktimes and Lunchtime**

All children requiring first aid treatment are sent to the first aiders on duty for those sessions. Admin first aiders can be called upon for assistance.

## **In Class**

First aiders in class, or in neighbouring classrooms to deal with first aid incidents. Admin first aiders can be called upon for assistance.

- Any spilt blood must be washed away or mopped up with sanitizer.
- Injuries must be dealt with as quickly and calmly as possible and the child reassured whilst the treatment takes place.
- Injuries should be treated with the appropriate remedy i.e. Bruises- cold water compress ice pack
- Grazes- wash area with cold water
- Creams- must not be applied
- Cotton wool must not be used.
- Cuts and grazes should be covered with an appropriate sized plaster.
- All first aid waste e.g. rubber gloves etc, must be placed inside a bag and placed in the usual refuse bin for disposal.
- Parents must be informed of any major accident or injuries involving their child and notified to seek medical advice where appropriate.
- If a child should require further medical treatment, the first available person must call an ambulance using the 999 service, giving school address and nature of the problem. A staff member must stay with the child until the parent arrives. Should the parent not be available then a member of staff will attend hospital with the child. Contact should be made with the parent to explain what has been done and for the parent to meet the member of staff and child at the hospital.

## **Accident Book and Forms**

The accident book is to be completed for significant injuries. Accident forms must be completed for more serious injuries and all head injuries. These forms once completed must be sent to the LA within three working days. Copies of the accident book (Yellow carbon copy) are kept in the office with the Health and Safety files.

## **Treatment of head injuries to children**

Children often fall and bang themselves, and thankfully most bangs to the head are harmless events and can be dealt with by the supervising adult by applying a cold compress (wet tissue or cloth) for the child's own comfort.

Parents/Carers must be contacted for all bumps/grazes to the head. All head bumps must be recorded on a first aid slip and a copy sent home informing parents of possible symptoms to look out for. It is the responsibility of the first aider dealing with the head bump to contact the parent and also inform the class teacher.

If any of the below symptoms occur in a child who has had a bump to the head, urgent medical attention is needed. Parents should be contacted and the emergency services too.

- Becomes unconscious,
- Is vomiting or shows signs of drowsiness,
- Has a persistent headache,



- Complains of blurred or double vision,
- Is bleeding from the nose or ear, and/or
- Has pale yellow fluid from the nose or ear.

In the event of an accident in which the child cannot stand up unaided, he/she should be left in the position that he/she was found (even if this is in the toilets or playground) so long as it is safe to do so and the first aider must be called immediately to assess the situation. Treatment of suspected breaks/fractures. The seven things to look for are:

1. Swelling
2. Difficulty moving
3. Movement in an unnatural direction
4. A limb that looks shorter, twisted or bent
5. A grating noise or feeling
6. Loss of strength
7. Shock
8. If it is an open fracture, cover the wound with a sterile dressing and secure it with a bandage. Apply pressure around the wound to control any bleeding.
9. Support the injured body part to stop it from moving. This should ease any pain and prevent any further damage.
10. Once you've done this, call 999 for medical help. While waiting for help to arrive, don't move the injured person unless they're in immediate danger.
11. Keep checking the casualty for signs of shock.

First Aid training states that clothing should only be removed if necessary. Where clothing needs to be removed which could cause a safeguarding issue then two members of staff should be present. Only one needs to be first aid trained. However, if waiting for a second member of staff puts a child's life in danger then the first aider should not withhold treatment.

### **Disposing of blood**

Blooded items should be placed in the yellow clinical waste bin in the KS1 girls toilet on the Bushell site or the Disabled toilet on the Farah site.

**(Please see Infection Control and Outbreak Policy)**

### **Splinters**

Splinters should not be removed by first aiders. The parents must be called to advise of the splinter and parents should attend school to either remove it themselves or seek further medical advice/assistance.

### **Ice Packs**

Ice packs are for the treatment of sprains, strains and bruises and must be kept out of children's reach. These are stored in the staffroom freezers.

Guidance on the use of ice packs: Ideally an ice pack should be applied within 5-10 minutes of the injury occurring. The pack must be wrapped in a cloth to prevent cold burns and applied to the injured area for 5-10 minutes. If the skin is bright red or pink, remove the pack.

### **Precautions when using ice and heat**

#### **DO NOT USE ICE OR HEAT**

- If the casualty is diabetic

- Over areas of skin that are in poor condition
- Over areas of skin with poor sensation to heat or cold
- Areas with known poor circulation
- In the presence of visible or known infection(s)

### **Individual Health Care Plans**

In some cases, children will require care plans to be created by the Inclusion Manager in conjunction with the family and the appropriate medical agencies. Copies of these are kept in the child's file.

***(Please see Administration of Medication in School Policy, Intimate Care Policy, Supporting Pupils with Medical Needs Policy and Medical Needs Policy)***

### **Educational Visits and Journeys**

A risk assessment is carried out by the organiser. At least one named first aider will attend every visit and will take portable first aid kits, having checked the contents and expiry dates.

Staff should also take with them a list of the medical needs and necessary medication required for their pupils and is familiar with the pupils and their medical needs.

***(Also see Educational Visits Policy)***

### **Insurance**

In the event of a claim alleging negligence by a member of school staff, action is likely to be taken against the employer rather than the employee. The school's insurance arrangements provide full cover for any claims arising from the actions of staff acting within the scope of their employment. In addition, the Council's insurance policy covers claims arising from first aid treatment given by staff acting within the scope of their employment.

***Hollinswood Primary School will also refer to Telford and Wrekin's Internal Health & Safety First Aid Guidance where necessary. See below.***



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2. First Aiders and Appointed persons
3. Mental Health First Aid
4. First aid needs assessment (including mental health)
5. Communication of first aid arrangements
6. First Aid equipment
7. First Aid rooms
8. Accident reporting and record keeping
9. Further information

Appendix 1: Record of first aid treatment

Appendix 2: Recommended numbers of first aid personnel to be available at all times in T&W

## 1. THE LAW

The Health and Safety (First-Aid) Regulations 1981(as amended 2018 and 2024) require the provision of First Aiders/Appointed Persons and first-aid materials for employees.

Mental Health First Aid (MHFA) England best-practice guidance for employers on how to implement Mental Health First Aid in the workplace.

Whilst the regulations do not state that employers have to provide first-aid for anyone other than their own staff the approved code of practice strongly recommends that the non-employees are considered in the assessment of first aid needs and provision is made for them. It is Council policy to do this.

## 2. FIRST AIDERS and APPOINTED PERSONS

This guidance is written to reflect the HSE's four-layer framework for first-aid provision that has been in place for many years. The framework helps Telford & Wrekin council comply with the Regulations. These layers are:

- Appointed person (AP)
- Emergency first aid at work (EFAW)
- First aid at work (FAW)
- Additional training

### 2.1. APPOINTED PERSONS (AP)

As an employee of Telford and Wrekin Council operating under the hybrid working style, we request that you would be able to undertake the role of an appointed person in the event of a first aid incident.

An appointed person is someone who:

- Helps to take charge when someone is injured or becomes ill
- Ensures that an ambulance or other professional medical help is summoned when appropriate.

- Helps look after first aid equipment and restocking, as necessary. In a Telford and Wrekin Core Building this function is undertaken by facilities management.
- Ensures that the necessary accident reporting is carried out.

To effectively partake in this role, you are required to undertake the online First Aid Introduction training course on [OLLIE](#)

Appointed persons are not first aiders and should not administer first aid treatment that they have not been trained to do.

## **2.2. FIRST AIDERS**

First aiders may either be contractually obliged to take on this role or be selected from staff volunteers. A first aider needs to:

- Have a suitable calm, reliable disposition, an empathetic approach and good communication skills.
- Be willing and able to undertake the necessary training.
- Put their skills into practice when the need arises in sometimes stressful and physically demanding situations.
- Apply their skills in any work environment if needed.
- Be employed in a post where they are readily accessible in case of emergencies.

First aiders are expected to:

- Check and replenish first aid boxes on a regular basis (this could be in conjunction with other first aiders in the workplace)
- If you work in one of the councils Core buildings, ensure your information on the councils First aid data base is kept up to date. This list is on the internet (see icon for First aid & [Fire & first aid lists for council buildings](#) – you should make yourself familiar on location and access
- If a first aid list is displayed in a place or work (non-core building) ensure it is kept up to date and is displayed next to first aid box location.
- Maintain confidential records of first aid treatment in accordance with section 8.

### **2.2.1. Emergency First Aid at Work (EFAW)**

At least a 6-hour course (not including breaks), over a minimum period of 1 day.

On completion of training, successful candidates should be able to apply the knowledge listed on page 36 (appendix 6) [First aid at work: The Health and Safety \(First-Aid\) Regulations 1981. Guidance on Regulations L74 \(hse.gov.uk\)](#)

This must be renewed every three years by means of a one day re-qualification course.

### **2.2.2. First Aid at Work (FAW)**

At least an 18-hour course (not including breaks), over a minimum period of three days.

On completion of training, whether a full FAW course or a FAW requalification course, successful candidates should have satisfactorily demonstrated competence in all of the subject areas listed on page 35 and 36 (appendix 5 & 6) [First aid at work: The Health and Safety \(First-Aid\) Regulations 1981. Guidance on Regulations L74 \(hse.gov.uk\)](#)

This must be renewed every three years by means of a two-day re-qualification course.

### **2.3. First aid in Schools, early years and further education - PAEDIATRIC FIRST AID (PFA)**

The current legal requirements for paediatric first aid are set out here [Statutory framework for the early years foundation stage \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/publications/statutory-framework-for-the-early-years-foundation-stage)

And here [First aid in schools, early years and further education - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/first-aid-in-schools-early-years-and-further-education)

#### **2.3.1. Full Paediatric First Aid**

At least one person who has a current **full** paediatric first aid certificate must be on the premises and available at all times when children are present and must accompany children on outings. Childminders, and any assistant who might be in sole charge of the children for any period of time, must hold a current **full** paediatric first aid certificate.

PFA training must be renewed every three years and be relevant for workers caring for young children and where relevant, babies.

Providers should take into account the number of children, staff and layout of premises to ensure that a paediatric first aider is able to respond to emergencies quickly.

This two-day paediatric first aid course focuses on emergency scenarios that face those looking after young children and infants, including day nurseries, private nursery schools, pre-schools, before and after school clubs for children in the early years age group, childminders and carers of children at home.

Providers should display (or make available to parents) staff PFA certificates or a list of staff who have a current PFA certificate.

Employees that are full paediatric first aiders need to be able to provide a defined list of first aid for an infant and a child and understand how to administer first aid to an infant and a child with a chronic medical condition or sudden illness (as listed in links in 2.3) and understand how to complete records relating to illnesses, injuries that require first aid and emergencies.

#### **2.3.2. Emergency paediatric first aid**

Employees that are Emergency paediatric first aiders need to be able understand the role and responsibilities of the emergency paediatric first aider, have the ability to assess an emergency situation, prioritise your actions and be able to assess an emergency situation safely.

They also need to be able to provide a defined list of first aid for an infant and a child and understand how to administer emergency first aid to an infant and a child with a chronic medical condition or sudden illness (as listed in links in 2.3) and understand how to complete records relating to illnesses, injuries and emergencies.

This must be renewed every three years by means of a one-day re-qualification course.

The paediatric first aid courses must meet the Ofsted Early Years and Childcare Register requirements.

### **2.4. Defibrillator Training**

Most T&W council locations because of the high number of visitors, or associated risks, including leisure centres have defibrillators on site. These are also provided in Darby House, Southwater One, and Granville house due to the large number of employees on site. First Aid

at Work training now includes the use of a defibrillator, but additional training can be provided if necessary.

### **2.5. All first aiders must be allocated enough time to:**

- Attend training
- Carry out their routine responsibilities to check and restock first aid equipment
- Review their first aid training materials.

### **2.6. Insurance**

The council's insurance policy covers claims arising from first-aid treatment given by staff acting within the scope of their employment.

### **2.7. First aid training provider**

First aiders must complete a training course administered by a competent First Aid training provider.

The requirement for first aid training providers to be HSE registered has been removed, however training organisations will still be required to meet certain standards/criteria set by the HSE.

Telford & Wrekin Council First Aid training provider offer 'regulated qualifications. These are nationally recognised and our training centre is registered as an 'awarding organisation' (AO).

These AOs are recognised by national qualification regulators (Ofqual) that have dedicated policies and quality assurance processes that approve and monitor our training centres to ensure training meets standards set by the national regulators. The regulators stipulate that AOs and their training centres must work in compliance with the Assessment Principles for

First Aid Qualifications – see the SQA website [www.sqa.org.uk](http://www.sqa.org.uk).

To book on any first aid courses please use the OLLIE site.

There are a selection of dates but if there are none available or you can't attend the dates that are available please email [Co-operative.Admin@telford.gov.uk](mailto:Co-operative.Admin@telford.gov.uk) to request a place.

If you are not registered with the online booking system (OLLIE) you can access and book all your first aid training via [trainingenquiries@telford.gov.uk](mailto:trainingenquiries@telford.gov.uk)

## **3. MENTAL HEALTH FIRST AID**

The council is committed acknowledging the importance of mental wellbeing and promoting positive mental wellbeing in the workplace in order that every individual reaches their own potential and can cope with the normal stresses of life. It is important that we have identified employees who are able to spot the signs and symptoms of mental ill health and provide help and signposting when an individual finds themselves in crisis. Mental Health First Aid (MHFA) is an internationally recognised qualification which teaches individuals how to recognise crucial signs of mental ill health and feel confident to guide someone to appropriate support when in crisis.

### **3.1. Mental Health first aiders need to:**

- Have a calm, reliable disposition, an empathetic approach and good communication skills.
- Are able to listen non-judgementally

- Understand the importance of confidentiality
- Have an interest in mental health and wellbeing
- Have a desire to learn more about mental health and support others
- Put their skills into practice when the need arises in sometimes stressful and emotionally demanding situations.

### 3.2. Mental Health First aiders are expected to:

- Be employed in a post where they are readily accessible in case of a crisis
  - Gain the support of their manager to become a Mental Health First Aider.
  - Be willing and able to undertake relevant training
  - Carry their 5 step MHFA action plan (ALGEE checklist) with them at all times (provided at training)
  - Make themselves aware of and familiar with the Wellbeing Policy
  - Make themselves familiar with the organisation's Wellbeing offer
  - Make themselves aware of their nearest MH First aid room (please refer to the First Aid Guidance document) should they need to assist a colleague in crisis
  - Ensure they know the key code to access first aid room keys at their location
  - Ensure the most up to date MHFA contact list for their building is displayed next to first aid boxes and in core areas where needed
  - Ensure contact and location details registered with the ODD Team are kept up to date
- Attend all support sessions with fellow MH First Aiders

### 3.3. Mental Health First Aid

It is important that all employees and managers are aware of the signs and symptoms of someone who may be suffering from mental ill health and are able to access mental health awareness training to support this. For most people, the mechanisms outlined in the Wellbeing policy will support them in maintaining good mental health at work, with a proactive and preventative approach to mental wellbeing.

However, we recognise that some people may suddenly find themselves suffering from severe mental health issues and in crisis at work due to unforeseen circumstances, traumatic events or loss. MHFAs are expected to provide immediate support and signposting advice for these individuals at the point of crisis, calling upon appropriate professional support where this is required and relevant. MH First Aiders are not trained to be therapists or psychiatrists – there is not an expectation that they will resolve the individual's issues but instead will offer initial support through non-judgemental listening and guidance. MHFAs are not expected to provide low level support or counselling to individuals on an ongoing basis.

Access to our [Mental-Health-Ambassadors](#) can found here.

Staff can register their interest in becoming a mental health first aider for the organisation (with the support of their manager) by emailing [beingthechange@telford.gov.uk](mailto:beingthechange@telford.gov.uk)

## 4. FIRST AID NEEDS ASSESSMENT

To work out what level of first aid provision is needed in any Telford & Wrekin workplace consider the factors listed in the table below. Where one factor indicates that a higher level of first aid provision is needed than another factor then the higher level should be implemented. The table below gives the **minimum** acceptable level of first aid provision.

**For further details on the number of first aiders required for Telford and Wrekin core buildings see appendix 2**

| Point to consider  | Impact on first-aid provision   |
|--|---|
| <b>Hazards</b><br>(use the findings of your general risk assessment and take account of any parts of your workplace that have different work activities/hazards which may require different levels of first-aid provision) |   |
| Does your workplace have low-level hazards such as those that might be found in offices and shops?   | The minimum provision is: <ul style="list-style-type: none"> <li>• An appointed person to take charge of first-aid arrangements;</li> <li>• A suitably stocked first-aid box.</li> </ul>  |
| Does your workplace have higher-level hazards such as chemicals or dangerous machinery?<br><br>Do your work activities involve special hazards such as hydrofluoric acid or confined spaces?                               | You should consider: <ul style="list-style-type: none"> <li>• Providing first-aiders;</li> <li>• Additional training for first aiders to deal with injuries resulting from special hazards;</li> <li>• Providing a suitably stocked first-aid box;</li> <li>• Additional first aid equipment;</li> <li>• Precise location of first aid equipment;</li> <li>• Providing a first-aid room;</li> <li>• Informing the emergency services of specific hazards etc in advance.</li> </ul> |
| <b>Employees</b>   |   |
| How many people are employed on site?  | The minimum provision is: <ul style="list-style-type: none"> <li>• An appointed person to take charge of first-aid arrangements;</li> <li>• A suitably stocked first-aid box.</li> </ul><br>Depending on your circumstances, you should consider providing: <ul style="list-style-type: none"> <li>• First aiders;</li> <li>• Additional first-aid equipment;</li> <li>• A first-aid room.</li> </ul>   |
| Are there inexperienced workers on site (including those on 'work experience') or employees with disabilities or particular health problems?   | You should consider: <ul style="list-style-type: none"> <li>• Additional training for first aiders;</li> <li>• Additional first-aid equipment;</li> <li>• Location of first-aid equipment.</li> </ul>   |
| Are staff aware of Mental Health (MH) issues and able to recognise the signs of symptoms of mental health?   | Consider: - <ul style="list-style-type: none"> <li>• Attendance on the mental health awareness course for all employees</li> <li>• Manager attendance on the MH first aid course (1 day)</li> </ul>   |

|   |  |
|---|--|
| Have you considered the Mental Health and wellbeing of your staff in line with the APPD framework?  | <p>You should consider:</p> <ul style="list-style-type: none"> <li>You should consider wellbeing as part of the APPD and regular 1-2-1 discussions. Where an individual raises issues relating to mental wellbeing, refer to the Wellbeing Policy for support mechanisms available to support them.</li> </ul> |
| <b>Accidents and Ill- health record</b>   |  |
| What is your record of accidents and ill health?  | Ensure your first-aid provision will cater for the type of injuries and illness that have occurred in your workplace.  |
| What injuries and illness have occurred and where did they happen?                                  | <p>Monitor accidents and ill health and review your first-aid provision as appropriate.</p> <p>Monitor any concerns or increases of work-related stress or staff raising concerns about work stressors</p>   |
| <b>Working arrangements</b>   |  |
| Do you have employees who travel a lot, work remotely or work alone?                                | <p>You should consider:</p> <ul style="list-style-type: none"> <li>Issuing personal first-aid kits;</li> <li>Issuing personal communicators/mobile phones to employees.</li> </ul>   |
| 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.  |
| Is your workplace remote from emergency medical services?   | <p>You should:</p> <ul style="list-style-type: none"> <li>Inform the emergency services of your location;</li> <li>Consider special arrangements with the emergency services;</li> <li>Consider emergency transport requirements.</li> </ul>   |
| Do any of your employees work at sites occupied by other employers?                                 | <p>You should make arrangements with other site occupiers to ensure adequate provision of first aid.</p> <p>A written agreement between employers is strongly recommended.</p>   |
| 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"> <li>What cover is needed for annual leave and other planned absences;</li> <li>What cover is needed for unplanned and exceptional absences.</li> </ul>  |
| <b>Non – employees</b>  |  |
| Do members of the public or non-employees visit your premises?                                      | Under the health & 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.  |



## 5. COMMUNICATION OF FIRST AID ARRANGEMENTS

It must be made clear on all Telford & Wrekin premises who the dedicated first aiders are and where the first aid materials are kept.

All employees must make themselves familiar with the arrangements and their role as an appointed person in section 2.1

The standard white cross on a green background should be used to indicate first aid information. Lists of first aiders should be posted in prominent positions including adjacent to first aid boxes, on first aid room doors, in or near lifts and at reception areas.

There is a list of trained [Fire & first aid lists for council buildings](#) for all the core buildings.

## 6. FIRST AID EQUIPMENT

First aid equipment should be kept in a known location where it is readily accessible in an emergency. This has to be balanced against trying to keep the equipment secure so that it doesn't suffer from pilfering. In a multi floor building where any first aider could be called to any floor the first aid kits should be kept in the same location on each floor as far as possible so that they can be found quickly. Where possible hand washing facilities should be close by.

Additional first aid equipment should be sited close to identified hazard areas e.g. kitchens, workshops, science laboratories.

At all times a balance needs to be struck between having sufficient first aid materials readily to hand to deal with likely emergencies and avoiding overstocking which causes wastage due to dressings exceeding their guaranteed sterility date and needing to be replaced. First aiders are responsible for replenishing first aid boxes.

When purchasing any first aid kit you should ensure they meet the necessary standards, The British Standards Institute (BSi) updated the contents in January 2019 to the following kits to meet the new standard:

- Workplace First Aid Kits – BS 8599-1
- Vehicle First Aid Kits – BS 8599-2 [Guidance](#)

And also the BSi have also introduced two new kits:

- Personal Issue First Aid Kit
- Critical Injury Pack

### 6.4. First aid container contents:

#### 6.4.1. The HSE state a standard first aid kit should contain:

There is no mandatory list of items to put in a first-aid box. It depends on what you assess your needs to be. As a guide, where work activities involve low level hazards, a minimum stock of first-aid items would be:

- A leaflet giving general guidance on first aid (e.g. HSE's leaflet Basic advice on first aid at work ); 20 individually wrapped sterile plasters (of assorted sizes), appropriate to the type of work (you can provide hypoallergenic plasters if necessary);
- Two sterile eye pads;
- Two individually wrapped triangular bandages, preferably sterile

- Six safety pins
- Two large, individually wrapped, sterile, unmedicated wound dressings
- Six medium-sized, individually wrapped, sterile, unmedicated wound dressings
- At least three pairs of disposable gloves

This is a suggested contents list only. The contents of any first-aid kit should reflect the outcome of your first aid needs assessment. It is recommended that you don't keep tablets and medicines in the first-aid box

#### **6.4.2. Eye wash**

Is only required where there isn't ready access to mains water. Where it is needed it should be provided in the form of at least one litre of normal saline in a sealed disposable container. Containers should not be kept for reuse once the seal is broken and must not be used beyond their expiry date. Eye wash should be kept close to eye contamination hazards.

#### **6.4.3. Portable first aid kit for personal use**

For employees who travel around a lot it makes sense for them to be provided with a small first aid kit to enable them to clean and dress a minor injury without the need to return to base. Their kit should contain as a minimum:

- 6 Individually wrapped sterile plasters (Assorted sizes)
- 6 Individually wrapped alcohol free wipes.

### **7. FIRST AID ROOMS**

**7.1.** Some Council premises, due to the number of people using the premises and the nature of the activities taking place there, may warrant the provision of a first aid room. This room can be used for other compatible purposes e.g. as a place for expression of breast milk or carrying out medical examinations but should be readily available for first aid purposes whenever needed. Guidance L74 identifies criteria and contents of first aid rooms and is provided in the link [First aid at work. Guidance on Regulations L74](#)

First aid rooms are also available for MHFAs to undertake mental health first aid when needed.

**7.2.** First aiders are encouraged to familiarise themselves on the location and contents of any first aid rooms in their premises so they could use them quickly and easily should the need arise.

### **8. ACCIDENT REPORTING AND RECORD KEEPING**

**8.1.** All first aiders should keep a record of first aid treatment given, when and to whom. This information should be kept securely in accordance with data protection principles. A suitable form for recording this is given in appendix 1.

**8.2.** If the administration of first aid was needed due to a work-related accident or violent incident then the first aider should complete the relevant accident or violent incident form on behalf of the casualty if they are unable to do this themselves. Forms are completed on Myview accessed on the intranet.

### **9. FURTHER INFORMATION**

- [Wellbeing \(sharepoint.com\)](#)
- [Telford & Wrekin Council Wellbeing Offer \(sharepoint.com\)](#)
- [First aid - HSE](#)

- The Health and Safety (First Aid) Regulations 1981 [First aid at work. Guidance on Regulations L74](#)
- [First aid in schools, early years and further education - GOV.UK \(www.gov.uk\)](#)
- [First Aid Needs Assessment and Workplace Mental Health](#)
- [Selecting a first aid training provider – a guide](#)
- [Basic Advice on First aid at work leaflet](#)

## Appendix 1

|   |   |
|---|---|
|  <p>Telford &amp; Wrekin<br/>C O U N C I L</p> | <p><b>INTERNAL HEALTH AND SAFETY</b><br/><b>First Aid Report Form</b></p> |
|---|---|

**What we will do with your Personal Information** Telford & Wrekin Council is collecting your personal information for the purpose of meeting the statutory requirement of the Health & Safety at Work etc Act 1974. Telford & Wrekin Council will not share any of your personal data collected with external organisations unless required to do so by law when your data may be shared with other organisations for example the Health and Safety Executive (HSE) or the council's insurers. For further details on the council's privacy arrangements please view the privacy page on the council's [Website Page](#)

### FIRST AID TREATMENT RECORD

1. Date and time of incident:
2. Name of casualty:
3. Address of casualty:
  
4. Place of incident:
5. Circumstances of incident (i.e. what happened):
6. Name and contact details of witness(es)
7. Injuries/ ill health suffered:
8. Treatment given:
9. Did the casualty: (please circle)
  - ☐ Return to work/continue what they were doing?
  - ☐ Go home?
  - ☐ Go to their GP?
  - ☐ Go to hospital?
10. Name of First Aider:
11. Date of report:

NB If the incident was as a result of an accident or a violent incident, please ensure that the relevant reporting form is completed **online using MyView.**

## Appendix two - Recommended numbers of first aid personnel to be available in Telford & Wrekin workplaces

| Level of risk associated with Service Delivery team   | How many employees          | Minimum number of first aid trained staff   | Consider previous injuries  | Consider other factors   |
|---|-----------------------------|---|---|--|
| <b>Low risk</b><br>Offices/ Office based staff<br>Libraries<br>Meeting and greeting   | Less than 25                | At least 1 appointed person   | Monitor accidents and ill health and review your first aid provisions annually              | Inexperienced workers<br>Employees with disabilities/health issues<br>Employees that travel a lot, work remotely or lone work - issue personal first aid kit<br>Shift work<br>Out of hours<br>Premises spread out – several floors/buildings<br>Planned and unplanned absences of first aiders<br>Members of public visiting your services |
|   | 25 -50                      | At least 1 trained Emergency First Aider at Work (EFAW) first aider                               |   |  |
|   | More than 50                | At least 1 trained First Aider at Work (FAW) first aider for every 100 employed (or part thereof) |   |  |
| <b>Higher risk</b><br>Leisure centres<br>Care providers<br>Catering<br>Light engineering work<br>Construction work<br>Working with chemicals Using dangerous machinery<br>Working in confined space                     | Less than 5                 | At least 1 appointed person   |   |  |
|   | 5 – 50                      | At least 1 EFAW or FAW trained first aider depending on the type of injuries that may occur       |   |  |
|   | More than 50                | At least 1 FAW trained first aider for every 50 employed (or part thereof)                        |   |  |
| <b>Telford &amp; Wrekin Council Core Building</b><br>(needs based on building size & type)  | <b>All staff</b>            | <b>Based on 50 plus staff occupancy</b>   | <b>Minimum total needs</b>  | <b>First aid provision and location</b>  |
| <b>DARBY HOUSE</b><br><b>(600 employees)</b><br><b>Office staff and controlled visitor access to ground floor</b>   | Appointed person<br>Trained | At least 1 trained First Aider at Work (FAW) first aider for every 100 employed (or part thereof) | 6 FAW staff per day<br>6 EFAW staff per day   | First Aid room in main Reception area. All floors have first aid provision in core area on landing   |
| <b>SOUTHWATER ONE</b><br><b>(250 employees)</b><br><b>Office staff on 2<sup>nd</sup> and 3<sup>rd</sup> floor. Public access on ground and 1<sup>st</sup> floor.</b><br><b>Council chambers on 3<sup>rd</sup> floor</b> | Appointed person<br>Trained | At least 1 trained First Aider at Work (FAW) first aider for every 100 employed (or part thereof) | 3 FAW staff per day<br>3 EFAW staff per day   | First aid room on Ground floor by welfare facilities. All main staff kitchens have first aid provisions  |
| GRANVILLE HOUSE (300 employees)<br>Office staff on ground floor and 1 <sup>st</sup> floor.<br>Other occupants in building.  | Appointed person<br>trained | At least 1 trained First Aider at Work (FAW) first aider for every 100 employed (or part thereof) | 3 FAW staff that are static in the building<br>3 EFAW staff that are static in the building | Point 1 – Corridor far left hand side Point 2 – Corridor far right hand side   |

| <b>Telford &amp; Wrekin Council Core Building</b>   | <b>All staff</b>            | <b>Total needs for overall staff levels in building<br/>(per floor per day)</b>  | <b>Total per day</b> | <b>Total needs for overall building size &amp; type</b>                                     | <b>Total per day</b> |
|---|-----------------------------|--|----------------------|---|----------------------|
| <b>DARBY HOUSE</b><br><b>(600 employees)</b><br><b>Office staff and controlled visitor access to ground floor</b>   | Appointed person<br>Trained | G – 2 EFAW<br>1 <sup>st</sup> - 2 FAW – 1 EFAW<br>2 <sup>nd</sup> - 2 FAW – 1 EFAW<br>3 <sup>rd</sup> - 2 FAW – 1 EFAW<br>4 <sup>th</sup> - 2 FAW – 1 EFAW<br>5 <sup>th</sup> - 2 FAW – 1 EFAW<br>6 <sup>th</sup> - 2 FAW – 1 EFAW<br>7 <sup>th</sup> - 3 EFAW<br>8 <sup>th</sup> - 3 EFAW | 12 FAW<br>14 EFAW    | 6 FAW staff that are static in the building<br>6 EFAW staff that are static in the building | 6 FAW<br>6 EFAW      |
| <b>SOUTHWATER ONE</b><br><b>(250 employees)</b><br><b>Office staff on 2<sup>nd</sup> and 3<sup>rd</sup> floor. Public access on ground and 1<sup>st</sup> floor.</b><br><b>Council chambers on 3<sup>rd</sup> floor</b> | Appointed person<br>Trained | G – 1 FAW – 2 EFAW<br>1 <sup>st</sup> - 1 FAW – 1 EFAW<br>2 <sup>nd</sup> - 2 FAW – 1 EFAW<br>3 <sup>rd</sup> - 1 FAW – 1 EFAW   | 5 FAW<br>5 EFAW      | 3 FAW staff that are static in the building<br>3 EFAW staff that are static in the building | 3 FAW<br>3 EFAW      |
| GRANVILLE HOUSE (300 employees)<br>Office staff on ground floor and 1 <sup>st</sup> floor.<br>Other occupants in building.  | Appointed person<br>trained | G – 2 FAW - 2 EFAW<br>1 <sup>st</sup> - 2 FAW - 2 EFAW   | 4 FAW<br>4 EFAW      | 3 FAW staff that are static in the building<br>3 EFAW staff that are static in the building | 3 FAW<br>3 EFAW      |
| <b>Total first aider and training needs</b>   |                             |  | 21 FAW<br>23 EFAW    |   | 12 FAW<br>12 EFAW    |