



# Phoenix Community Care Ltd Policy & Procedure

## **First Aid, Accidents & Emergencies.**

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## Health & Safety / General Safety & Good House Keeping

### CONTENTS

**Introduction**

**Legislation**

**Record keeping**

**Arrangements and responsibilities for general safety and good house keeping**

**House keeping – inspection of the workplace / PCC housing**

**Storage facilities**

**Waste collection and removal**

**Safe systems of work**

**General safety and good house keeping**

# First Aid, Accidents and Emergencies.

## Introduction

This procedural arrangement must be read in conjunction with the procedural arrangement for accident reporting and investigation, general workplace risk assessment, fire and emergency and others that impose duties on PCC to carry out risk assessments.

## First aid

People at work, including volunteers, service users, contractors and members of the public can suffer injuries or fall ill. It does not matter whether the injury or illness is caused by the work they do, but it is important that they receive immediate attention and an ambulance is called in serious cases. First aid can save lives and prevent minor injuries becoming major injuries. It does not include giving tablets or medicines to treat illness.

## Legislation and guidance

PCC is under general duty of section 2 of the health and safety at work act to provide a safe place of work including suitable arrangements for welfare.

The health and safety [first aid] regulations and the associated code of practice and guidance, detail the requirements for first aid that employers have to address within the workplace. A qualified first aider is required in the work place.

To prevent confusion a qualified first aider is someone who has completed and holds a current first aid at work certificate issued from the HSE approved '3 day health and safety at work aid course'.

An 'appointed person' is someone who has attended a 1 day emergency first aid course who may take responsibility during holidays and sickness of a 'qualified first aider'.

To comply with the various pieces of legislation, the assessment of the first aid provision should be separated into provision for – first aid for employees and members of the public and provision of care for the service users. Where the higher first aid provision is identified this is applied. The risk assessment must take account that there is a need to ensure there are sufficient first-aid personnel within the work place to adequately cover the hours worked. –

## Risk assessments

Risk assessments are required to establish minimum first-aid provision for each PCC working area and service user property, including adequate number of first aiders, first aid containers or other facilities. Employees and service users and any others must be informed of these arrangements i.e. the location of equipment, facilities and appointed personnel and must co-operate on all matters of first aid and be instructed not to interfere or misuse first aid equipment. The manager needs to:-

- Undertake a risk assessment to determine the level of first aid required [APPENDIX 1]
- Obtain suitable and sufficient number of first aid containers, distributed such that all areas of the service are provided for at all times.
- Using table the minimum suggested first aid provision for various categories of risk in PCC the number of first aiders and appointed persons required within the service.
- Ensure that information regarding the provision of first aid is made known to everyone in the service.
- Ensure that all first aid treatment is recorded in the PCC accident book
- Implement a programme of training and update/ refresher training, including all necessary record keeping [APPENDIX 3]
- Re-assess annually where changes have been made that may invalidate the original assessment.

## Record keeping

Records must be kept of all first aider's details and training. All accidents, however minor, must be recorded in the PCC internal accident book and where appropriate the external reporting form [RIDDOR].

## Minimum suggested first aid provision for various categories of risk in PCC

**Low risk** – offices, shops supported living, day service, care at home - recommended

less than 50	-	at least 2 appointed person with emergency first aid training.
50 – 100	-	at least 1 qualified first aider
More than 100	-	1 additional qualified first aider for every 100

**Low risk** - housing no more than 5 persons- recommended  
Any number of persons – require a provision of a first aid kit

**Low risk** - lone, remote and travelling workers  
Any number of persons – require provision of a first aid kit and emergency first aid training

**Medium risk** – Day service with significant hazards

Less than 20	-	at least 1 appointed person with additional emergency first aid training.
20 – 100	-	at least 1 first aider for every 50
more than 100	-	first aider at all times

**Medium risk** - lone, remote and travelling workers exposed to hazards  
Any number of persons - provision of a first aid kit and emergency first aid training and a means of summoning assistance in an emergency

**High risk** - any service or activity which is remote from emergency medical services or where there are significant hazards and where control measures fluctuate or are difficult to implement.  
Any number of persons- qualified first aider's at all times[ at least one first aider for every 25 or part there of] with one additional first aider for every 50.

## Summary – safe system of work

The following minimum arrangements must be in place to ensure that suitable and sufficient provision of first aid personnel and equipment is available at the work place.

The manager should:-

- Carry out appropriate risk assessments to identify first-aid provision
- Ensure that an appropriate number of first aid personnel are recruited and trained and are in the work place at any given time
- Identify appropriate personnel and arrange training as required by the HSE
- First aid personnel must keep their certificate up to date
- Ensure that employed and all others are aware of the procedures to be followed in the event of illness or injury.
- Ensure all staff and others can locate the first aider and first aid kits
- Maintain an adequate first aid equipment appropriate for the degree of risk
- Ensure that the names and location of the first aid personnel and equipment is displayed
- The contents of the first aid kit is checked and updated at regular intervals and replacements ordered and kits refilled.
- There must be access to the first aid equipment at all times.
- The first aider must summon professional help when necessary.
- All details of accident and injuries are recorded in the accident book and processed correctly

# First aid provision at work

Appendix 1

## Assessment of first aid need

Property/Service	
Date	
Assessor	

Considerations	Comment	Needs to be Done	Action
What is the likely number of Employees / service user other at any one time.			
What are the likely members of the public that might be at the service at one time.		Check public liability insurance	
Total number of persons at the property/ service.			
Is there a significant risk Of injury or ill health from Any of the following Hazardous substances Dangerous tools / machinery Vehicle movements Dangerous loads Violent acts			
Are there areas of the property/service that have a higher risk of injury, if so list these areas and state the Times of day that they are likely To be used		Ensure that there is a q first aider available to the area. Suitably stocked first aid kit available	
Check your accident book and identify past records of accidents Or ill health Is there a particular time of day. That accidents occur		Review risk assessments implement control measures to reduce the numbers of accidents	
Are there employees /service users with disabilities or special health needs Are there employees / service users with language difficulties		Ensure that appointed persons and first aiders are trained in any additional needs, provide info in a format that is understood By all	

Are there young persons, or 'work experience' persons working in the service		Ensure that these persons are made aware of first aid provision	
Is there out of hours working?		Ensure there is provisional First aid on call	
Is the property/service remote from emergency Services?			
Do you have employees who travel a lot for work purposes or work alone		Provide a first aid kit and basic training in its use Have a mobile phone	
Overall, how do you rate the risks of Injury or illness within the service Low risk / Medium risk / High risk			

### Action plan

Action required	By who	Target date	Completed date