

FIRST AID CODE OF PRACTICE

1. INTRODUCTION

This code of practice is based upon the Health and Safety (First Aid) Regulations 1981 (as amended). They require the employer to:

- To provide adequate and appropriate equipment, facilities and personnel to enable their employees to receive immediate attention if they are injured or taken ill at work.
- Give employees information about the provision of first aid, the location of first aid equipment, facilities and personnel.

The University will extend its first aid provision to its students, contractors, visitors, members of the public and shared building users if required.

2. SCOPE

The aims and objectives of this code of practice are:

- To ensure that there are sufficient number of trained first aiders on duty and available for the numbers and risks on each of the premises using a first aid risk assessment. This will include our campus safety response team with enhanced first aid skills. The levels will vary due to the nature of agile working, but we endeavour to utilise campus technology to enhance response and provision.
- To ensure that there is suitable and sufficient equipment available to administer first aid, such as first aid boxes. As above this will utilise the campus safety team who will endeavour to respond within a three-minute time frame with a defibrillator and enhanced assessment treatment and equipment.
- To ensure that the above provisions are transparent and clearly communicated to all who may require them.

3. FIRST AID ARRANGEMENTS

- 3.1 Keele University employs its own Campus Safety team who are on-site 24 hours per day, 7 days per week. They are trained to be able to provide an enhanced first aid service known as FREC level 3. This is First Response Emergency Care level 3, and it qualifies our campus safety team to deliver additional advanced assessment and care beyond that which is required by the first aid at work regulations. This qualification forms part of the QA Prehospital Care suite of qualifications. The qualification and learning outcomes are based on the recommendations of; the Resuscitation Council (UK), Assessment Principles for Regulated First Aid Qualifications and the Royal College of Surgeons of Edinburgh – Faculty of Pre-Hospital Care (FPHC). This,

combined with tactically positioned first aiders of varying levels of qualification and using the Safe Zone technology, enables us to ensure that a fast response with enhanced levels of care that is resilient amid the strains currently being placed upon our NHS and Ambulance services. This can ensure that our staff and students have the confidence of receiving enhanced care during any anticipated wait times for Ambulance response where it may be appropriate. This also gives Keele the added benefit of providing a resilient service amid hybrid working patterns to allow us to deliver a consistent provision of first aid and beyond.

3.2 In order to create this strategy, we have considered the following in assessing the needs of the University's first aid provision in line with Regulation 3 of The Health and Safety (First Aid) Regulations 1981

- **The nature of the work and workplace hazards and risks** - Mixed areas of high and low risks. High risk areas have embedded first aiders to provide an immediate response where workplace injuries may need immediate responses. Low risk areas where workplace accidents are less likely to cause serious injuries or those that may need immediate first aid (less than three minutes) will be reliant upon the Campus Safety Team.
- **The nature of the workforce** - varied workforce but all adults without vulnerabilities
- **The organisation's history of accidents** – largely low level
- **The size of the organisation** - large, but hybrid working environment means lots of staff work from home.
- **The needs of travelling, remote and lone workers** - lone workers have a process and emergency means of contacting assistance. The university operates hybrid working patterns and the staff numbers are largely reduced as lots of staff work a considerable amount of time at home.
- **Work patterns** - majority 9-5 but does include out of ours for some departments.
- **The distribution of the workforce** - over 600 acres but lots of home working in a hybrid environment
- **The remoteness of the site from emergency medical services**; in house medical responders (Campus Safety FREC 3) and Royal Stoke hospital 2.8 (< 10 minutes) miles away.
- **Employees working on shared or multi-occupied sites** – Numerous.
- **Annual leave and other absences of first aiders and appointed persons** - back up by in house medical responders (Campus Safety FREC 3)
- **First-aid provision for non-employees** – Student population largely supported by Campus Safety Team but will have provision in higher risk activity areas.

4. ROLES AND RESPONSIBILITIES

The responsibilities regarding provision of first aid are in line with the Health and Safety policy. The specific roles are outlined below.

4.1 Campus safety

Are responsible for responding to emergency calls for first aid. They triage all calls for assistance and will seek to prioritise calls dependent on need. To undertake advanced first aid training. To ensure that any ambulances called, where they have been made aware, are guided to the correct location of any casualty or casualties. Campus Safety Team will also ensure that there is a means of transport to a hospital, urgent care centre, or walk-in clinic where an ambulance is not required, but medical treatment is, or transport home, where, staying at the university is not appropriate.

4.2 First Aiders

Where required by the risk assessment, there shall be an adequate number of first aiders to ensure there is an appropriate response to a first aid incident. Their training should also include any specialist risk factors such as oxygen therapy, Calcium Gluconate administration, chemical burns etc.

- Ensure they have the SafeZone app downloaded onto their phones.
- To log into Safe Zone when on campus to enable campus safety to be able to contact and direct.
- Ensure they have the emergency number for campus safety stored on their phones.
- Respond promptly to an incident/accident when requested or when witnessed, within the limits of approved first aid training while safeguarding their own health and safety and that of others and to provide treatment and advice with competency.
- Contact campus safety to provide support, an AED and to handover for advanced treatment.
- Attend training courses covering qualification, requalification, defibrillator and any required skills update. First aiders need to manage their own training and requalification, and this means identifying when their qualification expires and request booking of their requalification course from Organisational Development.
- If an ambulance is called, ensure a call is placed to security so they are able to guide the ambulance to the right location. Remain with the casualty until the arrival of the ambulance, summon further help if necessary.
- Report details of incidents/accidents or illness in accordance with our accident/incident reporting procedures.
- Report any discrepancies in the provision of first aid in the area to Health & Safety.
- Contact Health & Safety and your doctor should you be concerned that you have been infected through exposure to bodily fluids.

- Ensure that the contents of first aid boxes are fully stocked and replenished either when stocks are used or expired.

4.3 **Line Managers**

To authorise and allow their staff the time to undertake appropriate training to provide first aid on behalf of the university.

4.4 **Heads of schools and directorates**

To ensure their areas have an up to date first aid needs risk assessment and ensuring that there are adequate numbers of appropriately trained staff to cover agile working arrangements. This would include such things as first aiders who might be needed on field trips etc.

4.5 **Health & Safety**

- Ensure that first aid risk assessment has been undertaken to identify any additional first aid needs based on risks at each location and consider operational activities.
- Ensure that the required numbers of first aiders identified in the risk assessment are trained to the required standards.
- Ensure that volunteers to become first aiders have all the necessary personal attributes and where reasonable, have the ability to leave their normal duties in an emergency to enable them to undertake this role.
- Ensure that appropriate first aid training courses are provided to meet the first aid needs of the University.
- Maintain a list of defibrillators and monitor those regular checks are being undertaken.
- Signpost for support if required by first aiders after responding to a major incident/accident (Counselling/debriefing).
- Monitor relevant first aid incidents and record these in the accident/near miss system.
- Undertake audits to ensure that the guidance is being implemented.

4.6 **Organisational Development**

- Maintain an up-to-date list of trained first aiders, level of training and expiry dates.
- Book training for First Aiders.

4.7 **University Staff**

- All staff will comply with the provisions of Health and safety procedures in their work area.
- All staff should ensure that they are aware of the local first aid facilities, how to contact a first aider and how to summon help in an emergency.
- Staff should ensure that all incidents and accidents are reported in accordance with our accident/incident/near miss reporting procedures. Click [here](#).

5. **AUTOMATIC EXTERNAL DEFIBRILLATORS (AED'S)**

The university has defibrillators on campus. All AEDs are maintained through a Planned Preventative Maintenance contract. Any faults or defects with the AED's are to be reported to Estates & Campus Services who will also inform the Health & Safety department. Should a first aider need or suspect there may be a need for an AED to be deployed, they must inform campus safety when they call.

6. TRAINING

Any university first aider would be required to undertake:

- First Aid at Work (FAW), Emergency First Aid at Work (EFAW) certificate or requalification course.

7. RECRUITMENT AND SELECTION

To be an effective first aider, they need to be reliable, able to stay calm in emergency, fit enough to rapidly attend an emergency. They must be willing to provide first aid to anyone at any time whilst at work and to attend training courses to obtain and retain their qualification. They must be willing and able to operate a defibrillator should the need arise.

8. FIRST AID SIGNAGE

- Suitable notices should be displayed in offices and at strategic locations within the building.
- The notice should contain details of how to contact a first aider.

9. TRANSPORTATION

It is the responsibility of the first aider to determine who requires emergency hospital care. All casualties with life threatening injuries or illness should be sent to the hospital immediately via Ambulance.

If the injury does not warrant an ambulance being called, a safe means of transportation should be used to transport casualties from university premises to either their home, GP, NHS Walk-in centre, Urgent Care Centre. The university has no guaranteed transport mechanisms for such cases and advises that Taxi services can be used. First aiders can request a Taxi via the Campus Safety Team or direct form a local service. The cost for this will be covered by Keele University, either on account with a taxi company or by claiming back via Keele People time & expenses claim systems. Such casualties should fall into at least one of the following categories:

- Referral to pharmacy, walk-in-unit, Urgent Care Centre, GP or A&E.
- Unfit to drive home. The first aider should advise the casualty not to go home to an empty house if it is not appropriate.
- No friends or relatives available to collect the person from work.

10. LEGAL LIABILITY

All university first aiders are indemnified through our public liability insurance whilst administering first aid in the course of their work activities. There are quite a few scare stories and myths surrounding giving first aid to members of the public and this induces fears around being sued and not insured etc. In 2015, the UK introduced legislation called the Social Action, Responsibility and Heroism Act 2015, which protects those who give first aid in good faith in an attempt to rescue another person. Further first aid information can also be found on the HSE's website <http://www.hse.gov.uk/firstaid>

11. HOME WORKING

If your work is low-risk, such as desk-based work and you work in your own home, you don't need any first aid equipment beyond normal domestic needs.

12. RELATED POLICIES AND PROCEDURES

This Code of Practice should also be read in conjunction with the University's Health and Safety Policy which is available on the [Policy Zone](#) webpage.

13. REVIEW, APPROVAL & PUBLICATION

6.1 The Health and Safety Team, shall be responsible for ensuring that this Code of Practice remains fits for purpose at least annually to ensure meeting the requirements of Regulation 3 of the Management of Health and Safety at Work Regulations 1999, in addition to the full review that shall take place at least every three years.

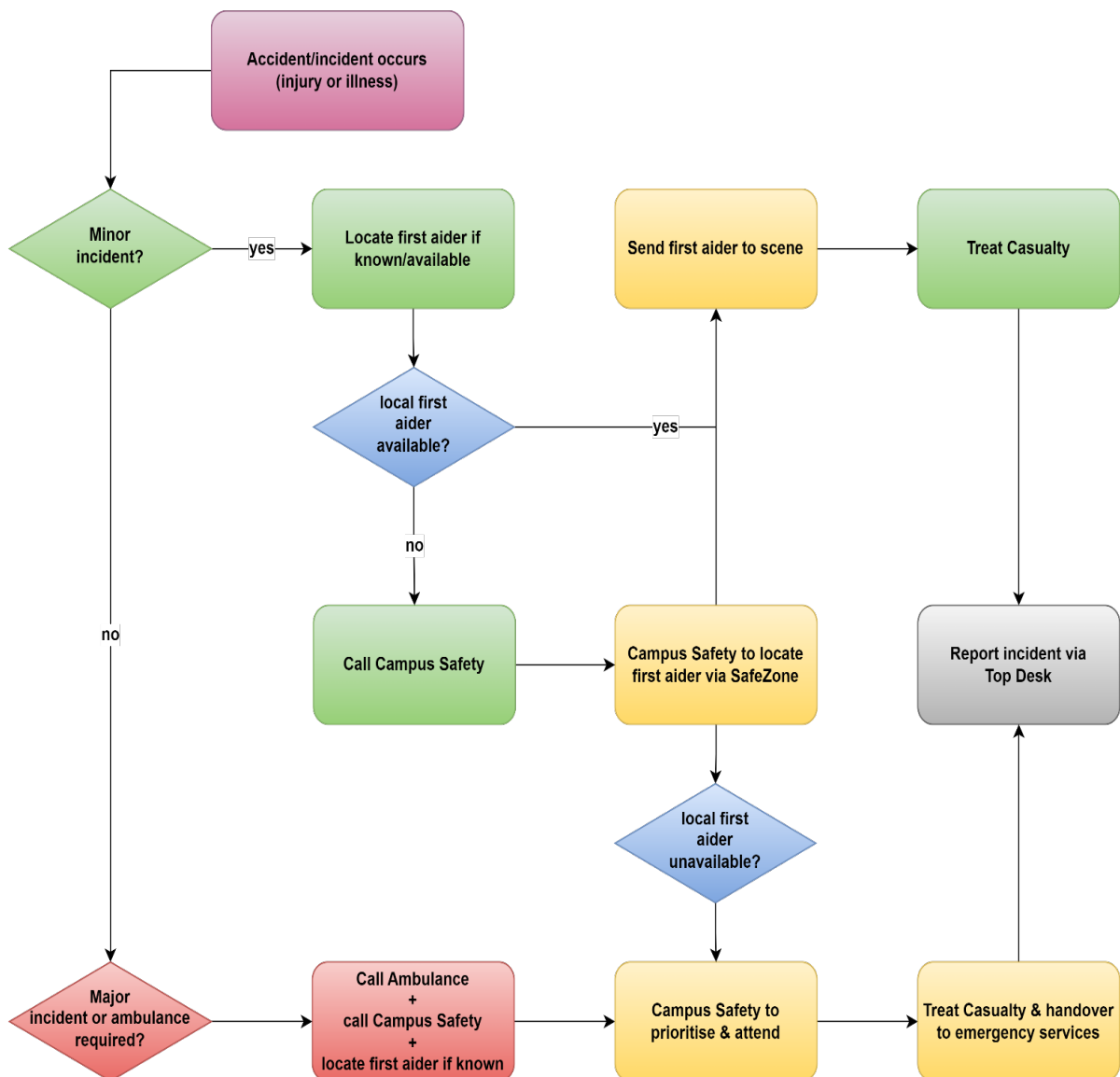
6.2 The University Executive Committee (or nominated sub-group) shall have final responsibility for approval of any changes to the Code of Practice.

6.3 This code of Practice will be available within the [Policy Zone](#) and on the Health and Safety Intranet page.

Appendix 1 - CHOOSING SERVICES



Appendix 2 – RESPONSE PROCESS FLOW CHART



14. DOCUMENT CONTROL INFORMATION

[The table below should be completed by the document owner and included within every University Policy Document. The version control table will also be uploaded to the University Policy Documents webpage that hosts the procedure.]

Document Name	First Aid Code of Practice
Owner	David Taylor – Head of Health and Safety, Legal, Governance & Compliance
Version Number	1
Approval Date	10/07/2023
Approved By	University Executive Committee (UEC)
Date of Commencement	11/07/2023
Date of Last Review	
Date for Next Review	11/07/2026
Related University Policy Documents	Health and Safety Policy
<i>For Office Use – Keywords</i>	