

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:

- Provide adequate and appropriate equipment, facilities and personnel to enable 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 may 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 a sufficient number of trained first aiders on duty and available, in accordance with first aid risk assessments. This will include the Campus Safety Team who provide an enhanced first response capability through FREC 3 training.
- To ensure that there is suitable and sufficient equipment available to administer first aid.
- 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 to provide an on-site service 24 hours per day, 7 days per week. Team members are trained to First Response Emergency Care level 3 (FREC 3), enabling them to provide an enhanced first aid response, including additional advanced assessment and care beyond the requirements of the First Aid at Work Regulations.
- 3.2** This provision, combined with strategically located first aiders and use of Safe Zone technology, supports a fast and resilient response to first aid incidents across the university. . The arrangements are designed to provide consistent first aid support for staff and students, including during periods where ambulance response times may be extended and amid hybrid working arrangements.
- 3.3** In order to create this strategy, we have considered the needs of the University's first aid provision in line with Regulation 3 of The Health and Safety (First Aid) Regulations 1981

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.
- To triage all calls for assistance and will seek to prioritise calls dependent on need.
- To undertake FREC 3 training.
- To ensure that any ambulances called, where they have been made aware, are guided to the correct location of any casualty. 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 assist in arranging onward transport where remaining at the University is not appropriate.

4.2 First Aiders

Where identified through the first aid needs risk assessment, the university shall ensure that there are sufficient trained first aiders available to provide an appropriate response to incidents requiring first aid assistance. Where necessary, first aiders will also receive additional training relevant to the specific risks within their area such as oxygen therapy, calcium gluconate administration or treatment of chemical burns.

First aiders are expected to:

- Have access to and use the SafeZone app when on campus.
- To log into SafeZone when on campus to enable Campus Safety to be able to contact and direct them where required.
- Store the Campus Safety emergency contact number on their phone.
- Respond promptly to incidents when requested or when witnessed, within the limits of their training and competence, while safeguarding their own health and safety and that of others.
- Contact Campus Safety for additional support where required.
- Attend qualification, requalification, defibrillator and other required refresher training.
- Ensure that Campus Safety are informed when an ambulance is called so they can direct emergency services to the correct location.
- Remain with the casualty until the ambulance arrives, summoning additional assistance where necessary.
- Report incidents, accidents and illnesses in accordance with the University's accident reporting procedures.
- Seek appropriate medical advice and notify Health & Safety if exposure to bodily fluids is suspected.
- Ensure first aid boxes are checked and replenished either when items are used or reach their expiry date.

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/Departments 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
- Ensure that the required numbers of first aiders identified in the risk assessment are trained to the required standards.
- 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 that regular checks are being undertaken.
- Monitor relevant first aid incidents and record these in the accident/near miss system.
- Undertake audits to ensure that the guidance is being implemented.
- Maintain an up-to-date list of trained first aiders, level of training and expiry dates.
- Book training for First Aiders.

4.6 University Staff

- 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](#).

4.7 Estate & Campus Services

- Ensure all AEDs are maintained through planned preventative maintenance.

5. 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 from 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 casualty should not be advised to return home where this would be inappropriate.
- No friends or relatives available to collect the person from work.

6. 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 a number of 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>

7. 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.

8. 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.

9. REVIEW, APPROVAL & PUBLICATION

6.1 The Health and Safety Team shall be responsible for ensuring that this Code of Practice remains fit for purpose at a three-year review cycle to meet the requirements of Regulation 3 of the Management of Health and Safety at Work Regulations 1999.

6.2 The University Health & Safety 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 [PolicyZone](#) and on the Health and Safety Intranet page.

10. DOCUMENT CONTROL INFORMATION

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Related University Policy Documents	Health and Safety Policy
<i>For Office Use – Keywords</i>	

Appendix 1 - CHOOSING SERVICES

 Self Care Care for yourself at home Minor cuts & grazes Minor bruises Minor sprains Coughs and colds	 Pharmacy Local expert advice Minor illnesses Headaches Stomach upsets Bites & stings	 NHS 111 Non-emergency help Feeling unwell? Unsure? Anxious? Need help?	 GP Advice Out of hours: Call 111 Persistent symptoms Chronic pain Long term conditions New prescriptions	 UTCs Urgent Treatment Centres Breaks & sprains X-rays Cuts & grazes Fever & rashes	 A&E or 999 For emergencies only Choking Chest pain Blacking out Serious blood loss
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Appendix 2 – RESPONSE PROCESS FLOW CHART

