

Adopted: January 2020
Updated: January 2023

FIRST AID POLICY

PURPOSE

To have adequate and appropriate First Aid provision for our employees, volunteers and service users to meet our legal obligation under the Health and Safety (First Aid) Regulations 1981 (as amended 2013).

SCOPE

This policy is to outline the responsibilities of all members of staff, volunteers and trustees according to Health and Safety regulations.

POLICY

All Age UK Cambridgeshire & Peterborough locations are considered low-risk workplaces in respect of determining the statutory requirements for first aid provision, as per the Health & Safety Executive (HSE) guidelines.

This is further supported by our historical low incidence of workplace injury and relatively minor nature of injuries occurring within our locations, and the geographical proximity and accessibility to the emergency services.

First Aid Provision

The following chart details the first aid provision at each type of location within Age UK CAP:

Location	Typical Occupancy	First Aid Provision
South Fens office	9 employees max.	Appointed person available at all times of operation
Pinnacle House office	5 employees max.	Appointed person available at all times of operation
Day Centres	3-5 employees/volunteers 10-15 service users	1 x First Aid at Work qualified first aider (day centre organiser) due to age of service users in attendance and higher potential for illness. 1 x Emergency First Aid at Work qualified first aider (assistant day centre organiser)

Friendship Clubs	1 employee/volunteer Between 5 and 30 service users	At clubs under AgeUK CAP's direct control, a trained first aider is available during club meetings. At independent Clubs, a trained first aider or an appointed person is present during club meetings.
Community-based roles	Lone working in the community	Advice given on carrying a mobile phone and how to contact emergency services, as per HSE guidance for lone workers. Quick reference guide on what to do in medical emergencies involving service users issued to all community-based roles.
Cambridgeshire Handypersons	Working in the community, usually lone working.	Each Handyperson is Emergency First Aid at Work qualified due to the higher potential for injury in this role

Training

Trained Emergency First Aiders at Work (EFAW) – employees complete a one-day course in emergency first aid at work which complies with the Health and Safety (First Aid) Regulations 1981 and results in certification for a three year period. This qualification is assessed through practical demonstration and either verbal questioning (classroom-based courses) or written questioning (blended courses).

Trained First Aiders at Work (FAW) – employees complete a three-day course in first aid at work which complies with the Health and Safety (First Aid) Regulations 1981 and results in certification for a three year period. This qualification is assessed through practical demonstration and written/verbal questioning.

Appointed Persons – where first aiders are not present, appointed persons are identified to take charge of the situation in order to ensure that the injured person receives the correct attention. There is no formal training for appointed persons, but written guidance on their responsibilities is given when they are appointed (see appendix 1).

First Aid Equipment

All first aid kits comply with the revised British Standards BS8599-1:2019. The location of first aid kits are indicated by green signs at all offices and day centres.

Offices and day centres:

All offices and day centres are equipped with a small workplace First Aid Kit, suitable for low-risk workplaces of up to 25 employees.

The standard contents list for Age UK offices and day centres is:

Item	Quantity
Foil blanket (adult)	1
Microporous tape, 2.25cm x10m*	1
Sterile cleansing wipes*	20 individually wrapped wipes
Triangular bandage (non-sterile) 90x90x130cm	2
Conforming bandage	1
Scissors	1
Nitrile disposable gloves	6 pairs
Resuscitation face shield*	1
Burn dressing 10x10cm*	1
Eye pad dressings (sterile)*	2
Medium sterile dressings 12x12cm*	2
Large sterile dressing 18x18cm*	2
Finger dressings*	2
Washproof plasters, assorted sizes*	40 plasters
Guidance leaflet	1

**items marked with an asterisk have an expiry date and should not be used beyond this date.*

Remote Workers:

In accordance with HSE guidance, remote workers who are continuously mobile (Wardens, Home Support Workers, Visiting Support Officers, Handyperson Assessors) carry a mobile phone in order to contact emergency services or seek medical advice via NHS 111. First aid and medical treatment can be accessed at nearby minor injury units, accident and emergency departments, pharmacies and health centres. Remote workers are encouraged to consider carrying a personal first aid kit, the recommended contents of which are listed below:

Item	Quantity
Foil blanket (adult)	1
Sterile cleansing wipes*	4 individually wrapped wipes
Triangular bandage (non-sterile) 90x90x130cm	1
Scissors	1
Nitrile disposable gloves	2 pairs
Resuscitation face shield*	1
Large sterile dressing 18x18cm*	1
Washproof plasters, assorted sizes*	10 plasters
Guidance leaflet	1

**items marked with an asterisk have an expiry date and should not be used beyond this date.*

Cambridgeshire Handypersons carry a mobile phone and a Medium Vehicle First Aid Kit, suitable for a commercial vehicle with 1-8 passengers, plus eye wash to carry on the van they are using, due to the higher potential for injury in this role. The contents are as follows:

Item	Quantity
Foil blanket (adult)	1
Sterile cleansing wipes*	10 individually wrapped wipes
Triangular bandage (non-sterile) 90x90x130cm	1
Scissors	1
Nitrile disposable gloves	2 pairs
Resuscitation face shield*	1
Medium sterile dressing 12x12cm*	1
Medium trauma dressing*	1
Large trauma dressing*	1
Burn dressing 10x10cm*	2
Washproof plasters, assorted sizes*	10 plasters
Guidance leaflet	1
Saline eye wash pods*	2

**items marked with an asterisk have an expiry date and should not be used beyond this date.*

Friendship Clubs:

Friendship Clubs held in hired, public venues have access to the first aid kit supplied by the venue. The location of the first aid kit is verified when the hiring agreement is entered into. Where there is no first aid kit available, or where a friendship club is held in a private venue, a suitably sized first aid kit for low-risk workplaces compliant with BS8599-1:2019 will be supplied by AUKCAP where the club is under the charity's direct control, or by the club organiser where the club is running independently.

Monitoring of First Aid Kits

Each first aid kit is supplied with a list of contents which should be used to conduct periodic content checks.

Personal/vehicle first aid kits are checked monthly by the person carrying the kit. Day centre first aid kits are checked monthly by the first aiders on site. Office first aid kits are checked quarterly by the H&S Manager, due to the low usage rate of these kits.

Any items beyond their expiry date must be disposed of and replacements obtained from supplies at South Fens office or from local suppliers.

Accident Reporting & Investigation

All accidents should be reported as soon after the incident as possible, using the online accident record available on SharePoint and BreatheHR.

Alternatively, where an accident book is available (in offices, friendship clubs and some day centres), these may be used. Near misses should be reported as soon after the incident as possible, using the online Near Miss Reporting Form on Microsoft Forms.

Community based employees and volunteers who are unable to access the online records should contact their team leader or an office-based colleague to report their accident/near-miss. The team leader or colleague will report the accident using the online record on their behalf.

Once an accident or near miss has been recorded, the online record or page from the accident book should be sent to the Health & Safety Manager for entry on to the Accident Database and a copy shared with the relevant Service Manager. The H&S Manager will liaise with the Service Manager if further investigation is required.

In the event of an incident reportable under RIDDOR Regulations, the relevant Service Manager and the H&S Manager should be notified as soon as practicable to ensure timely investigation and reporting. The H&S Manager or Service Manager will submit the report as the 'responsible person' under RIDDOR legislation.

All records relating to accidents, incidents and near misses will be retained electronically on SharePoint for a minimum of three years in accordance with Social Security legislative requirements.

MONITORING

This document will be reviewed every 36 months or following a significant organisation change.

First Aid policy approved: 27.01.2023 (Date)

Signed by Chair of Trustees

A handwritten signature in black ink that reads "Hazel Willis". The signature is written in a cursive style with a long horizontal flourish at the end.

Appendix 1: Appointed Person Guidance

What is an appointed person?

An appointed person is someone nominated to take care of first aid arrangements where a First Aider is not considered necessary, or a First Aider is absent. There should be an appointed person available during all hours of operation.

What is an appointed person's responsibilities?

- To look after the first aid equipment – appointed persons may be asked to check the on-site first aid kit(s) against the required contents list to ensure there are sufficient supplies and that any items with an expiry date are still in date. They must notify the Health & Safety Manager if any items require replacing.
- Take charge when someone becomes ill or injured in the workplace, including contacting the emergency services if required.
- Ensure the accident is reported using the online form (or on-site accident book where available), and ensure that the relevant team leader or service manager has been informed if the injured person is unable to do this themselves.
- Inform the H&S Manager if a change to working patterns or annual leave may affect the availability of appointed persons in a particular Age UK location.

Do appointed persons administer first aid?

An appointed person is not a trained first aider and therefore must not administer first aid for which they have not been trained.

Are there any training requirements?

Appointed persons do not require any formal training or first aid qualifications. However, there are certain qualities required in an appointed person:

- Calm under pressure
- Logical and organised
- Quick thinking
- Authoritative and able to take charge

Version Control Tracker

VERSION	DATE	AUTHOR	COMMENTS
1.0	September 2019	H&S Coordinator	New policy.
2.0	January 2023	H&S Coordinator	Scheduled review. Inclusion of quick reference guides for community-based employees. Removal of County Office references. Amendment to frequency of office first aid kit checks. Clarification of Friendship Club responsibilities where the club is independent or under AUKCAP's direct control.