



**The
Highland
Council**
Comhairle na
Gaidhealtachd

SERVING The Highland Community

**GUIDANCE FOR THE
PROVISION OF
FIRST-AID AND
FIRST-AID TRAINING**

*The Highland Council, Corporate Services
Health & Safety Team
March 2004*

1. *Introduction*

People at work can suffer injuries or fall ill. It doesn't matter whether the injury or the illness is caused by the work they do or not. What is important is that they receive immediate attention and that an ambulance is called in serious cases. These guidance notes cover the arrangements the Council must make to ensure this happens. It can save lives and prevent minor injuries becoming major ones.

2. *Legislation*

2.1 *Health & Safety at Work Act 1974*

Under this legislation an employer has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare of all employees. This wide duty extends to the provision of first-aid.

2.2 *Health & Safety (First-Aid) Regulations 1981 and revised Approved Code of Practice 1997*

These regulations require an employer to provide adequate and appropriate equipment, facilities and personnel to enable first aid to be given to employees if they are injured or become ill at work.

Although there is no legal responsibility for non-employees, the HSE strongly recommends that they are included in first aid provision.

3. *Responsibility for the Provision of First-Aid*

3.1 Service Directors should ensure through their management structures, that adequate first aid provision is made in all workplaces occupied by their staff.

3.2 In multi-service occupied buildings, the local Area Manager should make arrangements to determine that adequate first aid provision is available. This may include discussion at Employee Forums, Area Health & Safety Groups or Area Management Team Meetings.

3.3 It is recognised that there may in some instances be difficulties in recruiting staff to the voluntary role of first aider. If difficulties in recruitment arise, they should be raised through the appropriate Service or Area Management Structure. One option may be for several small offices to share the services of a first aider provided adequate cover can be maintained.

4. *Numbers of First Aiders*

4.1 When making an assessment of first-aid needs appropriate to the circumstances of each workplace the following should be considered:

- work hazards and risks
- the size and location of premises
- the organisations' history of accidents

- nature and distribution of the workforce
- the needs of travelling, remote or lone workers
- employees working on shared or multi-occupied sites
- distances from emergency medical services
- annual leave and other absences of first-aiders and appointed persons

Further guidance on this is given in Appendix 1.

4.2 The number of first-aiders should be determined on the basis of an assessment of the above criteria and not solely on the numbers of employees at work. The HSE do, however, give some guidance on suggested numbers as below:

<i>Category of Risk</i>	<i>Numbers employed at any location</i>	<i>Suggested number of first-aid personnel</i>
Lower risk eg shops, offices, libraries	Fewer than 50 50 - 100 More than 100	At least one appointed person At least one first-aider One additional first-aider for every 100 employed
Medium risk eg light engineering and assembly work, food processing, warehousing	Fewer than 20 20 - 100 More than 100	At least one appointed person At least one first-aider One additional first-aider for every 100 employed
Higher risk eg most construction work, slaughterhouse, chemical manufacture, extensive work with dangerous machinery or sharp instruments	Fewer than 5 5 - 50 More than 50 Where there are hazards for which additional first-aid skills are necessary	At least one appointed person At least one first-aider One additional first-aider for every 50 employed In addition, at least one first-aider trained in the specific emergency action

IN SCHOOLS

- 4.3 Considering the risks involved it is likely that two first-aiders would be required in each secondary school and special school and at least one first-aider should be appointed in each primary school.
- 4.4 Schools with catering facilities are considered high risk and it is recommended therefore that at least one additional first-aider should be appointed from the catering staff.
- 4.5 Residential establishments should have one first-aider available at all times.
- 4.6 All instructors/teachers in outdoor education establishments should be first-aiders.

- 4.7 It may also be appropriate to create a pool of appointed persons to cover high risk activities for example technical education etc.

5. *Selection of First-Aiders*

- 5.1 The employing service will be required to meet the cost of the first aid training (see 9) and payment of the subsequent allowance (see 15).
- 5.2 The requirement for a person to be trained as a first aider must be identified through the risk assessment process outlined in Section 4 to ensure the adequacy of first aid provision.
- 5.3 A person selected for training as a first aider must have the approval of their line manager.
- 5.4 When selecting employees for first-aid training, managers should bear in mind the requirements of the course and the qualities likely to make a good first-aider.

The employee should:

- a) Have the aptitude and ability to absorb new knowledge and learn new skills
 - b) be able to cope with stressful and physically demanding emergency procedures
 - c) be reliable and likely to remain calm in an emergency.
 - d) be able to leave normal duties and go immediately and rapidly to an emergency
- 5.5 In Schools, non-teaching staff, may be the most appropriate group as they do not need to leave classes to respond to medical emergencies.

6. *Definition and Role of the First-Aider*

- 6.1 A First-Aider is defined in the Approved Code of Practice to the Regulations as being:- "A person who holds a current first-aid certificate issued by a training organisation approved by the Health & Safety Executive".
- 6.2 A First-Aider will be required to:
- a) Assess a situation quickly and safely and summon appropriate help.
 - b) Identify as far as possible, the injury or the nature of the illness affecting a casualty.
 - c) Give early, appropriate, and adequate treatment in a sensible order of priority.
 - d) Arrange for the removal of the casualty to hospital, to the care of a doctor, or home.
 - e) Remain with a casualty until handing him or her over to the care of an appropriate person.
 - f) Prepare a report on the incident and any treatment administered, record details of the same and assist in any subsequent investigation.
 - g) Regularly check First-aid equipment to ensure that the contents of boxes comply with the requirements of the Regulations.

6.3 First-Aiders required and qualified in terms of the Regulations will be issued with a letter of appointment (see Appendix 2).

7. Selection of Appointed Persons

7.1 All establishments where there is not a trained first-aider will require one or more appointed persons to meet the requirements of the regulations.

7.2 Many establishments where there are trained first-aiders will require appointed persons to cover for unforeseeable absences.

7.3 When selecting appointed persons, managers should ensure that the person will:

- a) Normally be on the premises throughout the working day.
- b) Attend a one-day emergency first-aid course
- c) Be aware of the arrangements for first-aid within their workplace

7.4 The Regulations do not require the employer to record the appointment of an appointed person. It is recommended however that managers responsible for first-aid give a written confirmation of the appointment of the appointed person, with copies held by both parties. This would define the duties and responsibilities of the appointed person. A suggested format for the letter of appointment is contained in Appendix 3.

8. Definition and Role of the Appointed Person

8.1 An 'appointed person' is someone who:

- a) is authorised to take charge of a situation (eg to call an ambulance) if there is serious illness or injury at work.
- b) will act in the absence of a trained first-aider, or where a first-aider is not required.
- c) can render emergency first-aid if trained to do so.
- d) is responsible for maintaining first-aid equipment in the absence of a first-aider.
- e) An appointed person should attend at least a one-day emergency first-aid course. The course should be repeated at least every 3 years.

9. First Aid Training

9.1 **First-Aid at Work Certificate Holder - A 'First-Aider'**

9.2 A 'first-aider' will have undertaken training and obtained qualification approved by the Health & Safety Executive. The training course including examinations must be of at least four full days duration.

9.3 On completion of the training, successful candidates will need to be able to demonstrate the competencies outlined in Appendix 4.

- 9.4 A refresher course followed by examination, will be required after three years for recertification. This course will be two days duration, including examination time.
- 9.5 Refresher courses must be started before certificates expire, undertaken by whichever training provider undertook the initial four-day training course. All such courses are organised through the Training & Development Team.
- 9.6 If a certificate lapses (after three years), it will be necessary for the person to complete a full four-day first-aid course.
- 9.7 All First Aid Training must be arranged through the Training & Development Team, Dochfour Drive, Inverness, to ensure that only approved (by HSE) providers are used and that accurate records can be maintained. This is particularly important in relation to the issue of reminders for renewal of Certificates.
- 9.8 **Continuation Training**
- 9.9 It is recognised by the Health and Safety Executive, approved training organisations and first-aiders themselves that the three-year period between retraining courses is too long. Many first-aiders have little need to put all the training they receive into practice frequently and as a result, some knowledge of vital areas of first-aid is lost very quickly.
- 9.10 It is recommended therefore, that there be annual refresher training days for first-aiders.
- 9.11 It is also recommended that first-aiders organise themselves to meet regularly in order to practice and update their skills. This should take place during normal working hours and receive manager's full co-operation and support.

10. *Emergency First-aid Training (Appointed Persons)*

- 10.1 Emergency first aid training is considered appropriate for “Appointed Persons”
- 10.2 An Emergency first-aid course should also be considered for all employees working in small groups away from their base location, where medical assistance may be some distance away.
- a) The ACOP states that emergency first-aid courses normally last four hours, and cover the following topics:
- what to do in an emergency
 - cardio-pulmonary resuscitation
 - first-aid for the unconscious casualty
 - first-aid for the wounded or bleeding
- b) The Council recommends that staff undertake a full day course, although a four hours emergency first-aid course is also available.
- c) Emergency first-aid training courses are undertaken by local training providers and are held at centres throughout the Highlands.

- d) Courses are organised through the Training & Development Team and can be requested by Services for any number of employees up to 16, with a minimum number of 8.
- e) Employees will receive a letter of attendance following completion of emergency first-aid training.

11. *First Aid Information*

- 11.1 There is a legal duty to ensure that employees in all workplaces are provided with information relating to the arrangements for first aid, including the location of equipment facilities and personnel.
- 11.2 In Highland Council premises it is recommended that first aid notices be displayed giving the location of first aid equipment and names of first aiders and/or appointed persons. Managers should ensure that any staff with reading or language difficulties are properly notified.
- 11.3 The notice should have white lettering on a green background, together with a white cross shaped pictogram, in accordance with the Health & Safety Signs and Signals Regulations 1996.
- 11.4 Suitable notices are available from the preferred first aid supplier (section 12)
- 11.5 Information relating to the first aid arrangements in Highland Council premises should be brought to the attention of new employees as part of the induction process.

12. *First Aid Containers and Equipment*

- 12.1 The Council has identified a preferred supplier for all first aid related items. All Services should therefore order first aid supplies from:

**Fast Aid Products
Edderhall House
Clark Street
Paisley
PA3 1QS
Tel: 0141 848 1818 Fax: 0141 848 0526**

Details of the current range of supplies and prices can be obtained by contacting the above.

12.2 Contents

- a) First-aid containers and kits must contain only the items that a first-aider has been trained to use, and nothing else. (See Appendix 5)
- b) It is recommended that first-aid containers are portable and preferably wall-mounted on brackets for ease of access in an emergency.
- c) They must always be adequately stocked. (First-aid kits may be provided for particular situations, eg forestry work, and should be stocked accordingly).
- d) Soap and water and disposable drying materials should be provided for first-aid purposes.

- e) Disposable plastic gloves should be available for the protection of the first-aider in the event of contamination from spilt body fluids.
- f) Plastic disposable bags for soiled or used first-aid dressings must also be provided and these must be safely disposed of in sealed bags. (Further guidance may be obtained from the Occupational Health Adviser, telephone (01463) 703091.

12.3 Location of first-aid equipment

- a) Each workplace must be provided with one or more first-aid containers kept fully replenished at all times.
- b) In smaller establishments the first-aid containers should be located at a point convenient to all staff, or where there is greatest risk of an injury occurring.
- c) Access to first-aid boxes should be available at all times to anyone who is on the premises.
- d) All HC vehicles, including minibuses, must be fitted with a first-aid kit containing an appropriate selection of first-aid items to suit the circumstances of use. (See Appendix 5).
- e) It is also recommended that all employees who regularly travel from their work base (essential users and lease cars) be issued with a travelling first-aid kit (See Appendix 5)
- f) In order to facilitate the treatment of first-aid, school medical rooms should be used as first-aid rooms wherever possible.

13. *Maintaining Records*

13.1 When first aid is given following an accident, injury or illness, accurate records must be kept by the first aider.

13.2 The required information may be kept in book form but a ring binder with pre-printed pages containing the information in Appendix 6 is an acceptable alternative.

13.3 If a treatment book is used, then each entry must include:

- a) The name and address of the person being treated and the reason for treatment
- b) nature of illness or details of accident/injury
- c) details of treatment/advice given
- d) referral to GP, Hospital (if appropriate)
- e) Signature of first-aider

See Appendix 6 for suggested format.

13.4 Treatment records should be kept in a secure place by the first-aider as certain information contained in the book may be of a confidential nature, particularly with regard to cases of illness.

14. *Accident Reporting*

- 14.1 Where the need for first aid treatment arises from an accident at work then the first aider should ensure that details are recorded on the Highland Council's Accident Report Form.
- 14.2 Reference should be made to the Council's Policy and Guidance on Accident Reporting and Investigation (available on the Health & Safety website) to determine whether the incident requires to be reported to the Health & Safety Executive (HSE).

15. *Allowances for First-Aiders*

- 15.1 First aiders will be entitled to receive an allowance in respect of the duties they perform UNLESS they are required to undertake first aid duties as part of their normal duties and hold a certificate as a condition of their contract of employment.
- 15.2 This allowance will be payable from the date of the First Aid Certificate being issued.
- 15.3 The amount of the allowance will be the current figure determined by the Scottish Joint Council for Local Government Employees outlined in the National Agreement on Pay and Conditions of Service.
- 15.4 The allowance will apply to all staff with the exception outlined in para 15.1. This will therefore mean that teachers who are first aiders will be entitled to the allowance although they are not subject to the other Conditions of Service outlined in para 15.3.
- 15.5 The Training and Development Team will notify the payroll section of Finance Services of a person's entitlement to the allowance following the award of a First Aid Certificate.
- 15.6 There is no payment associated with the role of appointed person.

16. *Monitoring*

- 16.1 Service Directors through their management structure should monitor the arrangements for first aid provision in their service. This is particularly important to take account of staffing changes etc. Quite often the fact that an employee was a first aider is overlooked when they move to another workbase or leave the Council's employment.
- 16.2 Area Managers should monitor the arrangements for first aid provision at Area level through Employee Forum, Area Health & Safety Group and Area Management Team Meetings.
- 16.3 Advisers from the Health & Safety Team will monitor the first aid arrangements in the course of audits and inspection of the Council's workplaces.

Assessment of first-aid needs checklist

The minimum first-aid provision for each work site is:

- a suitably stocked first-aid container
- a person appointed to take charge of first-aid arrangements
- information for employees on first-aid arrangements

This checklist will help you assess whether you need to make any additional provision.

	<i>Aspects to consider</i>	<i>Impact on first-aid provision</i>
1	What are the risks of injury and ill health arising from the work as identified in your risk assessment?	If the risks are significant you may need to employ first aiders.
2	Are there any specific risks, eg working with: <ul style="list-style-type: none"> • hazardous substances; • dangerous tools; • dangerous machinery; • dangerous loads or animals? 	You will need to consider: <ul style="list-style-type: none"> • specific training for first aiders; • extra first-aid equipment; • precise siting of first-aid equipment; • informing emergency services; • first-aid room.
3	Are there parts of your establishment where different levels of risk can be identified (eg in a University with research laboratories)?	You will probably need to make different levels of provision in different parts of the establishment.
4	Are large numbers of people employed on site?	You may need to employ first aiders to deal with the higher probability of an accident.
5	What is your record of accidents and cases of ill health? What type are they and where did they happen?	You may need to: <ul style="list-style-type: none"> • locate your provision in certain areas; • review the contents of the first-aid box.
6	Are there inexperienced workers on site, or employees with disabilities or special health problems? .	You will need to consider: <ul style="list-style-type: none"> • special equipment; • local siting of equipment.
7	Are the premises spread out, eg are there several buildings on the site or multi-floor buildings?	You will need to consider provision in each building or on several floors.
8	Is there shiftwork or out-of-hours working?	Remember that there needs to be first-aid provision at all times people are at work.

	<i>Aspects to consider</i>	<i>Impact on first-aid provision</i>
9	Is your workplace remote from emergency medical services?	You will need to: <ul style="list-style-type: none"> • inform local medical services of your location; • consider special arrangements with the emergency services.
10	Do you have employees who travel a lot or work alone?	You will need to: <ul style="list-style-type: none"> • consider issuing personal first-aid kits and training staff in their use; • consider issuing personal communicators to employees.
11	Do any of your employees work at sites occupied by other employers?	You will need to make arrangements with the other site occupiers.
12	Do you have any work experience trainees?	Remember that your first-aid provision must cover memo
13	Do members of the public visit your premises?	You have no legal responsibilities for non-employees, but HSE strongly recommends you include them in your first-aid provision.
14	Do you have employees with reading or language difficulties?	You will need to make special arrangements to give them first-aid information.

Don't forget that first aiders and appointed persons take leave and are often absent from the premises for other reasons. You must appoint sufficient people to cover these absences to enable first-aid personnel to be available at all times people are at work.



Dear

Health & Safety (First-Aid) Regulations 1981
Appointment/Re-appointment of Designated First-Aider

Thank you for agreeing to take on the role of a First-Aider in terms of the above regulations. As you are now the holder of a current First-Aid Certificate awarded by a training organisation approved by the Health and Safety Executive, I am pleased to confirm your appointment as a Designated First-Aider.

Designated First-Aiders are expected to use the skills acquired during their training to help deal with incidents of injury or ill-health at work and in particular:

- Assess a situation quickly and safely and summon appropriate help.
- Identify as far as possible, the injury or the nature of the illness affecting a casualty.
- Give early, appropriate and adequate treatment in a sensible order of priority.
- Arrange for the removal of the casualty to hospital, to the care of a doctor or home.
- Remain with a casualty until handing him or her over to the care of an appropriate person.
- Prepare a report on the incident and any treatment administered record details of the same and assist in any subsequent investigation. .
- Regularly check First-Aid equipment to ensure that the contents of boxes comply with the requirements of the Regulations and replenish as appropriate.

An allowance is payable in respect of this appointment (currently £297 p.a as from 1/10/03). Designated First-aiders will also be covered by the Council's Insurance in respect of claims arising out of first-aid administered in good faith and in accordance with training received.

This appointment will be reviewed in the event of changing circumstances (ie your work base changes or where the reasons for having a first-aid in a particular location are no longer valid) and will cease to have effect if you:

- a) Change your job
- b) Leave the Council employment
- c) Fail to renew a First-Aid certificate
- d) Notify the Council that you no longer wish to remain a Designated First-Aider.

Further information relating to the role and responsibility of a First-Aider can be obtained by contacting the Council's Occupational Health Adviser at the Health and Safety Team, Dochfour Drive, Inverness, IV3 5EB, (Tel: 01463 703091)

Yours sincerely

Alistair B Dodds
 Director of Corporate Services

cc Service Director
 Payroll Manager
 Area Personnel Adviser

Suggested format of a letter confirming the appointment of an 'Appointed Person'

Dear.....

Health & Safety (First-Aid) Regulations 1981

Thank you for agreeing to take on the role of Appointed Person under the above Regulations. This position is not onerous, but can play an important part in ensuring that there is effective provision of first-aid for your colleagues whilst they are at work.

By agreeing to accept this appointment you:

- are authorised to take charge of a situation (eg call an ambulance) if there is a serious illness or injury.
- can render emergency first-aid if trained to do so.
- are responsible for maintaining the first-aid equipment in the absence of a first-aider.

Training is available and you will be allocated a place on a one day emergency first-aid course.

Should you wish to discuss this appointment or the available training further, I would be happy to do so, or you may wish to speak with the Highland Council's Occupational Health Adviser, at the Health and Safety Team on (01463 703091).

Yours sincerely

First-Aid Competencies

On completion of training successful candidates need to be able to apply the following competencies:

- a) the ability to act safely, promptly and effectively when an emergency occurs at work;
- b) the ability to administer cardio-pulmonary resuscitation (CPR) promptly and effectively;
- c) The ability to administer first aid safely, promptly and effectively to a casualty who is unconscious;
- d) The ability to administer first aid safely, promptly and effectively to a casualty who is wounded or bleeding;
- e) The ability to administer first aid safely, promptly and effectively to a casualty who:
 - Has been burned or scalded;
 - Is suffering from an injury to bones, muscles or joints;
 - Is suffering from shock;
 - Has an eye injury;
 - May have been poisoned
 - Has been overcome by gas or fumes;
- f) The ability to transport a casualty safely as required by the circumstances of the workplace;
- g) The ability to recognise common major illnesses and take appropriate action;
- h) The ability to recognise minor illnesses and take appropriate action;
- i) The ability to maintain simple factual records and provide written information to a doctor or hospital if required;

Students will also be required to demonstrate knowledge and understanding of the principles of first aid work, in particular:

- a) The importance of personal hygiene in first-aid procedures;
- b) The legal framework for first-aid provision;
- c) The use of first-aid equipment provided in the workplace;
- d) The role of the first-aider in emergency procedures.

FIRST AID AT WORK REGULATIONS 1981**AMENDED 1997****Contents of First Aid Containers and Kits**

The minimum level of first-aid equipment is a suitably stocked and properly identified first-aid container. There should be provided for each work site at least one first-aid container supplied with a sufficient quantity of first aid materials suitable for particular circumstances.

First-aid containers should be easily accessible, and placed, if possible, near to handwashing facilities. They should protect first-aid items from dust and damp.

There is no standard list of items to put in a first-aid box, it depends on what the needs are following an assessment. As a guide, where no special risk arises in the workplace, a minimum stock of first aid items would normally be:

- 20 individually wrapped sterile adhesive dressings (assorted sizes)
- two sterile eye pads;
- four individually wrapped triangular bandages (preferably sterile);
- six safety pins;
- six medium sized (approximately 12 cm x 12 cm) individually wrapped sterile unmedicated wound dressings;
- two large (approximately 18 cm x 18 cm) sterile individually wrapped unmedicated wound dressings;
- one pair of disposable gloves

This is a suggested contents list only; equivalent, but different items will be acceptable.

There should be no tablets or medicines in the first-aid container.

Contents should be examined frequently by first-aid personnel and restocked as soon as possible after use. Sufficient supplies should be held in a back-up stock on site.

Care should be taken to discard items safely after the expiry date has passed.

All first-aid containers must be identified by a white cross on a green background.

Additional first-aid materials and equipment

There may be a need for additional items for example scissors, adhesive tape, disposable aprons, individually wrapped moist wipes. These may be kept in the first-aid container if there is room. Blankets may be required to protect casualties from the elements. These should be stored securely near the first-aid container.

Where mains tap water is not readily available for eye irrigation, at least a litre of sterile water or sterile normal Saline (0.9%) in sealed, disposable containers should be provided. Once the seal has been broken, the containers should not be kept for reuse. The container should not be used after the expiry date.

Travelling First-aid Kits

First-aid kits for travelling workers would typically contain:

- a leaflet giving general guidance on first-aid
- six individually wrapped sterile adhesive dressings
- one large sterile unmedicated dressing approx 18 cm x 18 cm two triangular bandages
- two safety pins
- individually wrapped cleansing wipes
- one pair of disposable gloves

This is a suggested contents list only; equivalent but different items will be acceptable. As with first-aid containers, the contents should be kept stocked from the back-up stock at the base site.

THE HIGHLAND COUNCIL
FIRST AID TREATMENT RECORD

Name & Address of person receiving treatment	
Job title and employing service	
Work place	
Location	
Date & time of treatment	
Nature of illness & injury	
Details of treatment or advice given	
GP / Hospital referral or Returned to work	
Accident form completed	
Signature of First Aider	

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