

Safety Services Guidance



Guidance on First Aid Arrangements

Key word(s) : Needs assessment, training, first aid boxes, medical referral, transport, Event Notification Form

Target audience : Managers of administrative units, Appointed Persons, First Aiders

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Introduction

1. People at work can become ill or need first aid assistance at any time, regardless of whether this is related to the work they do or not.
2. Employers are required to provide adequate resources including personnel, facilities and equipment to enable first aid assistance to be given to employees should they become ill or injured at work. At the University of Manchester, this duty is extended to students and visitors on campus.
3. This purpose of this guidance is to provide some points to consider that assist each administrative unit (eg. Faculty, School, Centre or Directorate) to discharge this responsibility.
4. The University is reliant on the goodwill of volunteers to become trained first aid personnel. The University recognises that these people have a vital role to play in the University's organisation and arrangements for the health and safety of its' staff, students and visitors.
5. Further information is available in the HSE Publication L74 [First aid at work - The Health and safety \(First Aid\) Regulations 1981](#)

Assessing First Aid Provision

6. In order for each administrative unit to decide the number of first aiders required, the senior managers are responsible for carrying out a first aid needs assessment. This assessment will be different for individual units and depends on a number of factors:
 - Risk profile of the unit (ie. workplace hazards and risks and the nature of the work being undertaken)
 - Size of the administrative unit
 - Accident history
 - Nature and distribution of employees and students
 - Number of buildings occupied by the administrative unit
 - Whether buildings are used by a number of administrative units or are solely occupied

- Continuity of cover to account for annual leave or other absences of first aiders
7. The risk profile of the unit will identify the hazards associated with the activities of the unit and assess whether the risk of harm is high, medium or low. This information, along with the accident history of the unit should be used to inform the first aid needs assessment. The number of first aiders required and the level of their training will be proportionate to the risks, eg work in laboratories, workshops, landscape services and other hazardous areas will require a larger number of first aiders (who may also need additional, specialist training) than work conducted solely in an office.
 8. The size of the administrative unit will also influence the level of first aid cover required, although it should never be the sole basis for determining first aid needs. For example, there may be greater risks when there are fewer people at work which might indicate a need for a specific and reliable source of first aid cover or additional first aid personnel.
 9. The nature and distribution of employees and students, especially those at greater risk, will need to be considered so that an appropriate level of first aid cover can be provided. The administrative unit should consider how the size, location and geography of its facilities could affect quick access to first aid provision, eg large buildings that are compartmentalised and have access restrictions to different areas may need greater provision than a fully open plan building of the same size.
 10. Units with multi-floor buildings or occupying numerous buildings should consider how many first aid personnel would be required to give adequate provision on each floor in each building. Where administrative units share buildings then local arrangements can be made to share first aid personnel, which would require exchanges of information about the hazards and risks present in each unit so that first aiders are fully aware of situations they may have to tackle. Any shared provision should be documented and personnel suitably informed so that the arrangements and responsibilities are clear for all parties.
 11. Similar requirements would apply to University staff working in premises controlled by others; and are covered in Chapter 20 of the University Arrangements. The organisation in control of the premises should ensure that there is a full exchange of information about the risks and hazards involved in the work being undertaken and that appropriate first aid cover is agreed and communicated to all parties.
 12. If especially high risk work is being carried out, eg work with extremely toxic or corrosive chemicals, then first aiders who have completed specialist training,

greater numbers of first aiders and/or additional first aid supplies (eg Diphoterine[®], medical oxygen) may be required.

13. Suggested minimum numbers of first aid personnel are given in Appendix 1.
14. It is essential that adequate provision is made at all times that people are at work. Therefore administrative units need to ensure that there is enough provision to cover annual leave and other absences, whether planned or unplanned, of first aiders.
15. The first aid needs assessment should be used to inform the number, location and contents of first aid kits, first aid rooms, eyewash stations, availability of medical oxygen etc.
16. The requirement for a dedicated first aid room may be indicated if the workplace is some distance from medical services, the area is classed as high hazard, or the activities carried out in the area have a high likelihood of injury, eg such as chemical pilot plants, sports grounds etc.
17. If the need for a first aid room is identified, a designated person should be given responsibility for supervising it. Further information about first aid rooms is given in [First aid at work - The Health and safety \(First Aid\) Regulations 1981](#)
18. All members of the University Security team are trained in First Aid at Work and will assist in the provision of first aid in emergency situations if required. However, the first point of contact in all first aid situations should be the administrative unit's nominated first aiders.
19. The University Occupational Health Service will give further advice and guidance on first aid issues if required.
20. A detailed list of points to consider in the first aid needs assessment is provided in Appendix 2.

Selection of First Aiders

21. In a low risk area with low numbers of people, it might be appropriate to select an 'Appointed Person'. This is someone who is not a trained first aider, but is mandated to take charge when someone falls ill or is injured, which may include calling the emergency services. . The Appointed Person will look after the first aid equipment (eg restock the first aid box). A short, basic first aid course is recommended for Appointed Persons (although is not a requirement). Appointed Persons should not give first aid for which they have not been trained.

22. A first aider is someone who has either undergone a 1 day Emergency First Aid at Work Course (EFAW) or a 3 day First Aid at Work (FAW) course. They will have demonstrated competency in administering first aid at work and will hold a current Emergency First Aid Certificate or a current First Aid at Work Certificate awarded by an accredited First Aid training organisation.
23. In order to enable managers to determine the most appropriate level of qualification for their first aiders, the list of competencies covered and examined in both the EFAW and FAW courses is given in Appendix 3
24. The selection of people to become first aiders depends on a number of factors which include:
- Reliability, disposition and communication skills of the individual
 - Aptitude and ability to absorb new knowledge
 - Ability to cope with stressful and physically demanding emergency situations
 - Normal duties: these should be such that either the person is in a relatively fixed location and will be able to go immediately and rapidly to an emergency or if they are out and about they carry a mobile phone on which they can be contacted and can respond immediately.

Training

25. All first aiders must undergo training before taking up their duties. This involves attending and passing an accredited first aid course (EFAW or FAW).
26. A first aider who has undergone the 3 day FAW training can attend a shorter requalification course. The requalification course for the FAW course lasts 2 days, but if the certificate is not renewed within 28 days of the expiry date, the individual is advised to attend the initial 3 day course again.
27. If the certificate is allowed to expire, the first aider can no longer be recognised as being part of the Universities first aid provision until they have retrained, although they can be encouraged to help under the direction of a certified First Aider.
28. All first aid courses will be organised by the First Aid Administrator and individuals must book themselves onto the courses via the [Training Catalogue](#) on the Staff Learning and Development website. A number of EFAW and requalification courses are prearranged each year by the first aid administrator. Waiting lists for the 3 day FAW course for new or lapsed first aiders are hosted on the training

catalogue but provision of the course will only occur when there are sufficient numbers.

29. The cost of the EFAW, FAW and requalification courses will be funded by the Directorate of Compliance and Risk, however if applicants fail to attend, a charge may be made to the administrative unit to which they belong.

30. Waiting lists for specialist courses (eg oxygen therapy, activity first aid etc. will be hosted on the Training Catalogue. The First Aid Administrator will arrange course dates with the accredited training provider when there are sufficient numbers. The cost of these courses will be recharged to the appropriate administrative units.

Arrangements for Specific Hazards

31. First aiders who work in areas where cyanides, hydrofluoric acid and phenol are used must attend a suitable course to learn about specific treatment for injuries caused by contact with these chemicals. This training will be arranged via the First Aid Administrator when sufficient people are on the waiting list. The cost to each delegate will be recharged to the administrative unit to which the delegates are attached.

32. If there is an immediate need for training, a bespoke course may be organised by the administrative unit with the University accredited first aid provider.

33. Specific University of Manchester [guidance](#) relating to first aid has been developed for injuries caused by contact with:

- Cyanides
- Hydrofluoric acid
- Phenol

34. Other additional training identified after a first aid needs assessment may be required, which could include:

- Management of a casualty suffering from hypothermia or hyperthermia (if personnel have extensive exposure to the outdoor environment due to fieldwork, landscape services etc).
- Oxygen therapy (for treatment of cyanide or HF poisoning, confined space work).

- Management of a drowning casualty (for those who dive at work etc).
- Application of haemostatic dressings and /or tourniquets (for fieldwork, security and events staff in the event of a violent incident).
- Paediatric first aid, for people working in the Museum, Whitworth, Jodrell Bank Observatory teacher training, healthcare professionals etc.

Notification of First Aid Arrangements

35. First aid arrangements only operate efficiently when they are known, understood and accepted by everyone in the workplace. Building signage and information on the first aid webpages will be prepared centrally, and is based upon information contained in the training catalogue/staff directory. It is therefore important that this information is kept complete and up-to-date. Furthermore, each administrative unit should have a mechanism for communicating first aid information amongst staff and students as. This mechanism should be used to keep everyone updated with the first aid arrangements in their area and be supplemented by additional signage as necessary.

36. Induction training is a useful way to notify / introduce new personnel to the University's First Aid Procedure and to identify the first aid personnel within their area.

37. Additional information on first aid for staff and students at the University can be found in the [First Aid Toolkit](#).

38. There are a number of Automatic External Defibrillator Units (AEDs) in University buildings. These are simple items of equipment that can be used by anyone to greatly increase the chances of saving the life of someone who has collapsed in cardiac arrest. Their location is shown on the [interactive map](#).

Information for First Aiders

39. The assistance of a first aider is needed in emergency situations where people have been injured as a result of an accident or become ill at work. The role of the first aider is to try to:

- Preserve life
- Limit the effects of the condition on the casualty
- Promote the casualty's recovery where possible

40. First aiders are expected to:

- Ensure their first aid certificate is valid and in date and liaise with their local safety managers and the First Aid Administrator as necessary to achieve this.
- Supply a copy of their current first aid certificate when they attend a requalification course.
- Keep the First Aid Administrator and local safety managers informed of changes in work situation, phone contact details and location or if they leave the University.
- Complete, or ensure that details of any first aid treatment given is included on an [Event Notification Form](#) which is sent to Safety Services when attend an incident.
- Respond to any call for first aid at any reasonable time and so far as they reasonably can within their designated area whilst they are at work.
- Ensure that the first aid boxes and kits within their area of responsibility are fully stocked with 'in date' contents. There are now no statutory requirements for the contents of first aid boxes, although they should not contain any tablets or ointments. The contents of the first aid boxes should be appropriate for the needs of the activities being carried out. British Standard BS 8599-1 provides very comprehensive lists of suggested contents of first aid boxes though this provision may be excessive for areas of low hazard and risk (see Appendix 4).
- Ensure that there are service/maintenance agreements in place for items such as medical oxygen kits and that other items used for first aid are 'in date' (eg bottles of saline eyewash, Diphoterine[®], Hexafluorine[®]) etc.
- Familiarise themselves with who the other first aiders are in their area or building.

External Medical Referral and Transport

41. In the event of an employee becoming ill or injured at work, such that the responsible first aider considers that a medical referral is required for further assessment and/or treatment, the following procedures should be adopted:

- In the case of a serious medical emergency, affecting any individual, the emergency services should be called at the earliest opportunity (9-999) to transport the individual to hospital. Security services should also be contacted

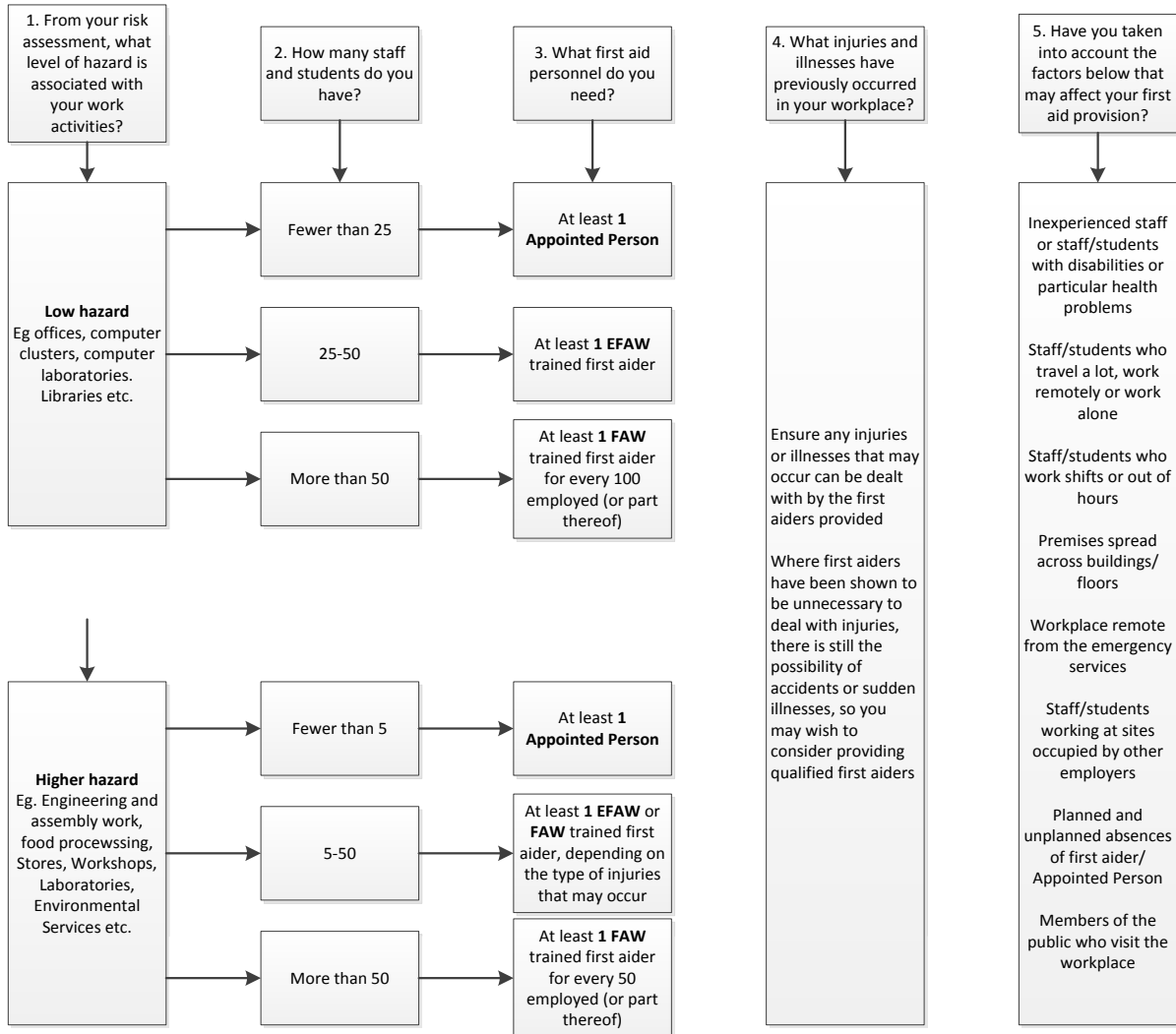
on Ext 69966 as they will direct the emergency vehicle to the incident as quickly as possible and be able to offer additional first aid support if required.

- If the first aider decides that it is not a serious medical emergency but the injured person is a member of staff or a student and needs hospital assessment and treatment, a taxi should be called to transport the casualty and the first aider to the nearest Accident and Emergency Department. Any cost incurred should be charged to the University of Manchester administrative unit of which the injured individual is a part.
- If the injured/ill person is a visitor to University premises, and it is not a serious medical emergency, efforts should be made to find someone to accompany them to hospital (ie friend or colleague). If this is not possible, out of courtesy it would be appropriate for a University of Manchester first aider to accompany them. The University would not normally be responsible for any costs incurred in these circumstances.
- If an employee feels unwell and wishes to return home, attempts should be made to contact relatives or friends to collect them if necessary. If this is not possible the employee's line manager will need to discuss with them alternative means to transport them home (eg taxi). Any costs incurred under these circumstances would be the responsibility of the employee.
- It is not appropriate to use private vehicles instead of a taxi unless the driver's motor insurance policy specifically includes business use. In these circumstances it should be noted that in the event of an accident the University would not be liable for the recovery of, or loss of no claims bonus etc.

42. If locally based first aiders are not available (eg for incidents out of hours) or additional assistance is required this can be sought from security staff on Ext 69966.

Appendix 1

Suggested minimum number of first aiders*



Appendix 2

Factors to consider when completing a first aid needs assessment

Factor to consider	Impact on first aid provision
Use the hazard profile of the unit to assess what are the significant risks in the workplace.	If the risks are significant then trained first aiders will be required.
Are staff and students working: <ol style="list-style-type: none"> 1) With hazardous substances? 2) With dangerous machinery or tools? 3) Lifting or otherwise manually handling heavy or awkward loads? 4) With animals? 5) With high voltage electricity? 6) At height or in confined spaces? 	Consider: <ol style="list-style-type: none"> i) Specific training for first aid personnel ii) Additional first aid equipment iii) Optimal position for first aid equipment.
Are there specific areas that have higher numbers of hazards or where activities that carry increased risk are carried out, eg. research laboratories, workshops, kitchens, maintenance work etc.?	A different level of first aid provision may be necessary or advisable in these areas than those where the hazards are less serious and the risks are lower.
The history of accidents and instances of ill health.	There may be a need to: <ol style="list-style-type: none"> i) Locate first aid provisions in certain areas ii) Review the contents of certain first aid boxes.
The number of people working in the administrative unit or in each area.	An appropriate number of first aid personnel will be required (see Appendix 1).
Whether there inexperienced people working in the area, or people with disabilities or known health problems.	There may be a need to consider: <ol style="list-style-type: none"> i) Specialist equipment ii) The optimal position for first aid equipment
The geographical spread of the administrative unit – are several floors in a single building occupied and/or is there occupancy of multiple buildings?	Provision of first aid personnel and facilities on several floors and in each building
Whether out of hours work occurs.	There will be a need to provide first aid cover at all times.
Whether any of the workplaces are remote from emergency medical services.	There may be a need to consider special arrangements with the emergency services or others.
Whether lone working takes place.	There may be a need to consider: <ol style="list-style-type: none"> i) Issue of personal first aid kits and training staff in their use ii) Issuing personal communication

Factor to consider	Impact on first aid provision
	devices to employees.
Whether any staff or students are working in facilities or sites occupied or controlled by other administrative units, which may be either within or outwith the University.	First aid arrangements with the other occupiers of the facility or site will need to be made and agreed.

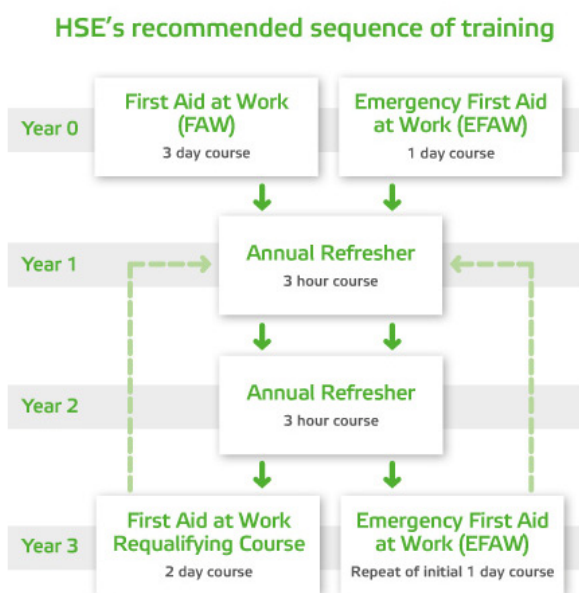
Appendix 3

Competencies Taught and Assessed on First Aid Courses and the HSE's Recommended Training Cycle

EFAW = Emergency First Aid at Work (1 day course) FAW = First Aid at Work (3 day course) REQ = First Aid at Work Requalification (2 day course) ANN REF = Annual First Aid Refresher (3 hour course)	EFAW 1 day	FAW 3 day	REQ 2 day	ANN REF 3 hours
Acting safely, promptly and effectively in an emergency	•	•	•	•
Cardiopulmonary Resuscitation (CPR) and the safe use of a defibrillator (AED)	•	•	•	•
Treating an unconscious casualty and the Recovery Position	•	•	•	•
Wounds and bleeding (including tourniquets and haemostatic dressings)	•	•	•	•
Shock	•	•	•	•
Minor injuries	•	•	•	
Choking	•	•	•	
Preventing cross infection, recording incidents & actions & the use of available equipment	•	•	•	
Fractures		•	•	
Sprains and strains		•	•	
Spinal injuries		•	•	
Chest injuries		•	•	
Severe burns and scalds		•	•	
Eye injuries		•	•	
Poisoning		•	•	
Anaphylaxis		•	•	
Heart attack		•	•	
Stroke		•	•	
Epilepsy		•	•	
Asthma		•	•	
Diabetes		•	•	

These topics are not covered on the EFAW course, so if any of these injuries or illnesses could occur, a full First Aider at Work should be provided.

Due to the wealth of evidence on the severity of 'first aid skill fade' the HSE now recommend that First Aiders and Emergency First Aiders attend annual refresher training. The flow chart below shows the HSE's recommended sequence of training.



Appendix 4

Contents of First Aid Boxes according to BS 8599-1

Low to medium hazard areas (high hazard areas should have more dressings and bandages, number in brackets)

Contents	Small Box (1-10 people)	Medium Box (11-20 people)	Large Box (21-50 people)
First aid guidance leaflet	1	1	1
Adhesive Dressings (plasters)	40	60	100
Adhesive tape	1	1	1
Alcohol free wipes	20	30	40
Burn dressing	1	2	2
Conforming bandage	1	2	2
Eyepads	2	3	4
Finger bandage	2	3	4
Foil blanket	1	2	3
Sterile dressings (assorted)	4 (8)	6 (12)	8 (16)
Triangular bandage	2 (4)	3 (6)	4 (8)
Disposable nitrile gloves (pairs)	6	9	12
Resuscitation face shield	1	1	2
Safety pins	6	12	24
Shears	1	1	1

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