

Health and Safety Standard For The Provision of Emergency First Aid

(Ref: QM_OHSD_GA009)

Table of Contents

1.0	Definitions	3
2.0	Statement of Intent	3
3.0	Arrangements	3
4.0	Roles and Responsibilities.....	4
5.0	Recruitment and Selection of First Aiders for BBAFA	5
6.0	Training Provision	6
7.0	Planning First Aid Provision	6
8.0	Number of First Aiders.....	7
9.0	Departmental/School Review of Provision	7
10.0	Audit.....	7
11.0	Contractors	7
12.0	College Sponsored and Student Union Events.....	8
13.0	First Aid Outside Departments/Schools	8
14.0	Sports Facilities	8
15.0	College Sports Ground	8
16.0	First Aid Boxes	8
17.0	First Aid Information	9
18.0	Procedure for Obtaining First Aid.....	9
19.0	Records	10
Appendix 1: First Aid at Work – Relevant Legislation and Guidance		11
Appendix 2: Queen Mary University of London First Aid Needs Assessment		12
Appendix 3: First Aid Call out Guidance.....		18
Appendix 4: Duties of all College First Aiders		19
Appendix 5: First Aid Equipment.....		20

Statement of Intent

1.0 Definitions

- 1.1 For the purpose of this guidance document, the term 'Department' is used to describe all Academic Schools, Institutes and Professional Services Directorates and 'Head of Department' the senior person in the department.
- 1.2 First Aid is the initial assistance or treatment given to a person who is injured or suddenly taken ill. The person who provides this help is a first aider (Joint authorised manual of UK's leading first aid providers).

2.0 Statement of Intent

- 2.1 The First Aid Standard is to ensure, so far as is reasonable within the resources and control of Queen Mary, that anyone who becomes ill or injured on the College or at any sponsored event receives immediate care. The level of care set out in this document meets the requirements of the Health and Safety (First Aid) Regulations 1981 (as amended October 2013), (Appendix 1).
- 2.2 The aim is that a trained first aider should be able to attend an incident within 3 minutes during normal working hours and 10 minutes at other times.
- 2.3 All Departments are responsible for ensuring adequate first aid provision within their areas of responsibility for all staff, students and visitors.
- 2.4 Advice and guidance relating to this standard can be obtained from the Occupational Health and Safety Directorate (OHSD), Audit Manager.

Guidance

3.0 Arrangements

3.1 Resources

Effective first aid provision relies on a number of factors including

- an adequate number of trained first aiders
- suitable first aid equipment
- other identified first aid facilities (first aid needs assessment)

3.2 Planning

- 3.2.1 OHSD have undertaken a broad assessment of the first aid needs of the College (Appendix 2) to determine the level of resources required to provide an emergency first aid response on the campuses; the measures are set out in the Building Based Arrangements for First Aid (BBAFA).

Guidance

3.2.2 The level and provision of adequate first aid cover required for specific activities and events organised by departments is the responsibility of the organiser or person sponsoring the event.

3.3 Training

3.3.1 All first aiders will be trained according to a level determined by the general College first aid needs assessment and departmental risk assessments.

3.3.2 OHSD will fund the training of first aiders to support the College BBAFA; any other first aid training, including all specialist courses, will be the responsibility of the department creating and managing the risk.

3.3.3 All College first aiders will be required to successfully complete a first aid course with a competent training provider, who can demonstrate compliance with the criteria set by the Health and Safety Executive (HSE) (Appendix 1).

3.3.4 Requalification training must be undertaken every three years, or as set by the training provider. Annual refresher (skills update) training is also strongly recommended by the HSE.

3.3.5 First aid cover in high risk areas will be provided by First Aid at Work (FAW) qualified first aiders (comprehensive 3 day course).

3.3.6 In low risk areas, Emergency First at Work (EFAW) first aiders will provide the first aid response (basic first aid skills 1 day course).

3.3.7 Additional or specialist first aid training may also be required as determined by departmental risk assessments for certain activities. OHSD can coordinate the provision of oxygen and automatic external defibrillator training, but the costs must be borne by the relevant department.

4.0 Roles and Responsibilities

4.1 Directors/Head of Schools

4.1.1 Heads of Departments will ensure the provision of first aid cover within their areas of responsibility and provide first aiders with sufficient time, authority and support to carry out their duties.

4.2 Role of First Aiders

4.2.1 All first aiders should be willing to undertake the provision of first aid within their own department. First aiders shown on the BBAFA will also respond to incidents when requested by the security control room in accordance with the procedure outlined on Appendix 3; an annual honorarium is awarded in recognition of this service beyond their own departments.

4.3 Responsibility of First Aiders

4.3.1 First Aiders will normally be responsible for:

- administering first aid in all environments, subject to any local restriction and in accordance with their level of qualification.
- ensuring first aid incidents are reported to the OHSD
- replenishing first aid equipment/material used to treat a casualty
- highlighting any failures in the first aid response system

The general duties applicable to all College first aiders are outlined on Appendix 4.

4.4 Occupational Health and Safety Directorate

4.4.1 OHSD will support all departments in meeting their responsibility to provide an adequate first aid response by:

- overseeing the management of an emergency first aid response (BBAFA) on campus
- coordinating first aid training
- supplying first aid response bags for BBAFA first aiders
- providing standard first aid boxes for use on campus
- ordering first aid boxes/response bags/ replenishment items
- distributing first aid information
- maintaining a database of all College first aiders

4.4.2 The first aid equipment for BBAFA first aiders and standard first aid boxes will be provided at no cost to departments, all other first aid items may be ordered through OHSD but departmental cross charging will apply. The ordering and funding of eye wash stations is a departmental responsibility.

4.4.3 First aiders shown on the BBAFA who are willing to respond to calls for first aid assistance, beyond their own departments, will be trained by the OHSD at no cost to departments.

4.4.4 All departments may book standard first aid training through OHSD and benefit from the discounted rates available from the College training provider, the British Red Cross.

5.0 Recruitment and Selection of First Aiders for BBAFA

5.1.1 First aid training will only be provided when a risk based need has been identified to support the BBAFA and no other trained first aider in the department or shared space can be utilised. The departmental obligation to provide adequate first aid cover may be discharged by making arrangements with other building users.

5.1.2 A first aider should be a volunteer, unless the person is performing a role where first aid skills are mandatory or desirable in the interests of the College. Ideally a first aider should be locally based, contactable and likely to be at the College for the duration of the qualification period, i.e. three years.

5.1.3 Volunteers for first aid training to support the BBAFA will need to provide authorisation from the Head of Department confirming that:

- first aid training is necessary
- the person is willing to carry out the role
- sufficient time will be granted for the person to fulfil the duties and responsibilities

OHSD will provide a pre-written pro forma for this purpose.

5.1.4 Experienced first aiders newly recruited to Queen Mary, holding a valid first aid qualification, will on request, be considered for the role of a BBAFA first aider, subject to the current first aid needs requirement.

6.0 Training Provision

6.1 The British Red Cross is the appointed first aid training provider for the College. Course delegates can select the most appropriate date/location to meet individual and departmental needs.

6.2 Volunteers selected for first aid training by their department will be provided with guidance on how to book a course by the OHSD (Suzanne Mason, s.t.mason@qmul.ac.uk).

7.0 Planning First Aid Provision

7.1 In addition to the general OHSD first aid needs assessment, the departmental first aid needs should be identified by a local needs assessments and risk assessments for activities and events.

7.2 First aid needs assessments should take into account:

- number of occupants
- workplace and task hazards
- building layout
- other occupants
- hours of work
- availability of support on the campus and proximity to NHS accident and emergency departments.
- foreseeable absence of first aiders

7.3 The assessment of the risks should provide answers to:

- how many first aiders are needed in the area
- ratio of FAW and EFAW first aiders
- what first aid equipment is needed
- where first aid equipment should be located
- where notices and signs should be posted
- specific hazards (chemical, physical etc.)
- provision of antidotes and specialist training and equipment, e.g. the use of Automated External Defibrillators (AED) and oxygen therapy

7.4 Where a department functions in more than one location, OHSD and the departmental safety co-ordinators will co-operate to determine the level of first aid cover. Joint cover arrangements should be documented by the departments and the effectiveness monitored by the OHSD.

8.0 Number of First Aiders

The number of first aiders should be no more than is necessary to meet the College standard, taking into account the factors mentioned above.

9.0 Departmental/School Review of Provision

All departments should review the arrangements for first aid and record the findings in the annual inspection report. Significant changes in a department's structure or accommodation will necessitate a review of the first aid arrangements.

10.0 Audit

OHSD will review and audit the first aid arrangements, including the monitoring of accident and incident reports.

11.0 Contractors

Departments appointing contractors are responsible for ensuring that the contractor has included the provision of 'first aid cover' for any work undertaken in the College. This can be achieved by:

- providing details of the College first aid arrangements, applicable for minor, low risk works only.
- contractor providing information relating to their own first aid arrangements (long term or high risk works).
- ensuring that the information is recorded on risk assessment and/or method statement.

12.0 College Sponsored and Student Union Events

12.1 Events on Campus

Where a department hosts or arranges an event on campus, it is the responsibility of the organisers to liaise with OHSD for advice as to the requirements for the event.

12.2 Events off Campus

All clubs, societies and associations holding event off site are responsible for liaison with the hosting venue to ensure that adequate first aid arrangements are in place for the event. First aid provision should be considered in the risk assessment for the event or activity.

13.0 First Aid Outside Departments/Schools

13.1 Fieldwork

Departments undertaking fieldwork should carry out a first aid needs assessment for the courses and provide training for the team leaders or other suitable persons with an appropriate and competent training provider.

14.0 Sports Facilities

14.1 Gymnasiums

During opening hours, an adequate number of suitable first aiders should be provided by the management, society or club responsible for the activity.

15.0 College Sports Ground

All grounds staff should be trained to at least EFAW level, with two qualified to FAW level. All letting agreements should stipulate the need for hirers/users to provide suitable first aid arrangements for their teams.

16.0 First Aid Boxes

16.1 At least one first aid box should be readily available in all occupied buildings. In large buildings, or where a building is occupied by more than one department, each department should maintain its own box.

16.2 The contents of general use first aid boxes should be in line with the contents suggested in Appendix 5; sufficient materials should be to hand to cover the usual maximum occupancy of the area covered

16.3 Restocking

First aiders are responsible for regularly checking and replenishing first aid boxes in their area. Boxes and supplies can be obtained from the OHSD, Occupational Health Department (Suzanne Mason, s.t.mason@qmul.ac.uk). Sufficient local stocks should be held for immediate restocking of first aid boxes following the treatment and cleaning up after an incident.

16.4 Adhesive Plasters

Adhesive plasters should be available within areas where persons may suffer minor cuts or abrasions e.g. workshops, kitchens, engineering laboratories or where covering wounds on exposed skin is a routine infection control measure e.g. bio-medical laboratories and clinical areas. In food preparation areas only detectable blue plasters should be available for use.

17.0 First Aid Information

17.1 Accurate, accessible information on how to obtain first aid is essential for an effective response. First aid notices should be posted in laboratories, kitchens workshops, large offices and communal areas, e.g. lift lobbies, entrance halls and reception areas. The information should also be posted on departmental web sites.

17.2 All first aid notices should be easily recognisable; this is best achieved through the use of the standard first aid symbol – white cross on a green background. All first aid notices must provide the following information:

- campus emergency telephone number 3333
- location of the nearest first aid box

17.3 OHSD have a limited capability to supply certain first aid notices, for further details contact: d.ford@qmul.ac.uk

17.4 OHSD will circulate first aid information to keep first aiders and departmental safety co-ordinators informed of changes and other relevant information.

18.0 Procedure for Obtaining First Aid

18.1 In a life-threatening emergency—if someone is seriously ill or injured, and their life is at risk, an ambulance should be called using 9-999 or 9-112 (internal phone user) and the security control room informed to facilitate access for the ambulance. The full procedure is outlined on Appendix 2

18.2 The College has adopted a building based system for first aid response; the concept is based on departments and schools having the capability to deal with minor first aid incidents within their area of responsibility.

When no locally based first aider is available and the situation is not considered to be life threatening:

Contact security on **3333** for assistance. Security will then summon the nearest available first aider

- 18.3 The first aider will assess the situation, provide help, request assistance from other first aiders if necessary and stay at the scene until the casualty has recovered or arrangements for further care are made.
- 18.4 If an ambulance is required by a first aider or any other person the London Ambulance Service should be contacted directly, this will enable the caller to relay accurate and sufficient information to the ambulance controller and to receive advice for the care of the casualty. (See Appendix 3)
- 18.5 In the event of a first aider not being readily available, a first aider from the security service will attend the scene. Any failure to obtain an effective first aid response should be immediately reported to the OHSD.
- 18.6 A first aider must always remain with the casualty until the ambulance arrives at the scene.

19.0 Records

19.1 First Aid Needs Assessment

A written record must always be kept of a first aid needs assessment for reference and to ensure the College can demonstrate effective health and safety management to the regulatory authorities and other parties entitled to legal disclosure.

19.2 First Aid Treatment - Accident and Incident Report Form

An accident and incident report form must be completed, whenever a first aider responds or attends to a person reporting an injury or illness, if the first aider is not completing the form the name of the first aider and the treatment given must be included in the report. The first aider is not responsible for investigating the accident. All forms should be returned to the OSHD Offices, 404 Bancroft Road.

Word Version - <http://qm-web.ohsd.qmul.ac.uk/documents/1/64330.pdf>

Appendix 1: First Aid at Work – Relevant Legislation and Guidance

1. Health and Safety (First Aid) Regulations, 1981 (Currently only available electronically in original format)

Available:

<http://www.legislation.gov.uk/ukxi/1981/917/contents/made>

2. The Health and Safety (First-Aid) Regulations 1981. Guidance on Regulations (Incorporating October 2013 amendment)

Available: <http://www.hse.gov.uk/pubns/books/l74.htm>

3. Selection of a competent first aid training organisation

Available: <http://www.hse.gov.uk/pubns/geis3.htm>

Appendix 2 - Queen Mary University of London First Aid Needs Assessment

1. Degree of hazard associated with work and learning activities

Low Hazard

- Offices, shops, libraries, nursery
- Teaching and learning (lecture room/theatres)
- Self-contained student residences,
- Routine maintenance and cleaning
- Transport on and off site

Higher Hazard

- Research and development (scientific and engineering)
- Working, teaching and learning with hazardous substances
- Cleaning and maintenance with additional hazards, such as working at heights
- Working, teaching and learning with or using dangerous machinery and sharp instruments
- Certain field work activities (remote or challenging terrain)
- Construction and refurbishment projects

2. Employees and Students

Queen Mary is committed to ensuring that all unjustifiable barriers to educational and employment opportunities are removed, this broad principle applies to contractors and visitors; consequently, the site is open to:

- Young persons
- Older persons
- People with specific health problems
- Persons with disabilities

Employees

Presently there are 4,170 **members of staff** working at Queen Mary, dispersed across the three main campuses and at locations with local or

shared arrangements, including the Centre for Commercial Law Studies, West Smithfield, Wareham, Chislehurst Sports Field and the Barts and the London NHS Trust sites.

Students

Currently **16,198** students are enrolled at the College, including those learning at some of the locations mentioned above. In general, for student administrative purposes, students are regarded as attending or attached to one of the three main campuses:

- 13,325 Mile End Campus
- 2,368 Whitechapel Campus
- 505 Charterhouse Square Campus

3. Current number of Number of First Aiders

The College has 125* first aiders across all sites including some of the smaller detachments; the first aiders are trained to 4 levels, First Aid at Work (18 hour course), Emergency First Aid at Work (6 hour course), Field Work First Aid (specialist course for Geography fieldworkers) and Paediatric First Aiders (Nursery).

- 75 First Aid at Work (FAW)
- 24 Emergency First Aid at Work (EFAW)
- 5 Field Work First Aid
- 21 Paediatric First Aiders* (Records maintained by Estates).

The following factors are taken into consideration in determining level of cover:

- College work and learning facilities are predominantly located in central London
- Main campuses are located close to several NHS Accident and Emergency Units
- NHS Ambulance Station within 100 metres of Mile End Campus entrance
- 4 qualified nurses based in Occupational Health Unit on Mile End Campus
- Whitechapel and Charterhouse Square can have an estimated 30-50 medical doctors/nursing staff on each site during the course of the working day.

- 60 first aiders are paid an honorarium to attend incidents outside their own departments.

The number of first aiders is sufficient for the current needs of the College during the normal working day, provided that the requirements of College First Aid Standard and the Building Based Arrangements for First Aid (BBAFA) are fully implemented at local level. A programme of training for the College security team is underway to ensure that a cost-effective first aid response can be maintained 24/7.

4. Special Hazards on Site

The teaching, learning and research activities on the site include working with substances and materials licensed by the Environment Agency due to the special hazards associated with the use and storage of the objects.

First Aid Facilities

The FAW and EFAW first aiders are trained by the British Red Cross; this is supplemented by first aiders having an opportunity to attend regular first aid skills update training on campus. The security team on each main campus operate a system of emergency call outs (BBAFA) to support local arrangements, including when available, deploying first aid trained security officers as a last resort.

Additional Training

Research and learning laboratories/facilities using high hazard substances and materials, provide additional training to mitigate the risks identified in risk assessments, including the administration of oxygen and antidotes.

Fieldworkers undertaking certain activities receive appropriate specialist first aid training when identified as necessary in a risk assessment of the activity.

Paediatric first aid training is a requirement for all staff working in the Nursery.

Additional First Equipment

All response first aiders are provided with a first aid response bag; approved antidotes and first aid oxygen are kept at or near the scene of hazardous activities, unless College procedures indicate otherwise.

First Aid Room

The College does not provide designated first aid rooms but all areas of the campuses are within a reasonable distance of suitable spaces that can be used for the care of a casualty.

Information to Emergency Services

College procedures require that the local NHS Accident and Emergency Unit should be informed when significant amounts of cyanide is used or produced during research or learning activities.

5. Injuries and Illnesses Previously Reported

On average over the last 3 year period (final month 2013 estimated):

- 184 accidents are reported annually.

The most common reports in the 3 year period relate to slip, trips and falls, exposure to harmful substances or materials and medical problems:

- 97 slip, trip, falls
- 86 incidents of exposure to exposure or contact with harmful substance or material
- 51 medical problems

Past analysis of the exposure to harmful substances and materials established that the figures included all 'sharps' incidents, even when actual exposure to harm from the hazardous substances had not been confirmed.

The trend in slips trips and falls incidents is currently being monitored, to determine if the recent campaign to raise awareness of the hazards will reduce the number of such accidents.

The medical reports relate to a wide range of illnesses or conditions with no apparent link to any specific activity or event.

6. Ability of the First Aider to deal with the injuries and illnesses

The first aiders provided in high hazard locations or in support of high hazard activities are trained to First Aid at Work and where possible will involve staff familiar with the measures necessary to care for the casualty, including the administration of antidotes. The provision of such measures is clearly defined in procedures as a local responsibility

7. Remoteness of Workplace from Emergency Services

Field work activities are often carried out in remote locations and the College First Aid Standard imposes a requirement on organisers to ensure adequate first aid provision.

8. Work at Sites Occupied by Other Employer

Queen Mary staff and students perform work and learn at locations occupied by other employers; these are long standing arrangements with established organisations, many sites are operated by the NHS.

9. Absence of First Aiders

The BBAFA can provide cover in the absence of a locally based first aider; suitable alternative arrangements should be put in place at other sites or for specific activities.

10. Members of the Public

The College campuses are mainly open to the public, often by the very nature of sites with security measures only enforced on specific buildings. The main sites are covered by CCTV monitored by security personnel who can deploy first aid resources as necessary.

11. Non Employees

Approximately 3,000 bed spaces are provided in self – contained flats or apartments for students and occasional visitors during term time. Out of term time, the student accommodation is hired to various organisations. College first aiders provide care for any casualties, unless the group have made their own arrangements

12. Summary

This document is intended to be a broad assessment of the first aid needs of the College, taking account of the factors mentioned in section 3; the measures necessary to provide care for any ill or injured person are set out in the College First Aid Standard and the BBAFA.

In schools, institutes and departments, a first aid needs assessments based on the findings of local risk assessments should be carried out to determine the level of first aid cover required, having regard to the factors in section 3.

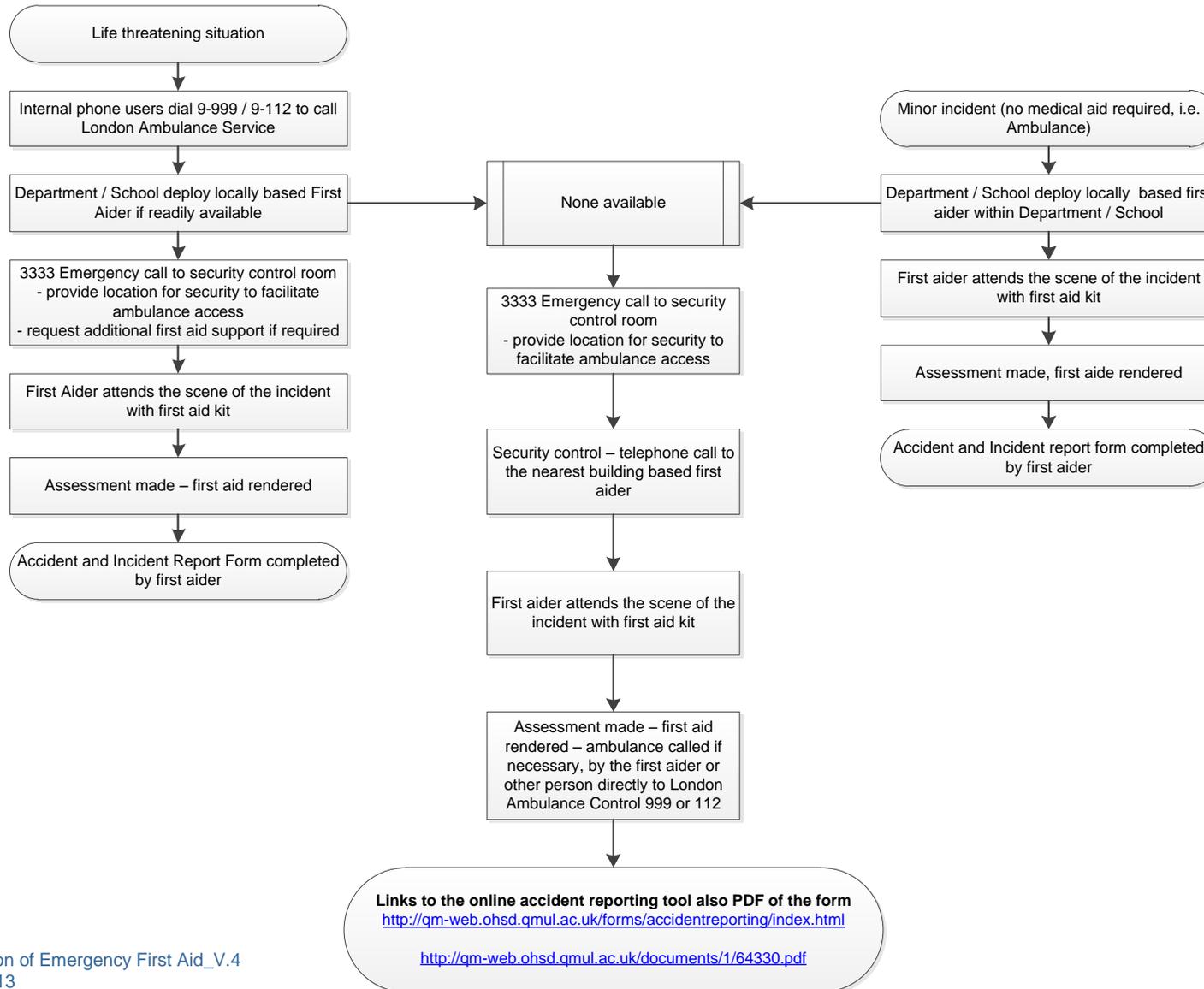
Campus lifestyle is increasingly 24/7; consequently the central first aid funds will be channelled into ensuring the adequacy of first aid cover across the campuses, including having first aid trained security officers.

Appendix

The arrangements for first aid can be effectively serviced by the current number of first aiders and should only be increased to enhance the 24/7 capability of the security team; unless a suitable and sufficient risk assessment indicates that an increase in the first aider establishment is the most cost effective way to manage a serious workplace risk.

Appendix

Appendix 3: First Aid Call out Guidance



Appendix 4: Duties of all College First Aiders

A1 Role

The primary role of a first aider is to administer emergency first aid to any ill or injured person with the aim of:

- preserving life
- preventing the situation from worsening
- promoting recovery

A2 Duties of a First Aider

- respond promptly when requested.
- administer first aid appropriate to level of qualification
- know how to secure additional help when needed
- support other first aiders as required
- report incidents and actions taken to the OHSD
- responsible disposal of clinical waste, such as soiled dressings in yellow bio-hazard bags to the appropriate waste containers
- replenish first aid equipment/material used to treat a casualty
- comply with requirements for certification, e.g. refresher training
- advise departmental safety co-ordinator or other responsible person of intended absence, such as annual leave or a course so that cover can be arranged

Appendix

Appendix 5: First Aid Equipment

A3 Recommended Contents for a Standard First Aid Box.

Number of persons to cover	1-10	11-20	21-50	51-100
Item				
Guidance leaflet	1	1	1	1
Sterile plasters	20	40	60	100
Sterile eye pads	2	4	6	8
Triangular bandages	4	6	8	10
Safety pins	6	12	12	12
Medium wound dressing	6	9	12	14
Large Wound dressing	2	3	4	6
Cleansing wipes	10	10	20	40
Disposable gloves	1	2	3	5

These are recommended contents only. An assessment may conclude that some additional materials or equipment would be useful, e.g. scissors, adhesive tape etc. If you require supplies for your first aid box or response bag please complete the relevant order form which can be found on the OHSD web page here:

<http://gm-web.ohsd.qmul.ac.uk/services/First%20Aid/index.html>

Please print, complete and return the form to Occupational Health, ground floor geography building, Mile End campus or scan it in and email it to s.t.mason@qmul.ac.uk.

Orders for first aid boxes and replenishment supplies are to be placed via email to s.t.mason@qmul.ac.uk

A5 Adhesive Plaster Dispensers

Where minor cuts and grazes are the most common accident, wall mounted dispensers may be useful. The dispensers only allow a single dressing to be dispensed at a time, lessening the risk of theft. They can be easily checked and restocked.

A6 Adhesive Plasters for Catering Outlet

Plasters available in food preparation areas must be of the high visibility (blue) type.

A7 Eye Wash Bottles

Mains tap water is recommended when eye irrigation is necessary. Special eye wash bottles are only needed where this is not readily available. First aid response bags contain emergency use eye wash. Eye wash stations are not supplied or funded by OHSD,

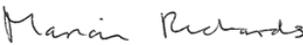
A8 Spillage Kits

A kit for clearing up and disinfecting spillages of blood or other body fluids must be available in every building.

Kits should contain absorbent granules, a disinfectant (unless incorporated in the granules), gloves and a scoop for picking up the granules. A variety of suitable kits are available from commercial suppliers.

Document Control

Initial Data

Author:	John Kelleher
Position:	Training and Development Manager
Checked by:	Lee Ryan
Position:	Health and Safety Manager (ERO)
Approved by:	Marion Richards
Position:	Director of Occupational Health and Safety
	
Status:	Version 3 – Live
Date of Issue:	February 2013

Version No.	Date of alteration and re-issue	Details of changes	Changes made by
1	February 2012	Filename / path change from QM/H&S/0117	Darren Ford
2	May 2012	Update of content	John Kelleher
3	February 2013	Update of content	John Kelleher
4	November 2013	1. Amendment to First Aid at Work Regs, 1981, (Oct 2013) – First Aid Providers. 2. Clarification of responsibility for funding of first aid training. 3. First aid needs assessment added, Appendix 2.	John Kelleher