

First Aid Provision Health and Safety Policy

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1.0 Executive Summary

1.1 This policy and arrangements document describes how anyone who becomes ill or injured on Queen Mary University of London (Queen Mary) premises or at any sponsored event under the control of Queen Mary receives immediate care. The aim is that a trained first aider should be able to attend an incident within three minutes (of being called) during normal working hours and ten minutes at other times. Queen Mary has a Mental Health First Aider network and this policy addresses how that can be accessed in times of crisis or a developing illness.

2.0 Introduction

2.1 First aid is immediate care for the ill and injured with the intention of preserving life, preventing an injured or ill person's condition from worsening and supporting the patient emotionally. This may include treating minor injuries or taking charge where an injury or illness requires further treatment by a medical professional until the patient can be taken to hospital.

2.2 Although there is no requirement in law to provide first aid to anyone other than employees, Queen Mary will make provision for the benefit of its students and visitors.

3.0 Purpose

3.1 This document describes the practical processes to achieve the policy's goal including training of first aiders, reporting processes, escalation processes, and management of specific hazards (e.g., cyanide exposure incidents).

4.0 Scope

4.1 Applies to all Queen Mary premises, on site sponsored events and fieldwork*. It excludes contractors e.g., building contractors who are required to provide their own first aid provision unless an explicit agreement is made with Queen Mary.

**Fieldwork is practical work carried out by students or staff for the purposes of teaching and/or research in places which are not under the University's control, but where the University is responsible for the safety of staff, students and others who may be affected by our acts and omissions.*

5.0 Legislation

- 5.1 [Health and Safety at Work, etc Act 1974](#). Requires employers to ensure, so far as reasonably practicable, the health, safety, and welfare of their employees. This also extends to non-employees such as outside contractors and members of the public.
- 5.2 [The Management of Health and Safety at Work Regulations 1999](#). HSG65 guidance generally makes more explicit what employers are required to do to manage health and safety.
- 5.3 [Health and Safety \(First Aid\) Regulations 1981](#) (amended 2013). Employers are required to provide adequate personnel, training, equipment, and facilities to render First Aid to their employees should they become injured or taken ill at work.
- 5.4 [The Social Action, Responsibility & Heroism Act 2015](#). Volunteers, community groups and 'good deed doers' have been given legal reassurance that courts will take account of the fact they have been acting to help society if something goes wrong and they end up having to defend themselves against being sued.

6.0 Terms and Definitions

6.1 First Aid is the initial treatment given to someone who is injured or sick, prior to professional medical assistance arriving and taking over. The four main aims of first aid are to preserve life, alleviate suffering, prevent the condition from worsening and to promote recovery.

6.2 Mental Health First Aid (MHFA) is the help given to a person who is ill or injured before professional medical treatment can be obtained. The aims of any first aid are to preserve life, to prevent further harm, to promote recovery and to provide comfort to the person who is ill or injured. MHFA can be applied to a person developing a mental health issue, a person experiencing a worsening of an existing mental health issue or to a person in a mental health crisis. Wider aims of MHFA are to raise awareness of mental health issues in the community and to reduce stigma and discrimination.

6.3 First Aider is someone who has attended a recognised training course on First Aid at Work or Emergency First Aid at work.

6.4 A Mental Health First Aider is someone who has attended a recognised training course on Mental Health First Aid.

7.0 Roles and Responsibilities

7.1 Directors/Heads of Schools/Institutes/Directorates.

7.1.1 Directors/Heads of Schools/Institutes/Directorates 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.

**Responsibilities cannot be delegated, although tasks associated with a particular responsibility can be delegated to a competent person.*

7.2 First Aiders:

- Administer first aid in all environments, subject to any local restriction and in accordance with their level of qualification.
- Reporting of incidents and actions taken to the HSD.
- Replenishing first aid equipment/material used to treat a casualty.
- Responding promptly when requested and highlighting any failures in the first aid response system.
- Know how to secure additional help when needed.
- Support other first aiders as required.
- Responsible disposal of clinical waste, such as soiled dressings in yellow bio-hazard bags to the appropriate waste collection containers.
- Comply with requirements for certification, e.g. requalification 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.

7.3 Mental Health First Aiders:

- Respond promptly when requested
- Administer mental health first aid appropriate to the level of qualification and as per training
- Know how to secure additional help when needed
- Support other mental health first aiders as required
- Comply with requirements for certification

- Improve own health and reduce stigma
- Advise the departmental Safety Coordinator or Line Manager of intended absence, such as annual leave so that cover can be arranged
- To keep confidentiality unless individual is at risk of harm to themselves or others

7.4 Health and Safety Directorate (HSD)

7.4.1 HSD 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 on campus.
- Co-ordinating first aid training.
- 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 Queen Mary first aiders.

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

7.5 Health Care Professionals

7.5.1 Health Care Professionals are exempt from a qualification in first aid if they can demonstrate current knowledge and skills in first aid; and the training and experience to qualify them to administer first aid in the workplace without the need to hold a FAW or EFAW or equivalent qualification. These include:

- Doctors registered and licensed with the General Medical Council.
- Nurses registered with the Nursing and Midwifery Council.
- Paramedics registered with the Health and Care Professions Council.

8.0 Policy / Operational Arrangements

8.1 First Aid Risk Assessment (including number of required first aiders)

8.1.1 Queen Mary School / Institute / Directorate first aid needs should be identified by a local needs assessments and risk assessments for activities and events.

8.1.2 First aid needs assessments should consider:

- Number of occupants (where the HSE mentions employees you need to include any and all students who use your facility/laboratory/building etc.).
- Workplace and task hazards.
- Building layout.
- Other occupants.
- Hours of work.
- Foreseeable absence of first aiders.

8.1.3 The assessment of the risks should provide answers to:

- How many first aiders are needed in the area.
- The 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.).

8.1.4 The provision of antidotes and specialist training and equipment, e.g., the use of Automated External Defibrillators (AEDs), oxygen therapy and adrenaline auto-injectors.

8.1.5 The level of Mental Health First Aiders can be determined by:

- Number of employees.
- Number of students.
- If your work environment is front facing / has a help/advice desk/centre.
- Sickness absence records.

8.1.6 Further consideration could be made for specific services that function outside office hours e.g., like Residences, Library and the Students Union.

8.1.7 Where a department functions in more than one location, HSD 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 HSD.

8.1.8 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.

8.2 First Aid Training

8.2.1 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 Queen Mary. Ideally a first aider should be locally based, contactable and likely to be at Queen Mary for the duration of the qualification period, i.e., three years. First aid and Mental Health First Aid courses are delivered in-house by qualified and accredited first aid instructors.

- HS034 Emergency First Aid at Work (EFAW): Requalification to complete the same course in 3 years.
- HS035 First Aid at Work (FAW): Requalification to complete the 2-day HS036 course in 3 years.
- HS042 First Aid for Laboratory Workers: This online course is open to staff and students who work in a laboratory. You do not need to have had any first aid training prior to completing the module. (Requalification to complete the same course in 3 years).
- HS040 Mental Health First Aid (MHFA): Requalification to complete the same course in 3 years.
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8.2.2 HSD can also offer bespoke first aid training for incidents and accidents that are not covered in the standard training. E.g., contaminated sharps, freezer burns, chemical spillage and oxygen therapy.

8.3 First Aid Equipment

8.3.1 The first aid equipment for first aiders and standard first aid boxes will be provided at no cost to departments, all other first aid items such as eye wash stations or specialist first aid boxes may be ordered through HSD but departmental cross charging will apply.

8.4 First Aid Treatment - Accident and Incident Reporting

8.4.1 The Queen Mary accident and incident report form must be completed, whenever a first aider responds or attends to a person reporting an injury or illness that is work related. Medical issues such as a spontaneous nosebleed need not be reported. (The first aider is not responsible for investigating the accident).

8.5 First Aid Information

8.5.1 Accurate, accessible information on how to obtain first aid and mental health first aid is essential for an effective response. First aid notices must 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.

8.5.2 All first aid notices ([available from HSD](#)) must 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:

- Queen Mary emergency telephone number 3333
- Location of the nearest first aid box

8.5.3 MHFA notices should include the photo of the MHFAider as well as information on how to access a MHFAider via the [HSD MHFA web page](#).

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

8.6 Appointing Contractors

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

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

8.7 Fieldwork

8.7.1 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.

8.8 Gymnasiums

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

8.9 Queen Mary Sports Ground

8.9.1 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.

8.10 Monitoring

8.10.1 Schools, Institutes and Directorates will monitor first aid provision via local inspections.

8.10.2 The Health and Safety Directorate will audit the first aid processes as part of the Queen Mary audit programme.

9.0 Further Information

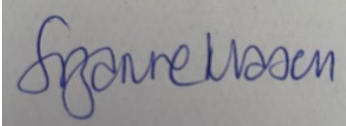

- [HSE First Aid web site](#)
- [Queen Mary guidance for working offsite \(including fieldwork\)](#)
- [First Aid at Queen Mary](#)
- [Mental Health First Aid at Queen Mary](#)
- [Health & Safety Training](#)

10.0 Appendices

[First Aid Needs Assessment](#)

[How to request first aid emergency medical assistance](#)

Document Control

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