

First Aid
Incident Management
Guidance for First Aiders

(QM_HS_218)

Introduction

This guidance document sets out the role of a first aider in the management of a first aid incident.

Building Based and Local First Aiders

Queen Mary First Aiders are divided into 2 groups:

- Building Based First Aiders provide first aid to all schools/departments/directorates in their Building and when required adjacent buildings.
- Local First Aiders; provide first aid to their school/department/directorate.

Role of a Queen Mary First Aider

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

- Preserving life.
- Preventing the situation from worsening.
- Promoting recovery.
- Alleviating suffering.

Duties of a Queen Mary First Aider

- Respond promptly when requested (call from Security Office in the case of a Building Based First Aider).
- Administer first aid appropriate to the level of qualification and as per training.
- Know how to secure additional help when needed.
- Support other first aiders as required in the event of a major incident.
- Report incidents and actions taken to the Health and Safety Directorate and local line manager.
- Ensure the safe disposal of clinical waste, such as soiled dressings in yellow biohazard bags and the appropriate waste containers.
- Replenish first aid equipment/material used to treat the casualty (assistance available from the Health and Safety Directorate at <http://hsd.qmul.ac.uk/A-Z/First%20Aid/index.html>).
- Comply with requirements for certification.
- Advise the Departmental Safety Coordinator or Line Manager of intended absence, such as annual leave so that cover can be arranged.

Safety

The area must be safe before you offer your casualty any treatment. Safe for you primarily, not forgetting any bystanders and of course your casualty. Failing to do this could result in you having more casualties to deal with, which could include yourself.

Cross Infection Control

- Wash your hands and wear disposable gloves. Disposable gloves have 4 functions;
 1. Protects the casualty from you.
 2. Protects you from your casualty.
 3. Gives you 10 seconds to take a breath and decide on your course of action.
 4. Gives your casualty the confidence that you know what you are doing.
- Avoid coughing and sneezing over the wound, and avoid touching it.
- Dispose of all soiled dressings, including gloves, in an appropriately marked (orange/yellow) plastic bag.
- Dispose of sharp items, including syringes and needles, in a purpose made sharps bin and dispose of it appropriately. It may mean taking it to your nearest laboratory.

Casualty communication

- Casualties are often frightened because of what is happening to them and what may happen next.
- Introduce yourself and find out what your casualty likes to be called, use their name when you talk to them.
- Take your time when talking to them, particularly for the vulnerable groups such as the elderly and children.
- Remain calm and do not do anything without explaining what you are doing first.
- Make eye contact but do not stare.
- Use a calm confident voice and do not speak too quickly.
- Listen carefully and do not interrupt your casualty. Always acknowledge what you are told by summarising what your casualty has told you to show you understand.
- In respect of their injury, avoid medical terms that they may not understand.

Consent

- A responsive adult must agree to receive First Aid treatment. 'Expressed Consent' means that the casualty gives their permission to receive care and treatment. To obtain consent, first identify yourself, tell them about your level of training and qualification and ask if it is ok to help them.
- 'Implied Consent' means that permission to perform First Aid care on an unresponsive casualty is assumed. This is based on the idea that a reasonable person would give their permission to receive lifesaving treatment if they were able to.

How to Request First Aid

- **For minor first aid incidents, you can contact your local First Aiders.**
- They provide first aid to their school/department/directorate. Their names and contact numbers are on first aid signage.
- **A Building Based First Aider should deal with all significant first aid incidents, unless only a local first aider is available.** Building based first aiders provide first aid to all schools/departments/ institutes/directorates in their building and when required adjacent buildings, and are on the Security 'call out' list. You must call x3333 or 0207 882 333 to request one.

How to Request Emergency Medical Services

1. From a landline, dial 9 (for an outside line) then 999. From a mobile phone, dial 999.
2. Request an ambulance.
3. Explain the nature of the medical emergency. You will be asked "is your casualty breathing?"
4. Give details of location. Think about where you work and how best to direct an ambulance to where you are.
5. Send a colleague to meet the ambulance and escort the paramedics to the casualty.
6. You must call Security on 3333 to inform them that an ambulance has been requested. Ask them to send someone to meet the ambulance, and help direct it to you. Security will also facilitate the opening of gates where required or gaining entry to a building that has staff only access.

First Aid Incident Management

In all first aid incidents, it is the first aider that takes over all control, as the primary focus should be on the casualty.

- Building Based First Aider (BBFA) arrives at the scene and obtains information about the incident from the casualty. If a local first aider is present, information can also be obtained from them.
- If Security is present, the BBFA should take over first aid responsibility, leaving Security to secure the scene and if necessary facilitate the arrival of the paramedics.
- Appropriate first aid should be given by the BBFA to the level of qualification and as per training.
- If additional assistance is required Security should radio the control room and ask another BBFA to be requested and/or a Security Shift Leader.
- In cases where an Automatic External Defibrillator (AED)* is required Security should arrange for it to be brought to the scene.

* AED Locations

- Mile End: Student Health Service Lobby Ground Floor Geography Building | France House reception and People Palace Foyer.
- Whitechapel: Garrod building lobby.
- Charterhouse Square: Dawson Hall lobby | John Vane Science Centre lobby.

Further Information

- Relevant legislation: The Health and Safety (First Aid) Regulations 1981.
- Health & Safety Executive: <https://www.hse.gov.uk/firstaid/>
- Health & Safety Directorate: <http://www.hsd.qmul.ac.uk/a-z/first-aid/>