



# First Aid at Work Guidelines

An easy guide to conducting your first aid needs assessment



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Established and run by experienced Ambulance Service Paramedics, First on Scene is a high quality first aid training company that offers a wide range of regulated qualifications. Formed with the aim of improving the standard of first aid training and with decades of expertise, we are now widely regarded as one of the UK's leading first aid and safety training providers.

## Our instructors haven't just read it in a book...

As with any type of course, success or failure is largely dependent on the skill and dedication of the instructors.

All our instructors are experts who have years of experience dealing with thousands of emergencies. This enables them to bring a realistic perspective to the classroom by relating the training to real life situations.

Our team have worked hard to break away from the 'old fashioned' image of first aid training by developing a lively educational experience with the emphasis on saving lives.

First on Scene Training instructors are practical people with a sense of humour, excellent communicators and are adept at instilling confidence in their students.

## Support your First Aiders

Being a First Aider can be a daunting responsibility and accidents and illness can happen at anytime. For this reason, offering your staff the best quality training is very important. The high level of knowledge and first hand experience of our instructors is invaluable in helping people gain the skills and confidence to save lives and deal with emergency situations.

First Aiders need the best training available – because making the wrong decision can be life threatening!

## The right course

We offer a wide variety of courses designed for a diverse range of work places and situations. We can often tailor the training to your exact requirements.

Our friendly staff are always available to give advice and agree the best training solution that fulfils your legal, moral and operational requirements. Following the steps in this guide will help you conduct a First Aid Needs Assessment effectively.



# Your Guide to Carrying out a First Aid Needs Assessment



In 2013 the Health and Safety Executive (HSE) issued new First Aid at Work Guidelines for Employers, along with a new type of first aid needs assessment. This assessment will help you identify what type of first aid training your first aiders need, how many first aiders you need and where they should be located. Your First Aid Needs Assessment should consider the following topics:

**STEP 1** The nature of the work, the hazards and the risks

**STEP 2** The nature of the workforce

**STEP 3** The organisation's history of accidents and illness

**STEP 4** The needs of travelling, remote and lone workers

**STEP 5** Work patterns such as shift work

**STEP 6** The distribution of the workforce

**STEP 7** The remoteness of the site from emergency medical services

**STEP 8** Employees working on shared or multi-occupied sites

**STEP 9** Annual leave and other absences of first aiders

**STEP 10** First-aid provision for non-employees

**STEP 11** The size of the organisation

## **STEP 1** The Nature of the Work, the Hazards and the Risks

One of the more complicated areas of the new first aid needs assessment is considering 'the nature of the work, the hazards and the risks'. You should consider the risks and identify what possible injuries could occur in order to ensure sufficient first aid provision is available.

The following table, compiled using information from the Health & Safety Executive, identifies some common workplace risks and the possible injuries that could occur:

Risk	Possible Injuries Requiring First Aid
Manual Handling	Fractures, lacerations, sprains and strains.
Slip and trip hazards	Fractures, sprains, strains and lacerations.
Machinery	Crush injuries, amputations, fractures, lacerations and eye injuries.
Work at height	Head injury, loss of consciousness, spinal injury, fractures, sprains and strains.
Workplace transport	Crush injuries, fractures, sprains, strains and spinal injuries.
Electricity	Electric shock and burns.
Chemicals	Poisoning, loss of consciousness, burns and eye injuries.

The table is not comprehensive and does not cover all the risks that could occur in a workplace, so you should look at each area of the workplace and document the risks and the possible injuries.

One reason for this exercise is to ensure that you provide the correct **type** of first aider(s).

There are now two levels of workplace first aider:

- Emergency First Aider at Work (EFAW) – 1 day course
- First Aider at Work (FAW) – 3 day course

You should ensure that your first aiders are trained to deal with the injuries and illnesses that could occur. The table below will help you match your requirements to the most appropriate course:

## What Emergencies are First Aiders Trained to Deal With?

	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)		•	•	•	•
Treating an unconscious casualty (including seizure)		•	•	•	•
Wounds and bleeding		•	•	•	•
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.

Extra, specialised training and provision may be needed for hazards such as chemicals, dangerous machinery, working in confined spaces etc. You should also consider the possible illnesses that could occur in the workplace and ensure you have adequate provision.

### STEP 2 The Nature of the Workforce

You should consider the needs and health of all workers and ensure that first aiders are available and trained to deal with specific health needs. You should consider things such as:

- The Young
- The Elderly
- Specific health problems (such as heart conditions, asthma, diabetes etc.)
- Disabilities

### STEP 3 The Organisation's History of Accidents and Illness

You should look at the organisation's history of accidents and illness to try and identify any needs or trends that may influence the location or type of first aid necessary. Different levels of provision may be required in different areas of the workplace.

### STEP 4 The Needs of Travelling, Remote and Lone Workers

First Aid should be available wherever people work, so you may need to consider providing personal first aid kits or training to travelling, remote or lone workers.

### STEP 5 Work Patterns Such as Shift Work

Adequate first aid cover should be available whenever people are at work. There may be circumstances when a higher level of cover is needed when less people are at work, such as overnight maintenance work in a normally low risk environment.

### STEP 6 The Distribution of the Workforce

First Aiders should be able to reach the scene of an incident quickly. Consider extra first aiders on large sites, sites with multiple buildings or buildings with multiple floors.

### STEP 7 Remoteness of the site from Emergency Medical Services

If the workplace is remote from emergency medical services you may need to make special transport arrangements should an incident occur. Consider how employees will summon help – do they have access to a phone?

Even in urban areas you should be aware that it often takes more than 10 minutes for an ambulance crew to reach a casualty, so the correct provision of first aid is a vital link in reducing the effects of illness or injury.

## STEP 8 Employees Working on Shared or Multi-Occupied Sites

On shared work sites it may be possible to share first aid provision, such as the security team providing first aid cover at a large shopping centre. It is important to fully exchange details of the hazards and risks so that adequate first aid cover is provided. Make agreements in writing to avoid misunderstandings.

## STEP 9 Annual Leave and Other Foreseeable Absences

You should ensure that adequate first aid cover is available at all times, including when a first aider is on annual leave, a training course, a lunch break or other foreseeable absences. This generally means that workplaces need more than one first aider to ensure that cover is maintained.

If your first aid needs assessment identifies the need for a 'First Aider at Work' (3 day course), it is not acceptable to provide an 'Emergency First Aider at Work' (1 day course) to cover foreseeable absences. You should also consider what cover is needed for non-planned absences such as sick leave.

## STEP 10 First Aid Provision for Non-Employees

The HSE recommend that you include non-employees in your first aid needs assessment. You should consider the duty of care that you assume when a non-employee visits your site. This is particularly relevant if you provide a service for others such as schools, places of entertainment, shops etc. Consider both the injuries and illnesses that could occur.

For large events such as concerts, organisers have a duty of care to ensure that adequate medical, ambulance and first aid cover is available. Organisers of such events should refer to The Event Safety Guide, published by HSE books, for further information.

## STEP 11 The Size of the Organisation

The number of people on a site should no longer be the primary basis for determining first aid needs; all the areas of the new first aid needs assessment should be carefully considered. However, in general terms the larger your organisation is, the more first aiders you will need.

After identifying the locations / times that first aid cover is needed, the HSE recommend:

- That 'non-manual', low risk workplaces (such as shops, offices, libraries) have a minimum of one first aider on duty at all times per 100 people (or part thereof).

- That 'manual' workplaces (light assembly work, warehousing, food processing or higher risks), have a minimum of one first aider on duty at all times per 50 people (or part thereof).

## Workplaces with more than 50 people:

It is likely that if your workplace is large you will have already identified the need for full FAW (3 day) training for your first aiders, but in any case, due to the increased probability of illness and injury occurring in larger workplaces, the HSE recommend that full FAW (3 day) training is provided in workplaces with 50 or more people.

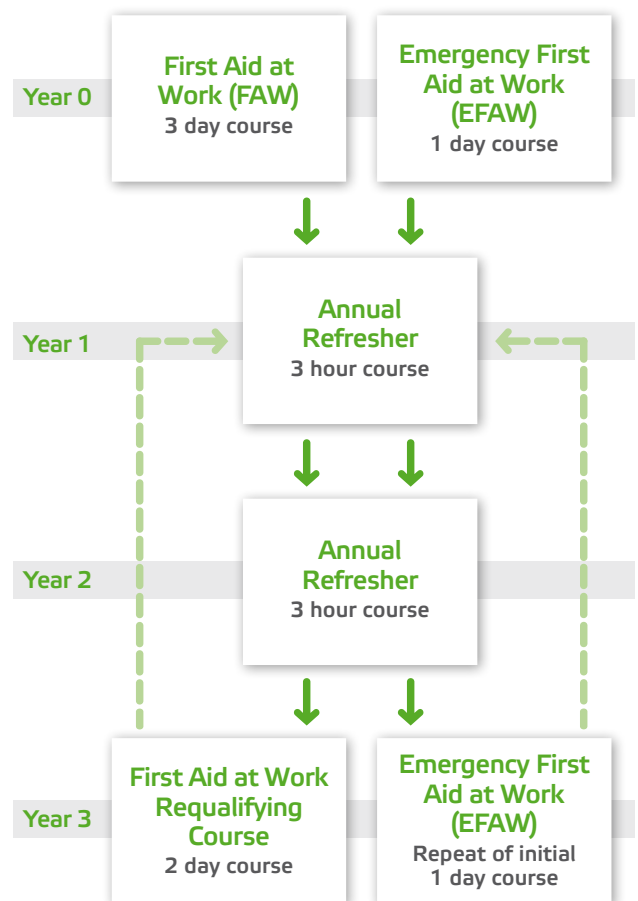
## Reviewing the First Aid Needs Assessment

You should review your first aid needs from time to time, particularly if you have operational changes in your workplace. It is recommended that a record is kept of incidents dealt with by first aiders to assist in this process.

## Annual Refresher Training

In order to follow the HSE's recommendations, all first aiders should now attend annual refresher training. This is due to the wealth of evidence on the severity of 'first aid skill fade'.

## The flow chart below shows the new sequence of training





# First Aid Kits

First aid kits should be easily accessible, preferably placed near to hand washing facilities and identified by a white cross on a green background. The container should protect the contents from dust and damp.

Larger sites are likely to need more than one first aid kit and should consider if any additional equipment or a dedicated first aid room is required. Where mains tap water is not readily available for eye washing, at least 1 litre of sterile water or 'saline' should be provided.

The contents of a first aid kit are not mandatory. The first aid needs assessment should determine the number of first aid kits and their contents. Following consultation with the HSE a new British Standard for workplace first aid kits (BS-8599) was introduced in 2011. The new kits contain some extra, sensible items such as scissors, adhesive tape, burns dressings and sterile saline wipes that were not standard in earlier kits.

To help match the level of workplace risk, the new kits are available in four sizes (small, medium, large and travel).

The HSE recommend that tablets and medicines should not be stored in a first aid kit.



Recommended size of kit:	Small	Medium	Large	Travel
Lower Risk: e.g. Offices, shops and libraries etc.	Less than 25 employees	25 – 100 employees	More than 100 employees	Per vehicle
Higher Risk: e.g. Food processing, assembly work, warehousing, engineering, construction, manufacturing etc.	Less than 5 employees	5 – 25 employees	More than 25 employees	Per vehicle

Contents:	Small	Medium	Large	Travel
First aid guidance leaflet	1	1	1	1
Contents list	1	1	1	1
Nitrile disposable gloves (pair)	6	9	12	1
Resuscitation face shield (with one way valve)	1	1	2	1
Water resistant plasters (provide blue plasters for food handlers)	40	60	100	10
Medium sterile dressing (12cm x 12cm)	4	6	8	1
Large sterile dressing (18cm x 18cm)	1	2	2	1
Eye pad sterile dressing	2	3	4	1
Finger sterile dressing	2	3	4	-
Burns dressing (10cm x 10cm)	1	2	2	1
Triangular bandage	2	3	4	1
Conforming bandage (7.5cm wide)	1	2	2	1
Alcohol free moist cleansing wipes	20	30	40	4
Safety pins	6	12	24	2
Adhesive tape (2.5cm wide)	1	1	1	1
Foil blanket	1	2	3	1
Sterile eye wash (250ml)	-	-	-	1
Scissors (suitable for cutting clothing inc. leather)	1	1	1	1

# Frequently Asked Questions

**Q What has changed?**

- A**
- The way that you should carry out a First Aid Needs Assessment (employers must do this by law).
  - There are now two types of approved First Aider.
  - The introduction of annual refresher training.

**Q Where can I see examples of first aid needs assessments?**

- A** Examples of assessments for a range of different settings are available here:  
[www.firstonscene.co.uk/first\\_aid\\_needs\\_assessment](http://www.firstonscene.co.uk/first_aid_needs_assessment)

**Q Do I need to re-train my existing 'First Aid at Work' first aiders?**

- A** Existing First Aid at Work Certificates will still be accepted by the HSE, so you only need to retrain existing staff when their certificates expire (when they will move onto the new training regime). You may wish to consider annual refresher training for your existing first aiders, which falls in line with the new guidance.

**Q My First Aid Needs Assessment says I need Emergency First Aiders; do I have to retrain my Appointed Persons on this course?**

- A** If your Appointed Persons were trained by First on Scene Training, we guarantee that they have completed all the topics on the EFAW course, so you can justify using them as 'Emergency First Aiders' until their existing certificates expire, when you should re-train them on the EFAW course. You may however wish to consider annual refresher training for your appointed persons to fall in line with the new guidance.

**Q Can my existing First Aider at Work attend the new 2 day FAW requalifying course?**

- A** Yes. Please see the question below for timings on when they can attend.

**Q What if a First Aid at Work Certificate has expired?**

- A** Your First Aider at Work (FAW) can attend the 2 day requalification course up to 3 months after their current certificate expires. If the certificate expires by more than 3 months the First Aider must attend the full 3 day initial course.

**Q The Emergency First Aid at Work course doesn't cover all the topics that my first aiders need to learn. Can you add topics to this course?**

- A** Yes; if we run a course at your premises we can tailor it to your needs. However, we would need to add extra time to the course to cover extra topics. Please give us a call if you would like to discuss your needs.



## Next step

This guide has been produced to help you to carry out a First Aid needs assessment, to assess whether you have the right number of First Aiders and if they have the right training. If you have identified a need for additional First Aiders or require any further information, do not hesitate to call us on **0845 5191 999** or visit our website **www.firstonscene.co.uk** for an updated list of all our scheduled courses.

### Our place?

Our scheduled courses give you the flexibility of training just one or two members of staff at the same time, reducing the impact that statutory training can have on running your business.

### Or yours?

Alternatively, a cost effective option for training larger groups (*usually 6 or more people*) is to run a course at your premises. If you don't have a training room, we can often help by providing a cost effective venue close by.

## What our Customers say about us...

"We have used First on Scene Training since 2006. We have 250 employees here at Talke (Distribution Centre), and all our First Aiders are trained by First on Scene Training.

Every time I deal with First on Scene I speak to or e-mail Rachel Lingwood, who is always a pleasure to deal with, and nothing is too much trouble.

All the delegates that I speak to following courses are pleased with the training received and I would have no problem in recommending First on Scene Training to anyone."

Learning and Development Officer  
**The Co-operative Food**

The **co-operative** food

"We moved to First on Scene Training from another supplier because of their customer care, personal approach and attention to detail. The online booking system is excellent

but is also always supported by a competent and helpful employee who takes pride in the service given.

All of our employees that have attended courses have consistently returned with praise for the trainers and the

quality of the content and delivery of the course. Without exception I would highly recommend First on Scene Training to any company needing the services of a professional training provider."

National Operations Manager  
**Safeguard Security Group**  
**Safeguard Security Group**

"I have used First on Scene for all our First Aid training for the past 4 years. I find them efficient, reliable and professional. First on Scene are able to make the training 'come alive' as their trainers are ex paramedics with years of experience. I have 24 First Aiders who require regular training updates including Defibrillator training. This is performed on site and trainers are always punctual, well prepared and professional. This is a very cost effective way of providing training and complying with current legislation.

Feedback from the First Aiders is very positive and they enjoy attending. It increases their basic skills and knowledge base, equipping them to cope with any emergency situation. I would not hesitate to recommend them and will continue with their services in the future."

 **GREGGS**

Occupational Health Manager  
**Greggs**



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