



Accidents and first-aid

If someone is taken ill or is injured at your premises, it is important that immediate assistance is provided to them. This can save lives and prevent minor injuries becoming major ones.

In most cases, you will need to make suitable arrangements to provide first-aid in these circumstances. This will be to preserve life or minimise the consequences of an injury or illness until help from a medical practitioner or nurse can be obtained. It will also be needed to treat minor injuries where these occur.

Legal requirements

Generally, if someone is injured you may need to show that you have met your duty of care.

If you are an employer you must comply with the general requirements of the Health and Safety at Work etc. Act and the Management of Health and Safety at Work Regulations. More specifically, you must also comply with the Health and Safety (First-Aid) Regulations. Depending on your circumstances, these require you to:

- provide adequate and appropriate first-aid equipment and facilities
- provide a suitable number of qualified first-aiders
- appoint a person to take charge where first-aiders are temporarily absent or the provision of first-aiders is not necessary (due to the nature of the activities; the number of employees; and location)
- inform employees (and volunteers in these circumstances) of the first-aid provisions made – including the location of any equipment or facilities and the identity of the first-aiders or nominated person(s).

Some accidents may need to be reported to the Health and Safety Executive (HSE), with certain records being kept. This is required under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (commonly known as RIDDOR). You will have to do this where:

- you are an **employer** – to report any work-related deaths, and certain work-related injuries, cases of disease, and near misses involving your employees wherever they are working
- you are in **control of premises** – to report any work-related deaths, certain injuries to members of the public and self-employed people on your premises, and dangerous occurrences that occur on your premises.

Further guidance along with details of what needs to be reported; the means for doing this and the records to be retained is available at www.hse.gov.uk/riddor/index.htm.

If you have ten or more employees you must keep details of any accidents to employees for industrial injury benefit purposes. This is under the Social Security Administration Act 1992. This is usually in the form of an Accident Book (BI 510).

Hazards to look out for

The first aid arrangements you will need depend on the type of hazards people may come across in your premises. These could include:

- machinery and equipment that could cause injury when in use
- chemicals or other dangerous substances used for cleaning, maintenance and ‘gardening’
- higher-risk activities such as using ladders or other access equipment
- large numbers of employees and volunteers (more than 25) or visitors
- employees who travel a lot, work remotely, alone or ‘out-of-hours’
- the remoteness of your premises from emergency services
- periods of absences which might mean that there may not be adequate first-aid support
- fundraising activities, other events, concerts, services or other community activities (e.g. night shelters)*.

*Note: this list is not exhaustive

Precautions you can take

Typical precautions include:

- appointing a person(s) to take charge of first-aid arrangements
- providing a suitably stocked first-aid box
- providing an adequate number of first-aiders
- providing additional training for first-aiders where there are special hazards
- checking that employees and others know the precise location of first-aid equipment and identities of nominated persons or first-aiders
- informing the emergency services of specific hazards etc. in advance (e.g. certain fund-raising events)
- issuing personal first-aid kits
- issuing personal communicators or mobile phones to employees
- ensuring adequate first-aid cover for annual leave or other absences (planned, unplanned or otherwise)*.

*Note: this list is not exhaustive

Making a start

Action	Guidance
<p>1. Check your first-aid arrangements and facilities are adequate for your premises and the activities there.</p> <p>Identify any additional precautions that might be required.</p>	<p>If you are an employer, you will need to complete formal risk assessments. These should help you identify hazards or activities that may require you to provide different levels of first-aid provision. The hazard list above might also help, but it is not exhaustive and there may be other things to consider reflecting your own particular circumstances.</p> <p>Risk assessments must be completed by someone who is competent. If using a health and safety consultant, check that they are registered on the Occupational Safety and Health Consultants Register (OHSCR). Further information is available at www.oshcr.org.</p> <p>It is also useful to see if there have been any accidents before. This may help you get an idea of the sort of hazards people have come into contact with previously.</p> <p>If you are an employer, you will then need to complete a first-aid needs assessment. Useful information on how to do this is provided at www.hse.gov.uk/firstaid/needs-assessment.htm.</p> <p>If your organisation is small with low-level hazards (the type found in offices and shops), you may only need to:</p> <ul style="list-style-type: none"> • appoint a person to take charge of first-aid arrangements • provide a suitably stocked first-aid kit. <p>For larger organisations, those running certain events or having other activities, you may need additional arrangements and facilities – possibly including trained first-aiders.</p> <p>The Health and Safety (First-Aid) Regulations do not require employers to make first-aid provision for non-employees (such as, the public). However, it is strongly recommended that they are included in any assessment of first-aid needs and that provision is made for them.</p>

Action	Guidance
<p>2. Implement any additional precautions that might be necessary.</p> <p>Make a note of any further steps that are necessary and implement these.</p>	<p>General provisions include:</p> <ul style="list-style-type: none"> • a first-aid box – properly sited, stocked and identifiable (i.e. a white cross on a green background). There is no mandatory list of items that need to be kept in it. This will depend on your particular circumstances. <p>A minimum stock of first-aid items could include:</p> <ul style="list-style-type: none"> – a leaflet giving general guidance on first-aid (e.g. HSE’s leaflet ‘Basic advice on first-aid at work’, INDG347(rev2) see: www.hse.gov.uk/pubns/indg347.pdf) – individually wrapped sterile plasters (assorted sizes) that are appropriate – sterile eye pads – individually wrapped triangular bandages, preferably sterile – safety pins – medium and large-sized sterile individually wrapped unmedicated wound dressings – disposable gloves. <p>Depending on your circumstances, additional first-aid equipment (e.g. a burns kit for the kitchen) may be appropriate. Tablets and medications should not be kept in the box.</p> <p>Boxes should be checked periodically and re-stocked if necessary.</p> <ul style="list-style-type: none"> • an appointed person – this is a minimum requirement, even in a small, low-hazard premises where first-aiders are not considered necessary. Those fulfilling the role need no first-aid training, but they should not attempt to provide this unless they have been properly trained. <p>Their role is to:</p> <ul style="list-style-type: none"> – look after first-aid equipment and facilities – call the emergency services when required – provide emergency cover where a first-aiders is absent due to unforeseen circumstances. <p>You don’t need to make this appointment if you have an adequate number of appropriately trained first-aiders.</p> <ul style="list-style-type: none"> • an adequate number of first-aiders – this will be determined by your needs assessment. Usually, a first-aiders is someone who has been properly trained in first-aid at work (FAW) or emergency first-aid at work (EFAW). However, other first-aid training may be appropriate to your particular circumstances. <p>Further guidance on how to decide on the right numbers of first-aiders to provide is detailed in the HSE publication ‘First aid at work, Your questions answered’, INDG214(rev2) available at www.hse.gov.uk/pubns/indg214.pdf.</p>
<p>3. Check the adequacy of your arrangements should an accident occur.</p> <p>Make a note of any further steps that are necessary and implement these.</p>	<p>You should have procedures in place:</p> <ul style="list-style-type: none"> • Should an accident occur – e.g. to make the area safe; raise the alarm; provide first-aid treatment; preserve the scene for investigation etc. • To report and record accidents – i.e. under RIDDOR, see www.hse.gov.uk/riddor • To investigate accidents – as quickly as possible, e.g. taking witness statements; photographs; sketches etc. • To compile relevant information in the event of a claim – including risk assessments, training records etc. • To deal with any subsequent investigation by an Enforcing Authority – e.g. if work is stopped; equipment is seized; employees are required for interview etc.

Action	Guidance
<p>4. Ensure that employees and volunteers know what to do in the event of an accident.</p> <p>Make a note of any information or training that is provided to individuals.</p>	<p>If you are an employer, you must tell your employees (and volunteers in these circumstances) about the first-aid arrangements you have made. This will include the location of equipment, facilities and personnel who will provide assistance. You should also advise them what to do in the event of an accident.</p> <p>One simple way of doing this is to display first-aid notices. Another way is to provide this information for new staff and volunteers when they start. Whatever, method is chosen the information needs to be clear and easily understood by all.</p> <p>If you provide first-aiders, they will need to be trained by a competent training provider and hold a valid certificate to a recognised standard. These are usually valid for three years, but it is strongly recommended that first-aiders undertake annual refresher training during any three-year FAW/EFAW certification period. This will help them maintain their basic skills and keep up-to-date with any changes to first-aid procedures.</p> <p>You should keep records of any information or training you provide. These should contain detail relating to the persons who were trained (including their signatures to say that they have received and understood the training); when they were trained and by whom; an overview of the training that was provided etc.</p>
<p>5. Record details of any accidents that do occur and any first-aid assistance provided.</p>	<p>It is sensible to make a note of any incident where first-aiders attend. This should include:</p> <ul style="list-style-type: none"> • date, time, place and circumstances of the accident • name and job of the injured or ill person • details of the injury/illness and first-aid treatment given • what happened to the person immediately afterwards (for example, went home, went to hospital) • name and signature of the first-aid or person dealing with the accident. <p>Any first-aid records will need to be kept in accordance with any data protection requirements.</p> <p>Where you have reported injuries, ill health or a dangerous occurrence to the HSE under RIDDOR, you must keep suitable records of these. This could include a copy of the online reporting form that will be automatically emailed to you when you make a notification.</p> <p>You must also keep a record of any other occupational accident causing injuries that result in a worker being away from work or incapacitated for more than three consecutive days (not counting the day of the accident but including any weekends or other rest days). You do not have to report over-three-day injuries, unless the incapacitation period goes on to exceed seven days.</p> <p>If you are an employer who has to keep an accident book, the record you make in this will be enough. You will need an accident book if you have more than 10 employees under social security law, see www.hse.gov.uk/pubns/books/accident-book.htm.</p> <p>For some, more serious accidents, you may want to investigate what happened in more detail. Try to do this as soon as possible as the information you collect may be useful in the defence of a claim. This could include witness statements (which are signed and dated); photographs; sketches and drawings (showing any measurements where applicable); risk assessments; training records etc.</p> <p>Please do not wait for a claim to be made. If you are aware of an incident which has resulted in personal injury for which you may be responsible, please tell us about it as soon as possible.</p>
<p>6. Document your arrangements and responsibilities for first-aid.</p> <p>Review these where you suspect that they are no longer valid.</p>	<p>If you need to prepare a health and safety policy, you could record your arrangements as part of it.</p> <p>In the event of a claim, paperwork will be important. So, where events are held, you should retain appropriate records. This could include any records of accidents or their investigation; risk assessments, event safety plans; training records etc.).</p>

Want to know more?

Further useful resources are available at www.hse.gov.uk/firstaid/

Note: if you are in Ireland, Northern Ireland, Jersey, Guernsey or the Isle of Man, then regional variations might apply. In this instance, you should check the guidance provided by the Enforcing Agency for your region. This will be freely available on their website.

Risk advice line

(provided by Ecclesiastical professionals or external specialists)

Phone: **0345 600 7531**

Email: risk.advice@ecclesiastical.com

Risk specialists are on hand to advise you on a range of topics, including:

- property protection, security, business continuity planning
- health and safety, food safety, environmental management
- construction safety, fire safety, occupational health, water safety or asbestos.

Available Monday to Friday 9am – 5pm (excluding public and bank holidays).

For further information speak to your insurance advisor or call us on **0345 60 20 999**

www.ansvar.co.uk