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The aim of this policy is to comply with health and safety requirements and current government guidelines in respect of infections. It is also to ensure that Serendipity Healthcare Ltd has staff with sufficient skills to meet any situation where first aid is needed.

The prime objective of the policy is to set out the First Aid Policy and Procedure for Serendipity Healthcare Ltd. This is so that staff can understand what to expect in the event of an incident, and to ensure that someone trained in basic first aid skills is able to attend an incident quickly and provide appropriate first aid or take appropriate action.

All incidents that require first aid interventions are identified and appropriate actions taken.

Incidents are referred on to appropriate healthcare professionals or emergency services if required, and staff do not perform tasks beyond their capability or training.

All incidents are fully reported and analysed for themes, and actions to reduce the possibility of the incident or accident reoccurring, are taken.

It is the policy of Serendipity Healthcare Ltd to be able to provide first aid support to someone who is injured or becomes unwell while in receipt of services, or when involved in activities organised by Serendipity Healthcare Ltd.


Serendipity Healthcare Ltd will ensure that someone trained in basic first aid skills are able to attend an incident quickly and provide appropriate first aid or take appropriate action.

First Aiders are responsible for:

- Taking control of incidents and summoning appropriate help
- Maintaining up to date first aid skills, and attending first aid refresher sessions should they feel the need to update their skills between mandatory training
- Carrying out first aid when requested in accordance with what they have been taught, and seeking medical advice and/or contacting emergency services where required and providing emergency services or medical staff with any relevant information should they deem this necessary
- Only acting within their competence and training
- Maintaining an up-to-date stock of first aid supplies, ensuring that the first aid box for Serendipity Healthcare Ltd is correctly stocked with supplies that are all in date
- Ensuring the reporting of any incident which they respond to and assist with

Employees are responsible for:

- Knowing who their nominated first aid member of staff is and when they are on duty
- Understanding the severity of any accident
- Summoning the appropriate assistance when first on the scene of an accident requiring first aid or the involvement of emergency services
- Reporting any concerns regarding first aid provision to their line manager
- Making themselves available for first aid training if their role has been identified as one where first aid training would be a requirement

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Management of Serendipity Healthcare Ltd is responsible for:

- Undertaking a risk assessment of the service to highlight potential risks, and accident 'hot spots'
- Nominating an appointed person(s)
- Providing suitable first aid equipment and signage within Serendipity Healthcare Ltd, primarily in locations identified through the risk assessment
- Ensuring that there are suitable numbers of trained first aid staff on duty at all times within Serendipity Healthcare Ltd, and that these are indicated on rotas or other staff scheduling processes based at Serendipity Healthcare Ltd
- Ensuring that staff who have been invited to attend first aid training are given time away from their usual roles
- Ensuring that all staff on duty are aware who the qualified first aider on duty is at any time
- Maintaining awareness of first aid legislation
- Providing details of first aid courses and booking employees on the course
- Providing first aid supplies when requested, and maintaining a central stock
- Ensuring that training is provided for employees prior to the expiry dates of first aid qualifications

Contractors working at Serendipity Healthcare Ltd are responsible for:

- Arranging and maintaining their own first aid provision in line with the risks associated with the work in which they are engaged

Serendipity Healthcare Ltd will review accidents requiring first aid or emergency services involvement to identify any themes behind why, when or where accidents occur, and will develop processes to reduce the reoccurrence of accidents.

The management of Serendipity Healthcare Ltd will provide opportunities for employees to be 'debriefed' after any first aid/emergency services involvement to learn from the experience and have the opportunity to share their views in a safe and supportive environment.

Failure to comply with this policy could lead to prosecution under UK Health and Safety legislation. In addition, failure to meet the requirements as detailed in the Health and Safety (First Aid) Regulations 1981, and within this policy, may lead to reduced first aid provision or availability, which could worsen the injuries suffered by a member of staff, a Service User or a visitor.


Coronavirus (COVID-19): This policy is to be supplemented by the additional measures within the Personal Protective Equipment (PPE) Policy and Procedure located in the COVID-19 Hub.

Coronavirus (COVID-19)

This procedure should be supplemented by the Personal Protective Equipment (PPE) Policy and Procedure and information found on the COVID-19 Hub.

Please note that COVID-19 is RIDDOR reportable as a disease, for further information visit <https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm>.

For Minor Injuries the following procedure will be followed:

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- Report the incident to a first aider and allow them to provide medical assistance
- If the first aider is unable to effectively treat the injury, inform the Registered Manager and arrange to attend hospital
- Ensure the accident is reported in the accident book
- The first aider must report accidents to The Registered Manager for them to conduct a risk assessment into the reasons for the accident occurring

In the event of an accident occurring within the workplace and a requirement for urgent medical attention the following procedure must be followed:

- If the first person in attendance is in doubt as to the seriousness of a person's injury, and it is felt that an ambulance is required then telephone the emergency services on 999
- If the person does not have a telephone with them, they must leave the casualty in order to contact the emergency services
- The operator will ask the caller several questions which will help establish the treatment the individual needs but will not delay how long the ambulance takes to reach the incident. The operator may also provide additional first aid assistance to those giving aid
- Following this, if possible, contact a first aider
- In the absence of a first aider and the person is unsure about what to do, then they must stay with the casualty until the emergency services arrive
- When emergency services arrive, the person must describe the circumstances of the accident and their involvement and any other relevant information to assist the emergency services

All accidents requiring first aid involvement must be recorded and shared with the management of Serendipity Healthcare Ltd for review and action.


First Aid

- Basic emergency medical care for the treatment of minor injuries, or basic emergency care administered to minimise the consequences of more serious injury and illness until qualified medical assistance is available

Emergency First Aid at Work (EFAW) / First Aid at Work (FAW)

- An Emergency First Aid at Work (EFAW) qualification enables a first aider to give basic lifesaving first aid to someone who is injured or becomes ill. It is normally a 1-day course
- First Aid at Work (FAW) training is more detailed. It includes the same content as EFAW and equips the first aider to apply first aid to a range of specific injuries and illnesses. It is normally a 3-day course
- EFAW and FAW qualifications are normally valid for 3 years, although the training provider will confirm when refresher courses are due

First Aider

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- A first aider is a person who has completed a FAW or an EFAW training course whose qualification is up to date, i.e., they have attended re-qualification training where required
- A fully qualified member of nursing staff who is registered with the Nursing & Midwifery Council and who is considered to be competent in first aid (some members of nursing staff may require additional training in first aid to increase their competency to an acceptable level) is also considered a first aider

Appointed Person


- The role of the appointed person includes looking after the first-aid equipment and facilities, calling the emergency services when required, and supporting any first aider
- An appointed person can also provide emergency cover (within their role and competence) where a first aider is absent due to unforeseen circumstances
- To fulfil their role, appointed persons do not need first-aid training

Health and Safety Executive (HSE)

- From 1 October 2013, HSE no longer approves training and qualifications for the purposes of first aid at work. However, they are still recognised as a major source of advice and information regarding first aid, and responsibilities to meet the regulations governing first aid

First Aid Box

- A container holding a supply of recommended first aid items
- What should a first-aid box in the workplace contain?
The decision on what to provide will be influenced by the findings of the first aid needs assessment. As a guide, where work activities involve low hazards, a minimum stock of first-aid items might be:
 - ❖ A leaflet giving general guidance on first aid (e.g., HSE's leaflet)
 - ❖ Individually wrapped sterile plasters (assorted sizes), appropriate to the type of work (hypoallergenic plasters can be provided if necessary)
 - ❖ Sterile eye pads
 - ❖ Individually wrapped triangular bandages, preferably sterile
 - ❖ Safety pins
 - ❖ Large, sterile, individually wrapped unmedicated wound dressings
 - ❖ Medium-sized sterile, individually wrapped unmedicated wound dressings
 - ❖ Disposable gloves
 - ❖ This is only a suggested contents list
- Whether using a first-aid box complying with BS 8599-1 or an alternative kit, the contents should reflect the outcome of the first aid needs assessment. Employers may wish to refer to British Standard BS 8599-1 which provides further information on the contents of workplace first-aid kits
- It is recommended that you do not keep tablets and medicines in the first-aid box
- How often should the contents of first-aid boxes be replaced?

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- ❖ Although there is no specified review timetable, many items, particularly sterile ones, are marked with expiry dates. They must be replaced by the dates given and expired items disposed of safely
- ❖ In cases where sterile items have no dates, it would be advisable to check with the manufacturers to find out how long they can be kept. For non-sterile items without dates, it is a matter of judgement, based on whether they are fit for purpose

Reviewed:- 14th October 2025

S.L.Pickles

Director