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THIS POLICY IS FOR:	Staff including Agency Workers (temporary workers), Commissioners and Service Users

FIRST AID

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FIRST AID POLICY

1. PURPOSE

- 1.1 To outline the arrangements in place at Nursing Direct for assessing first aid requirements through risk assessment, and for ensuring appropriate first aid training is provided, where necessary, within the Service User's home.
- 1.2 To describe the processes by which Nursing Direct ensures compliance with its relevant health and safety responsibilities, including meeting the requirements of the Health and Safety (First Aid) Regulations 1981.
- 1.3 To ensure that Nursing Direct consistently meets the Care Quality Commission's (CQC) Key Lines of Enquiry (Safe, Effective, Caring, Responsive and Well-led) and the associated Quality Statements, in line with regulatory requirements.
- 1.4 To meet the legal requirements of the regulated activities that Nursing Direct is registered to provide:
 - The Care Act 2014
 - Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
 - Health and Safety at Work etc. Act 1974
 - The Health and Safety (First Aid) Regulations 1981
 - The Health and Safety (Miscellaneous Amendments) 2002
 - Management of Health and Safety at Work Regulations 1999
 - The Workplace (Health, Safety and Welfare) Regulations 1992
 - Health and Social Care (Safety and Quality) Act 2015
 - Data Protection Act 2018
 - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
 - The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012
 - UK GDPR

2. SCOPE

- 2.1 The following roles may be affected by this policy:
 - Staff including Agency Workers
- 2.2 The following Service Users may be affected by this policy:
 - Service Users
- 2.3 The following stakeholders may be affected by this policy:
 - Family
 - Advocates
 - Representatives
 - Commissioners
 - External health professionals
 - Local Authority
 - NHS / ICB

3. OBJECTIVES

- 3.1 To ensure Nursing Direct deploys a sufficient number of competent staff, including Agency Workers, who are able to provide effective first aid treatment where required. First aid equipment is provided by the Service User or the commissioning organisation, in line with assessed needs.

To ensure that staff including Agency Workers 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.
- 3.2 Nursing Direct will ensure that staff including Agency Workers understand situations in which incidents must be referred on to appropriate healthcare professionals or emergency services. Staff including Agency Workers do not perform tasks beyond their capability or training.
- 3.3 All incidents are fully reported and investigated, and records are analysed for themes. Actions are taken to reduce the possibility of the accident or incident reoccurring, in accordance with the Accident and Incident Reporting Policy and Procedure.

4. POLICY

- 4.1 It is the policy of Nursing Direct to consider the needs of all staff including Agency Workers, Service Users and others who are injured or become unwell while in receipt of services, or when involved in activities organised by Nursing Direct.

This is to ensure the availability of first aid support to anyone who is injured or becomes unwell while receiving services, or when involved in activities organised by Nursing Direct.

- 4.2 Nursing Direct ensures that staff including Agency Workers are trained to fulfil the following responsibilities;
- Taking control of incidents and summoning appropriate help, where necessary
 - Maintaining up to date first aid skills and attending first aid refresher sessions when required, between mandatory training
 - Carrying out first aid when required in accordance with their training, seeking medical advice and/or contacting the emergency services where required and providing emergency services or medical staff with any relevant information if they deem this necessary
 - Acting only within the limitations of their own knowledge, training, and competence
 - Where required, Nursing Direct will support the monitoring and checking of first aid supplies within its premises and within service users' homes. This includes ensuring that first aid boxes are appropriately stocked, items are in date, and any deficiencies are identified and reported.
 - Nursing Direct does not supply first aid equipment for use within service users' own homes. Where first aid provision is required to support the delivery of care, Nursing Direct will notify and request that appropriate supplies are provided by the service user, their next of kin, the allocated social worker, or the commissioning team, as applicable.
 - Ensuring the reporting of any incident with which they are involved in.

- 4.3 Nursing Direct provide sufficient information to all staff including Agency Workers regarding first aid arrangements, when required.

Staff including Agency Workers are responsible for:

- Taking appropriate action based on their knowledge of the severity of any accident or incident
- Summoning the appropriate assistance when an accident/incident occurs requiring first aid or the involvement of emergency services
- Reporting any concerns regarding first aid provision to Nursing Direct
- Making themselves available for first aid training if their role has been identified as one where first aid training is a requirement. Where they are not identified as needing first aid training, knowing who the nominated First Aider is.

- 4.4 Nursing Direct will take action to ensure the following arrangements are in place:
- First aid requirements are identified through the completion of individual risk assessments, taking into account the Service User's home environment and the type of service being provided. Sufficient numbers of suitably trained personnel are provided in accordance with this needs assessment.
 - First aid equipment is provided by the service user, their next of kin, the allocated social worker, or the commissioning team, as applicable
 - Where identified as necessary, sufficient appointed persons are nominated
 - Staff including Agency Worker who have been invited to attend first aid training are given time away from their usual roles
 - Awareness of first aid legislation is maintained
 - Details of first aid courses are supplied and bookings made, where applicable

- 4.5 Accidents requiring first aid or the involvement of emergency services are investigated by Nursing Direct to identify any themes behind why, when or where accidents occur, and Nursing Direct will develop processes to reduce the reoccurrence of accidents.

- 4.6 The management team at Nursing Direct will provide opportunities for staff including Agency Workers 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.

4.7 **Respiratory Infections Including COVID-19**

Nursing Direct will use recognised and accredited training providers to provide safe, effective, and sufficiently robust first aid training to ensure that sufficient arrangements to effectively manage first aid at Nursing Direct Healthcare Limited are maintained.

Nursing Direct has undertaken a review of its First Aid Needs Assessment and associated arrangements to reflect any operational changes brought about by COVID-19 transmission control arrangements.

5. PROCEDURE

5.1 **First Aid Needs Assessment**

Nursing Direct has nominated personnel to complete an assessment of First Aid Needs, against which Nursing Direct makes its first aid provision.

5.2 **Minor Injuries**

For minor Injuries in the Service User's home, the following procedure is followed:

- Where trained in basic first aid, provide medical assistance
- Alternatively, if possible, 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, call the person's GP, 111/999 or a district nurse where appropriate. When able, inform the Nursing Direct office.
- Ensure that the accident is reported on an Accident Reporting Form and the Service User's daily care records.
- The First Aider must report accidents to the Nursing Direct office in order for them to conduct a full investigation into the reasons for the accident occurring and to review any risk assessments following the outcome of the investigation

5.3 Urgent Medical Attention

In the event of an accident or incident occurring in a Service User's home which requires urgent medical attention, the following procedure is 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
- For emergency incidents, such as an overdose, an ambulance must be called straight away
- 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 a number of questions which will help establish the treatment the individual needs, but this will not delay how long the ambulance takes to reach the incident. The operator may also recommend additional first aid assistance to those giving aid
- Following this, if possible, provide basic first aid or contact a First Aider, where they are available. In the event of an overdose, put the individual into the recovery position where possible.
- In the absence of a First Aider and if the person is unsure about what to do, they must stay with the casualty until the emergency services arrive
- When the emergency services arrive, the person will describe the circumstances of the accident and their involvement, and any other relevant information to assist the emergency services

5.4 All accidents requiring first aid involvement must be recorded and shared with the management of Nursing Direct for review and action, in accordance with the accident and incident reporting and investigation procedures.

6. DEFINITIONS

6.1 Staff including Agency Workers

6.1.1 Staff

Denotes the employees of Nursing Direct Healthcare Limited.

6.1.2 Agency Workers

Refers to individuals who are contracted with Nursdoc Limited or another employment business as an Agency Worker (temporary worker) provided to Nursing Direct Healthcare Limited to perform care services under the direction of Nursing Direct.

6.2 Nursing Direct

Nursing Direct, also known as Nursing Direct Healthcare Limited, is the entity regulated by the CQC (Care Quality Commission) and responsible for the care service provision, contracted to provide homecare services to service users in their homes, in placements, essential healthcare facilities and in the community.

6.3 Nursdoc Limited

As the sister company to Nursing Direct Healthcare Limited, Nursdoc Limited acts as an employment business, specialising in providing staffing solutions to the healthcare sector.

6.4 CQC (Care Quality Commission)

CQC throughout this policy, the term "CQC" refers to the Care Quality Commission (CQC) which is the independent regulator of health and social care in England.

6.5 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 also 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

6.6 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

6.7 First Aider

- A first aider is a person who has completed an FAW or EFAW training course or any other level of training or qualification that is appropriate to the circumstances and holds a valid certificate of competence, i.e. they have attended re-qualification training where required.
- A fully qualified member of nursing staff who is registered with the Nursing and 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

6.8 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
- They 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

6.9 First Aid Box

A container holding a supply of recommended first aid items

OUTSTANDING PRACTICE

To be 'outstanding' in this policy area you could provide evidence that:

- Accidents requiring first aid are always reported, reviewed, and practices changed to reduce the possibility of the accident reoccurring
- Emergency services are highly satisfied with the first aid undertaken by Staff including Agency Workers and report that the Staff including Agency Worker involvement has been appropriate, and has improved outcomes for the person using the services
- Service Users report high levels of satisfaction with how the Staff including Agency Workers have responded to accidents, and the treatment they have received
- All accidents and incidents requiring first aid are highly and effectively managed

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SIGNED:	 Marc Stiff – Group Managing Director