First Aid Policy

Document Control

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1. Purpose

This policy sets out how South Cumbria Skills Exchange (SCSE), operated by Whamos Training and Development CIC, provides first aid for staff, learners, visitors and anyone else on SCSE premises or off-site as part of SCSE activity.

It is distinct from, and complementary to, the Health and Safety Policy. The Health and Safety Policy sets the overall framework for safe practice. This First Aid Policy sets the specific arrangements for responding when something goes wrong.

This policy reflects the Health and Safety (First-Aid) Regulations 1981, HSE guidance L74, and the DfE's First Aid in Schools guidance (2022).

2. Scope

This policy applies to:

- Staff, volunteers and contractors of SCSE
- Learners on placement at SCSE
- Visitors to SCSE premises
- Anyone present during an SCSE off-site activity

It covers physical and mental health first aid.

3. Named first aiders

The trained first aiders at SCSE are:

- **Elizabeth Amos-Milburn** — Co-Director — First Aid at Work qualification (3-day course, renewed every three years)
- **Alexandra Gager-Liebhart** — Co-Director — First Aid at Work qualification (3-day course, renewed every three years)

Both directors are present on site during the majority of sessions, ensuring continuous first aid cover. Where neither Director is present, a session is led only when another adult on site holds at minimum an Emergency First Aid at Work qualification.

A current list of named first aiders is displayed at reception and in the main learning space.

4. Training and refresher

First Aid at Work qualifications are valid for three years from the date of certification. Renewal training is booked at least six weeks before the certificate expiry date.

In addition to FAW:

- Both Directors hold paediatric first aid awareness training
- Both Directors are familiar with the use of an automated external defibrillator (AED)
- Both Directors have completed Mental Health First Aid training, and at least one Mental Health First Aider is available during operational hours
- Specific training is undertaken for any learner-specific emergency medication on site (anaphylaxis, asthma, epilepsy, diabetes, as relevant)

SCSE uses QNUK-accredited training providers where available.

A training record is kept for each staff member showing certificates held, dates issued, and renewal dates.

5. First aid equipment

The following equipment is held on site:

- **Primary first aid kit** — located at reception, contents per BS 8599-1 (medium kit appropriate to the cohort size). Checked monthly by a named first aider. Missing or out-of-date items replaced within five working days.
- **Secondary first aid kit** — located in the main learning space, same contents.
- **Travel first aid kit** — carried on every off-site activity.
- **Automated external defibrillator (AED)** — located at the entrance. Pads and battery checked monthly; replaced within use-by date.
- **Eye-wash supplies** — held with the primary kit.
- **Sanitiser and disposable gloves** — held with each kit.

Inhalers held for individual learners are stored per the Administration of Medication Policy. Where SCSE holds a spare salbutamol inhaler for emergency use (per DfE guidance), it is stored with the primary kit and logged.

Adrenaline auto-injectors for individual learners are held per their Individual Healthcare Plan; the location is known to all staff on shift.

6. Accident book

An accident book is held at reception. Every accident or near-miss is recorded, regardless of severity, with:

- Date and time
- Name of the person affected
- Location and nature of the injury or incident
- First aid given and by whom
- Whether further medical attention was sought
- Witnesses
- Signature of the recorder and (where appropriate) the person affected or their parent/carer

Entries are dated, written in ink, and not altered after entry. Where a correction is required, a line is drawn through the original and an additional dated entry is made.

Accident book entries involving learners are reviewed by the Directors at the next monthly meeting and shared as needed with parents/carers and commissioning schools.

The accident book is held securely (it contains personal data) and retained for the period required by data protection and HSE rules.

7. Reporting under RIDDOR

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) require certain workplace incidents to be reported to the HSE.

Reportable incidents include:

- Fatalities
- Specified injuries (fractures other than fingers/toes, amputation, loss of sight, crush injuries to head or torso, serious burns, scalpings, loss of consciousness from injury or asphyxia)
- Injuries to workers that result in absence of more than seven consecutive days
- Cases of certain occupational diseases
- Dangerous occurrences (specified events that could have caused injury)
- For people not at work (including learners): incidents that result in the person being taken to hospital for treatment of an injury

Where SCSE is uncertain whether RIDDOR applies, the HSE online reporting tool is consulted and, if in doubt, the incident is reported. Reports are made by a Director.

A copy of every RIDDOR report is held with the accident book.

8. Procedure when first aid is needed

When an accident or injury occurs:

- The first aider on duty responds. Other staff coordinate to keep other learners safe and calm.
- The first aider assesses the situation, calling 999 if necessary.
- First aid is given in line with current FAW training.
- The accident is recorded in the accident book.
- The parent/carer is notified the same day (or immediately for any serious incident).
- The commissioning school is notified the same day for any incident involving a placed learner.
- The Directors are informed.
- A review is held within 48 hours for any incident requiring more than minor first aid, to consider what (if any) changes to practice or environment are needed.

For very minor incidents (e.g. small graze, light bruise), the same procedure applies in a proportionate form — entry in the accident book, brief notification of parent at end of session.

9. Mental health first aid

A mental health crisis (severe distress, panic attack, expressed suicidal thoughts, dissociation) is treated as a first aid matter. The Mental Health First Aider on duty:

- Stays with the learner
- Speaks calmly and respectfully
- Uses techniques learnt in MHFA training (active listening, validation, grounding)
- Removes triggers where possible
- Considers immediate physical safety (means restriction, calm space, hydration)
- Notifies the DSL the same day
- Calls 999 where there is immediate risk to life

Mental health first aid is recorded in the same way as physical first aid, with appropriate confidentiality. Follow-up is coordinated via the Mental Health Policy.

10. Calling emergency services

Staff call 999 without hesitation when:

- A person is unconscious or unresponsive

- A person is having serious difficulty breathing
- There is severe bleeding that cannot be stopped
- There is chest pain
- There is a serious injury, broken bone or severe burn
- A person is showing signs of a stroke (FAST)
- A person is having a seizure that does not stop within five minutes, or who has multiple seizures
- A person has taken an overdose of any substance
- A person has expressed imminent intent to end their life
- There is any other situation where staff judgement is that emergency response is needed

While awaiting emergency services, the first aider remains with the person and follows dispatcher instructions.

11. Parents, carers and consent

By default, SCSE does not provide treatment beyond standard first aid without parent/carer consent. In a life-threatening emergency, staff provide whatever first aid is needed and call 999 — consent is taken to be implied where necessary to save life.

For non-emergency situations (e.g. learner unwell, no clear injury), the parent/carer is contacted as the first step and decisions about onward care taken in consultation.

For looked-after learners, consent is sought from the corporate parent (typically via the social worker), with arrangements confirmed at the start of placement.

12. Hygiene and infection control

When providing first aid, the first aider:

- Wears disposable gloves where there is contact with blood or bodily fluids
- Uses a face shield or CPR mask when delivering rescue breaths
- Disposes of contaminated materials in a clinical waste bag (held with the first aid kit)
- Washes hands thoroughly after delivering first aid
- Ensures the area is cleaned and disinfected before reuse

Where there is a needlestick injury or significant exposure to blood, the matter is treated as a medical emergency and the affected person attends A&E for assessment.

13. Specific medical conditions

For learners with known medical conditions (asthma, anaphylaxis, epilepsy, diabetes, etc.), an Individual Healthcare Plan (IHP) is in place under the Administration of Medication Policy. Staff:

- Have read the IHP
- Have completed any training the IHP specifies
- Know where the medication is held
- Rehearse the response plan

14. Off-site first aid

Off-site activities are governed by the Trips and Off-Site Activities Policy. In summary:

- A trained first aider is part of every off-site team
- A travel first aid kit is carried
- The location of the nearest A&E is known
- 999 is called as needed; staff do not delay response to wait for SCSE confirmation

15. Welfare following an incident

After any significant incident, the directors:

- Check on the wellbeing of all those involved (the affected person, witnesses, the responder)
- Offer time and space to process the event
- Consider whether external support (counselling, EAP) is appropriate
- Capture lessons learnt

This applies equally to staff and learners. Responding to an incident can be distressing in itself.

16. Risk assessment

The general SCSE Risk Assessment includes first aid arrangements as a specific control. The risk assessment is reviewed annually and after any significant incident, with adjustments to first aid provision as needed.

17. Information for parents and carers

At the point of placement, parents and carers receive:

- An overview of SCSE's first aid arrangements
- Confirmation of named first aiders and the AED on site
- The procedure for reporting accidents and unwell learners
- The procedure for emergency medication administration if relevant to their child
- The contact arrangements in an emergency

18. Related policies

This policy should be read alongside:

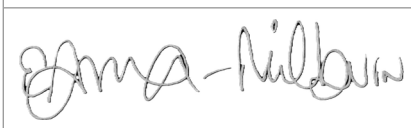
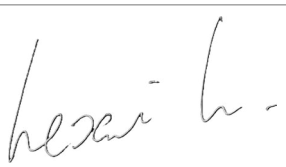
- Health and Safety Policy
- Administration of Medication Policy
- Mental Health Policy
- Risk Assessment
- Trips and Off-Site Activities Policy
- Safeguarding Policy
- Fire Emergency Evacuation Plan and Fire Procedure

19. Policy review

This policy is reviewed annually by the Directors, or sooner following a significant incident, change in named first aiders, or change in statutory guidance.

Approval & Review

This policy has been approved on behalf of the Directors:

Elizabeth Amos-Milburn *Co-Director*	**Alexandra Gager-Liebhart** *Co-Director*
	

Date of approval: 18th May 2026

Next review: 18th May 2027

Schedule 1 — Record of Changes

Version	Date	Nature of Change
001	18th May 2026	Initial published version included in the Combined Policies and Procedures 2026 edition.