

Health and Safety Policy  
For The Provision of First Aid

(Ref: QM\_HS\_009)

## Contents

1.	Executive Summary .....	3
2.	Introduction .....	3
3.	Purpose .....	3
4.	Scope .....	3
5.	Legislation .....	3
6.	Roles and Responsibilities .....	4
7.	Operational Arrangements .....	6
v.	First Aid Information .....	8
8.	Contractors .....	8
9.	First Aid Outside Departments/Schools .....	8
10.	Monitoring .....	9
11.	Further Information .....	8
	Appendix 1 How to obtain first aid .....	10

## 1. Executive Summary

This policy and arrangements document describes how anyone who becomes ill or injured on Queen Mary University of London (QMUL) premises or at any sponsored event under the control of QMUL receives immediate care. The aim is that a trained first aider should be able to attend an incident within 3 minutes (of being called) during normal working hours and 10 minutes at other times. QMUL has a Mental Health First Aider network and this policy addresses how that can be accessed in times of crises or a developing illness.

## 2. Introduction

First Aid is the initial treatment given to someone who is injured or sick, prior to professional medical assistance arriving and taking over. The level of care set out in this document meets the requirements of the Health and Safety (First Aid) Regulations 1981 (as amended October 2013). Queen Mary University of London (QMUL) goes beyond that outlined in these Regulations by extending care to students and site visitors. Mental Health First Aid (MHFA) is the help given to a person who is ill or injured before professional medical treatment can be obtained. The aims of any first aid are to preserve life, to prevent further harm, to promote recovery and to provide comfort to the person who is ill or injured. Mental Health First Aid (MHFA) can be applied to a person developing a mental health issue, a person experiencing a worsening of an existing mental health issue or to a person in a mental health crisis. Wider aims of MHFA are to raise awareness of mental health issues in the community and to reduce stigma and discrimination.

## 3. Purpose

This document describes the practical processes to achieve the policy's goal including training of first aiders, reporting processes, escalation processes, and management of specific hazards (e.g. cyanide exposure incidents).

## 4. Scope

Applies to all QMUL premises, on site sponsored events and \*fieldwork.

It excludes contactors e.g. building contractors who are required to provide their own first aid provision unless an explicit agreement is made with QMUL.

*\*Fieldwork is practical work carried out by students or staff for the purposes of teaching and/or research in places which are not under the University's control, but where the University is responsible for the safety of staff, students and others who may be affected by our acts and omissions).*

## 5. Legislation

The Health and Safety (First-Aid) Regulations 1981.

The Guidance provided by the Health and Safety Executive (HSE) is for employers. It sets out what they need to do to address first-aid provision in the workplace. It provides guidance on:

- managing the provision of first aid (first-aid kit, equipment, rooms etc)
- requirements and training for first-aiders
- requirements for appointed persons
- making employees aware of first-aid arrangements

- first aid and the self-employed
- cases where first-aid regulations do not apply

Further information can be found at [www.hse.gov.uk](http://www.hse.gov.uk)

It should be noted that there is no specific regulatory requirement for the provision of MHFA. However, [15.4 million working days were lost due to work-related stress, depression or anxiety in 2017/18](#). QMUL as an employer has a duty of care under Section 2.1 of the Health & Safety at Work Act 1974 to their employees – which is to ensure (so far as is reasonably practicable) the health, safety and welfare of employees.

## 6. Roles and Responsibilities

### i. Directors/Heads of Schools/Institutes/Directorates

Directors/Heads of Schools/Institutes/Directorates will ensure the provision of first aid cover within their areas of \*responsibility and provide first aiders with sufficient time, authority and support to carry out their duties.

*\*Responsibilities cannot be delegated, although tasks associated with a particular responsibility can be delegated to a competent person.*

### ii. First Aiders and Mental Health First Aiders

Queen Mary First Aiders are divided into 2 groups:

- Building Based First Aiders (BBFA); provide first aid to all schools/institutes/directorates in their Building and when required adjacent buildings and are part of Security's 'call out' list.
- Local First Aiders; provide first aid to their school/institute/directorate.

The primary role of a first aider is to administer emergency first aid to any ill or injured person with the aim of preserving life, preventing the situation from worsening, promoting recovery and alleviating suffering. All first aiders should be willing to undertake the provision of first aid within their own department. First aiders shown on the BBFA will also respond to incidents when requested by the security control room. An annual honorarium may be awarded in recognition of this service beyond their own departments.

The primary role of a mental health first aider is to administer mental health first aid to any person suffering with mental ill-health on QMUL premises with the aims of:

- Preserving life where a person may be at risk of harm to themselves or others
- Providing help to prevent the mental health issue from becoming more serious before professional help arrives
- Promoting the recovery of good mental health
- Providing comfort to a person with a mental health issue.
- Raising awareness of mental health issues in the community and reducing stigma and discrimination

## Responsibility of First Aiders

First Aiders will normally be responsible for:

- Administering first aid in all environments, subject to any local restriction and in accordance with their level of qualification.
- Reporting incidents and actions taken to the HSD.
- Replenishing first aid equipment/material used to treat a casualty.
- Responding promptly when requested and highlighting any failures in the first aid response system.
- Know how to secure additional help when needed.
- Support other first aiders as required.
- Responsible disposal of clinical waste, such as soiled dressings in yellow bio-hazard bags to the appropriate waste collection containers.
- Comply with requirements for certification, e.g. requalification training.
- Advise departmental safety co-ordinator or other responsible person of intended absence, such as annual leave or a course so that cover can be arranged.

## Duties of a Mental Health First Aiders

- Respond promptly when requested
- Administer mental health first aid appropriate to the level of qualification and as per training
- Know how to secure additional help when needed
- Support other mental health first aiders as required
- Comply with requirements for certification
- Improve own health and reduce stigma
- Advise the departmental Safety Coordinator or Line Manager of intended absence, such as annual leave so that cover can be arranged
- To keep confidentiality unless individual is at risk of harm to themselves or others

### iii. Health and Safety Directorate

HSD will support all departments in meeting their responsibility to provide an adequate first aid response by:

- overseeing the management of an emergency first aid response on campus.
- co-ordinating first aid training.
- supplying first aid response bags for BBFA.
- providing standard first aid boxes for use on campus.
- ordering first aid boxes/response bags/ replenishment items.
- distributing first aid information.
- maintaining a database of all QMUL first aiders.

HSD will review and audit the first aid arrangements, including the monitoring of accident and incident reports.

### iv. Health Care Professionals

Health Care Professionals are exempt from a qualification in first aid if they can demonstrate current knowledge and skills in first aid; and the training and experience to qualify them to administer first aid in the workplace without the need to hold a FAW or EFAW or equivalent qualification. These include:

- Doctors registered and licensed with the General Medical Council;
- Nurses registered with the Nursing and Midwifery Council;

- Paramedics registered with the Health and Care Professions Council.

If an employee has a current first-aid qualification other than FAW/EFAW, QMUL may consider whether it would be suitable in relation to the role of workplace first-aider and their needs assessment.

Mental Health First Aid should only be administered by those who have attended the 2 Day MHFA England Course.

## 7. Operational Arrangements

### i. First Aid Risk Assessment (including number of required first aiders)

QMUL School / Institute / Directorate first aid needs should be identified by a local needs assessments and risk assessments for activities and events.

First aid needs assessments should take into account:

- Number of occupants (where the HSE mentions employees you need to include any and all students who use your facility/laboratory/building etc.).
- workplace and task hazards.
- building layout.
- other occupants.
- hours of work.
- foreseeable absence of first aiders.

The assessment of the risks should provide answers to:

- How many first aiders are needed in the area.
- The ratio of FAW and EFAW first aiders.
- What first aid equipment is needed.
- Where first aid equipment should be located.
- Where notices and signs should be posted.
- Specific hazards (chemical, physical etc.).

The provision of antidotes and specialist training and equipment, e.g. the use of AEDs, oxygen therapy and adrenaline auto-injectors.

The level of Mental Health First Aiders can be determined by;

- Number of employees.
- Number of students.
- If your work environment is front facing / has a help/advice desk/centre.
- Sickness absence records.

Further consideration could be made for specific services that function outside office hours e.g. like Residences, Library and the Students Union.

Where a department functions in more than one location, HSD and the departmental safety co-ordinators will co-operate to determine the level of first aid cover. Joint cover arrangements should be documented by the departments and the effectiveness monitored by the HSD.

All departments should review the arrangements for first aid and record the findings in the annual inspection report. Significant changes in a department's structure or accommodation will necessitate a review of the first aid arrangements.

First Aid needs assessment guidance can be found here; <http://hsd.qmul.ac.uk/A-Z/First%20Aid/index.html>

## **ii. First Aid Training**

A first aider should be a volunteer, unless the person is performing a role where first aid skills are mandatory or desirable in the interests of QMUL. Ideally a first aider should be locally based, contactable and likely to be at QMUL for the duration of the qualification period, i.e. three years.

First aid and Mental Health First Aid courses are delivered in-house by qualified and accredited Health and Safety Advisors.

HS034 Emergency First Aid at Work (EFAW): 1 day course for Local first aiders (requalification to complete the same course in 3 years).

HS035 First Aid at Work (FAW): 3 day course for Building Based First Aiders (requalification to complete the 2 day (HS036) course in 3 years).

HS042 First Aid for Laboratory Workers: 3 hours course for laboratory workers (requalification to complete the same course in 3 years).

HS040 Mental Health First Aid (MHFA): 2 day course for Local and Building Based first aiders (there is no requalification course at this time, however there are quarterly skills updates).

Health & Safety can also offer bespoke first aid training for incidents and accidents that are not covered in the standard training. E.g. contaminated sharps, freezer burns, chemical spillage and oxygen therapy.

Information on all HSD courses can be found here; <http://hsd.qmul.ac.uk/Training/index.html>

## **iii. First Aid Equipment**

The first aid equipment for building based/local first aiders and standard first aid boxes will be provided at no cost to departments, all other first aid items such as eye wash stations or specialist first aid boxes may be ordered through HSD but departmental cross charging will apply.

Information about what a first aid kit/box should contain as well as how to order stock can be found here; <http://hsd.qmul.ac.uk/A-Z/First%20Aid/index.html>

## **iv. First Aid Treatment - Accident and Incident Reporting**

The QMUL accident and incident report form must be completed, whenever a first aider responds or attends to a person reporting an injury or illness that is work related. Medical issues such as a

spontaneous nose bleed need not be reported, if in doubt please contact HSD at [hs-helpdesk@qmul.ac.uk](mailto:hs-helpdesk@qmul.ac.uk)

The first aider is not responsible for investigating the accident.

The QMUL accident and incident reporting form and information is found here; <http://hsd.qmul.ac.uk/Accident%20Reporting/index.html>

Mental Health First Aiders complete a [survey](#) each time they use the skills acquired on the 2 day MHFA course. No personal information about the individual the MHFAider assisted is captured.

#### **v. First Aid Information**

Accurate, accessible information on how to obtain first aid and mental health first aid is essential for an effective response. First aid notices must be posted in laboratories, kitchens workshops, large offices and communal areas, e.g. lift lobbies, entrance halls and reception areas. The information should also be posted on departmental web sites.

All first aid notices ([available from HSD](#)) must be easily recognisable; this is best achieved through the use of the standard first aid symbol – white cross on a green background. All first aid notices must provide the following information:

- QMUL emergency telephone number 3333
- location of the nearest first aid box

MHFA notices should include the photo of the MHFAider as well as information on how to access a MHFAider via the [HSD MHFA web page](#).

HSD will circulate first aid information to keep first aiders and departmental safety co-ordinators informed of changes and other relevant information.

### **8. Contractors**

Departments appointing contractors are responsible for ensuring that the contractor has included the provision of 'first aid cover' for any work undertaken at QMUL. This can be achieved by:

- Providing details of the QMUL first aid arrangements, applicable for minor, low risk works only.
- Contractor providing information relating to their own first aid arrangements (long term or high risk works).
- Ensuring that the information is recorded on risk assessment and/or method statement.

### **9. First Aid Outside Schools/Institutes/Directorates**

Fieldwork: Departments undertaking fieldwork should carry out a first aid needs assessment for the courses and provide training for the team leaders or other suitable persons with an appropriate and competent training provider.

Gymnasiums: During opening hours, an adequate number of suitable first aiders should be provided by the management, society or club responsible for the activity.



QMUL Sports Ground: All grounds staff should be trained to at least EFAW level, with two qualified to FAW level. All letting agreements should stipulate the need for hirers/users to provide suitable first aid arrangements for their teams.

#### 10. Monitoring

- Schools, Institutes and Directorates will monitor first aid provision via local inspections.
- The Health and Safety Directorate will audit the first aid processes as part of the QMUL audit programme.

#### 11. Further Information

- [HSE First Aid web site](#)
- [QMUL Fieldwork Policy](#)
- [First Aid at QMUL](#)
- [Mental Health First Aid at QMUL](#)
- <http://www.hsd.qmul.ac.uk/training/>

## Appendix 1 How to obtain first aid

### How to obtain first aid in the event of a life threatening medical emergency

1. From a landline, dial 9 (for an outside line) 999 / from a mobile phone dial 999
2. Request an ambulance
3. Explain the nature of the medical emergency
4. Give details of location, for example  
*Queen Mary, University of London. Occupational Health Service.  
Ground Floor Geography Building. Mile End. E1 4NS  
From the Mile End road enter campus between the Queens' building and the  
Chaplaincy.  
Follow the path keeping the Queens' building on the left.  
Turn left into Geography square.  
Second entrance [of the Geography Building] on the right.*
5. Call Security on 3333 and inform them an ambulance has been requested, ask them to meet the ambulance (e.g. outside the Queens' building) and escort the paramedic's to you.

You can call 999 again if the situation changes or worsens.

### How to obtain mental health first aid in the event of an emerging crisis

1. From a landline, dial 9 (for an outside line) 999 / from a mobile phone dial 999
2. Request an ambulance / police.
3. Explain the nature of the emergency (consider asking them to come in plain clothes and without a siren).
4. Give details of location, for example  
*Queen Mary, University of London. Occupational Health Service.  
Ground Floor Geography Building. Mile End. E1 4NS  
From the Mile End road enter campus between the Queens' building and the  
Chaplaincy.  
Follow the path keeping the Queens' building on the left.  
Turn left into Geography square.  
Second entrance [of the Geography Building] on the right.*
5. Call Security on 3333 and inform them an ambulance/the police have been requested, ask them to meet the ambulance/police (e.g. outside the Queens' building) and escort them to you.

If it is not appropriate to call the emergency service, help and advice can be obtained from

- The Samaritans on 116 123.
- Mental Health First Aider - Call Security on 3333 to request assistance.

### How to obtain first aid and mental health first for a non-life threatening incident / emerging crisis.

In the first instance a local first aider should be sort, how and where to find there should be covered in the QMUL School / Institute / Directorate new staff induction.

If a local first aider is unavailable, then call Security on 3333 and request a Building Based First Aider / Mental Health First Aider.

List of both can be found on the HSD A to Z web pages: [Mental Health First Aid](#) & [First Aid](#).

## DOCUMENT CONTROL

### Current Data

Author: Suzanne Mason Position: Health & Safety Adviser (SMD)			
Checked by: Megan Vagg Position: Health & Safety Adviser (HSS)			
Approved by: Rebecca Jones Position: Acting Head of Health and Safety			
Status: Version 8 – Live Date of Issue: 08/02/2019			
Version No.	Date of alteration and re-issue	Details of changes	Changes made by
1	February 2012	Filename / path change from QM/H&S/0117 (supersedes QMUL/H&S/045, Jan 2005, Author Dr John Robinson)	Darren Ford
2	May 2012	Update of content	John Kelleher
3	February 2013	Update of content	John Kelleher
4	November 2013	1. Amendment to First Aid at Work Regs, 1981, (Oct 2013) – First Aid Providers. 2. Clarification of responsibility for funding of first aid training. 3. First aid needs assessment added, Appendix 2.	John Kelleher
5	February 2016	File path changed from GA007	Darren Mulkerrins-Ford
6	August 2016	Update of content. Removal of HSD First Aid Needs Assessment from Appendix 2. Filed	Garry Wright
7	January 2017	Update of content and terminology. Duplicated information and Appendices removed.	Suzanne Mason Steven Carter
8	February 2019	Update of content to include Mental Health First Aid	Suzanne Mason Megan Vagg