



Safety Policy

First Aid

POLICY STATEMENT

- Phoenix Learning & Care is committed to providing sufficient numbers of First-Aid personnel to deal with accidents and injuries at work.
- Due to the nature of the support we provide, which can include lone working and offsite support Phoenix recognises that Emergency First Aid at Work provides the most appropriate level of training. Within our settings providing care and education to the People we support most of our Team Members will be trained in Emergency First Aid at Work.
- Our support settings will rely on local provision for emergency support.
- Where a setting identifies the need for additional training in First Aid at Work, we will ensure appropriate training is provided.
- Phoenix Team Members trained in Emergency First-Aid at Work are responsible for providing initial assistance when someone injures themselves or becomes unwell at work.

Document Control

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CONTENTS

1.	Introduction	3
1.1	Outline	3
1.2	Definitions.....	3
1.3	First Aid Roles.....	3
2.	Responsibilities.....	5
2.1	Managers/Headteachers/Principal and Team Members	5
2.2	Additional Requirements.....	5
2.3	Travelling/Lone Workers.....	5
2.4	First-Aid kits	6
2.5	Medical Rooms.....	6
3.	Training.....	7
4.	First Aid Needs Assessment	8
4.2	Assessing Need for First Aid at Work Course.....	8
5.	Appendices	9
5.1	Appendix 1 – First Aid Kits	9

1. Introduction

1.1 Outline

- 1.1.1 Phoenix Learning & Care delivers care and education services across a range of settings, resulting in the need for a robust approach to First-Aid.
- 1.1.2 Phoenix has a duty to comply with all regulatory requirements, related to the Health and Safety at Work etc Act [HSWA] 1974, including but not limited to the specific legislation, The Health and Safety (First-Aid) Regulations 1981
- 1.1.3 Phoenix has a legal duty to make arrangements to ensure their Team Members receive immediate attention if they are injured or taken ill at work. The First-Aid at Work, Guidance on Regulations, L74 (Third Edition) amended in 2024 has been consulted to ensure that Phoenix Learning & Care meets this legal duty.
- 1.1.4 This First-Aid Policy describes the key principles and responsibilities underpinning the arrangements for First-Aid at work throughout Phoenix Learning & Care. The policy also recognises the contribution of Mental Health First-Aid training to maintaining positive Mental Health and wellbeing amongst Team Members.

1.2 Definitions

- 1.2.1 First-Aid is the assistance given to any person suffering a sudden illness or injury, with care provided to preserve life, prevent the condition from worsening, and/or promote recovery.
- 1.2.2 It includes initial intervention in a serious condition prior to professional medical help being available, such as performing Cardiopulmonary Resuscitation (CPR) whilst awaiting an ambulance, as well as the complete treatment of minor conditions, such as applying a plaster to a cut.
- 1.2.3 Mental Health First-Aid is an extension of the concept of First-Aid to cover Mental Health.

1.3 First Aid Roles

- 1.3.1 Phoenix is supported by The Head of Safety, Health, Environment and Fire (SHEF) from Capital People who acts as our Appointed Person for all SHEF related matters.

First Aid Role	Description
Appointed Person	A person appointed to take charge of arrangements, including looking after equipment and facilities, and calling the emergency services when required. An appointed person must be available to undertake these duties at all times when people are at work. Appointed persons are not First-Aiders and should not attempt to give First-Aid for which they have not been trained. An appointed person can also provide emergency cover, within their role and competence, where a First Aider is absent due to unforeseen circumstances.
First Aid Coordinator	A person appointed to take charge of arrangements, including looking after equipment and facilities, and calling the emergency services when required. Our First Aid Coordinators should be available to undertake these duties at all times when people are at work. They not always First-Aiders and should not attempt to give First-Aid if they have not been trained. The First Aid Coordinator can also provide emergency cover, within their role and competence, where a First Aider is absent due to unforeseen circumstances.
First-Aider	A person who has completed a First-Aid at Work (FAW) or Emergency First-Aid at Work (EFAW) course approved by Phoenix Learning & Care. EFAW training enables a First-Aider to give Emergency First-Aid to someone who is injured or becomes ill while at work. FAW training includes EFAW and also equips the First-Aider to apply First Aid to a range of specific injuries and illnesses.
First Aider with additional training	A First-Aider who has undertaken any training additional to the FAW/EFAW or equivalent qualification, as appropriate to the circumstances of the workplace and determined by needs assessment. For example, more in-depth training is advisable in cases where workers are exposed to hazards not commonly found throughout the company, or workers are known to have medical conditions that may need urgent attention.
Health professionals exempt from a qualification in First-Aid	Provided they can demonstrate current knowledge and skills in First-Aid, the training and experience of the following qualify them to administer First-Aid in the workplace without the need to hold a FAW or EFAW or equivalent qualification: - 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.

2. Responsibilities

2.1 Managers/Headteachers/Principal and Team Members

- 2.1.1 The Chief Executive has overall responsibility for Safety, Health, Environment and Fire (SHEF) in Phoenix Learning & Care.
- 2.1.2 Operation Directors and Senior Managers are responsible for ensuring that the requirements of this Policy are effectively implemented in their areas of responsibility.
- 2.1.3 The Safety, Health, Environment and Fire (SHEF) Group are responsible for producing an up-to-date, clear, written First-Aid policy document as well as ensuring that this is effectively disseminated and regularly reviewed.
- 2.1.4 Managers/Headteachers/Principal are responsible for ensuring that the First-Aid Policy is implemented and monitored within their areas of responsibility. In particular they must:
- Allocate a person to take charge of First-Aid arrangements.
 - Ensure that Team Members training is up to date and that refreshers are booked to ensure compliance.
 - Ensure that only those Team Members who have valid first aid training should be responsible for performing First Aid duties.
 - Managers/Headteachers/Principal will oversee the record of First-Aid training and qualifications awarded and the length of time these are valid for.
- 2.1.5 The Appointed Person (First Aid Coordinator) will complete regular checks of the first aid kit to ensure the contents are correct and remain within date.

2.2 Additional Requirements

- 2.2.1 Additionally, there are requirements to ensure that:
- As part of the induction process, all Team Members and volunteers are informed of the nature and location of First-Aid facilities.
 - Team Members and/or volunteers with who do not speak English as a first language or those with visual impairment are informed of the arrangements for First-Aid.
 - Where appropriate, First-Aid notices are displayed in prominent positions, giving the names of First-Aiders and the location of First-Aid equipment.

2.3 Travelling/Lone Workers

- 2.3.1 Phoenix Learning & Care is responsible for meeting the First-Aid needs of Team Members and volunteers working away from their main setting, for example those who travel regularly or who work elsewhere.
- 2.3.2 Team Members who travel long distances or are continuously mobile may carry a personal First-Aid kit where this is felt appropriate.

- 2.3.3 Team Members and volunteers working alone and/or in remote areas may need special arrangements put in place and additional training as well as being provided with a means of summoning help in an emergency such as a mobile phone.

2.4 First-Aid kits

- 2.4.1 There is a list of items to be included in a First-Aid container in Appendix 2. This contains a guide from the HSE for contents (where there are no special hazards) and for First-Aid kits for travelling workers. This is the minimum standard for a Phoenix Learning & Care setting.
- 2.4.2 Managers/Headteachers/Principal should ensure that there is a system in place within their settings to ensure a regular audit of contents is undertaken and that items are replaced as they are used.

2.5 Medical Rooms

- 2.5.1 Our homes replicate 'family homes' and as such a medical room is not required as there are private spaces for first aid treatment to take place within the home.
- 2.5.2 Our education settings do have allocated medical rooms. The medical room should contain essential first-aid facilities and equipment, be easily accessible to stretchers and be clearly signposted and identified.
- 2.5.3 If the medical room cannot be reserved exclusively for giving first aid, employers need to make sure that the first-aid facilities can be made available quickly if necessary. For example, they should consider the implications of whether
- 2.5.4 Medical rooms should:
- be kept clean, tidy, accessible and available for use at all times
 - be positioned as near as possible to a point of access for transport to hospital;
 - display a notice on the door advising of the names, locations and, if appropriate, telephone extensions of first-aiders and how to contact them.
- 2.5.5 Typical examples of the equipment and facilities a first-aid room may contain are:
- a sink with hot and cold running water; drinking water with disposable cups;
 - soap and paper towels;
 - a store for first-aid materials;
 - foot-operated refuse containers, lined with disposable, yellow clinical waste bags or a container suitable for the safe disposal of clinical waste;
 - an examination/medical couch with waterproof protection and clean pillows and or a chair
 - blankets (a paper couch roll may be used that is changed between casualties);
 - a telephone or other communication equipment;

3. Training

- 3.1.1 The Health and Safety Executive no longer approve the training courses or qualifications of appointed First-Aid personnel. Nationally recognised, regulated qualifications in First-Aid can be obtained from a training centre for Awarding Organisations (AO) and Voluntary Aid Societies such as the Red Cross.
- 3.1.2 Phoenix Learning & Care are responsible, when choosing a training provider to ensure that training providers deliver training with appropriate content, use suitable trainers and assessors and have relevant and robust quality assurance systems in place. (Similar quality standards are expected of all First-Aid training providers including in-house and non-affiliated / independent First-Aid training organisations).
- 3.1.3 The focus for training Team Members within Phoenix will be on the Emergency First Aid at Work Course recognising that this course provides an appropriate level of training for most circumstances that Team Members may experience within our settings given that they are often lone working and working away from the setting they are based in.
- 3.1.4 Training is organised via the Learning and Development Department and is normally an in-house delivery of a course by an accredited Phoenix Trainer.
- 3.1.5 As mentioned in Section 1 above, Mental Health First-Aid training is designed to assist Team Members and others to recognise the signs and symptoms which indicate that someone might be heading towards a Mental Health crisis and enable provision of an initial response until a person can access further help.

4. First Aid Needs Assessment

- 4.1.1 HSE do not specify the provision Phoenix Learning & Care should make for first aid as the organisation is best placed to understand the exact nature of the workplace and decide what is we need to provide.
- 4.1.2 The Regulations do not require employers to provide first aid, for anyone other than their Team Members. However, given the nature of Phoenix Learning & Cares business it is important to consider the People we support, members of the public and contractors when assessing the need for first aid.
- 4.1.3 First aid provision must be 'adequate and appropriate in the circumstances. This means that you must provide sufficient first aid equipment (first aid kit), facilities and personnel at all times.
- 4.1.4 In order to decide what provision is required each Setting Manager or Head of Department must undertake a first-aid needs assessment. This assessment should consider the circumstances of the workplace, workforce and the hazards and risks that may be present. The findings will help Managers decided what first-aid arrangements need to put in place.

4.2 Assessing Need for First Aid at Work Course

- 4.2.1 Phoenix, as an organisation has made an assessment that within all of our settings Team Members will all be trained in Emergency First Aid. This ensures that Team Members and the People we support are adequately covered whether they are in one of our settings or off site on an activity. This removes the need to complete specific needs assessments in each setting.
- 4.2.2 Managers/Headteachers/Principal are responsible for recognising any additional need within their setting and ensure that they request additional training if they identify that it is required. In doing this they should consider the following :
- The nature of the work/activity within the setting
 - The workplace hazards and risks (including specific hazards requiring special arrangements)
 - The history of accidents, where do they happen and how often.
- 4.2.3 The only exception to the above is our Support Hub. Visiting Team Members may hold the first aid at work certificate but due to the nature of work completed within the Support Hub and its proximity to the local A&E Department there will not be an expectation for Team Members in Support Hub to complete this.

5. Appendices

5.1 Appendix 1 – First Aid Kits

5.1.1 There is no mandatory list of items to be included in a first-aid Kit. The decision on what to provide will be influenced by the findings of the first-aid needs assessment.

5.1.2 As a guide, the minimum stock of first-aid items in Phoenix are:

Item	Number
Guidance card	1
Individually wrapped sterile adhesive dressings	20
Sterile eye pads, with attachment	2
Triangular bandages	6
Safety pins	6
Medium sized sterile un-medicated dressings	6
Large sterile un-medicated dressings	2
Extra-large sterile un-medicated dressings	3
Ligature Knife	1

5.1.3 Where sterile water or sterile normal saline in disposable containers needs to be kept near the First Aid box because tap water is not available, at least the following quantity should be kept:

- Minimum container size 300ml
- Minimum amount 900ml

5.1.4 Travel First Aid Kits should contain as a guide the following:

Item	Number
Card giving general first aid guidance	1
Individually wrapped sterile un-medicated adhesive dressings	6
Large sized sterile un-medicated dressing	1
Triangular bandages	2
Safety pin	1
Individually wrapped moist cleaning wipes	2

5.1.5 FIRST AID KIT CONTENTS CHECKLIST

Item	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

