

# First Aid Procedure

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**Procedure Author** – Head of Estates and Environment  
**Procedure Owner** – Vice Principal (Finance and Infrastructure)  
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## **FIRST AID PROCEDURE**

### **1. INTRODUCTION**

Under The Health & Safety (First Aid) Regulations 1981, the University must “provide adequate and appropriate first aid equipment, facilities and personnel” to render first aid to employees if they are injured or become ill at work. This procedure sets out the process that University staff and students shall adhere to when summoning first aid, that staff shall adhere to when administering first aid, the requirements that appointed first aiders are required to fulfil and the records that must be retained following first aid incidents.

### **2. ROLES AND RESPONSIBILITIES**

**First Aider:** All UWS first aiders are required to commit to the requirements listed in Appendix 1, which outlines the essential elements of the role. In addition to those requirements, first aiders shall make themselves familiar with the particulars contained in their Information Pack, replenish their first aid kits, undertake frequent audits of their first aid kit contents and complete incident reports as required.

**UWS:** The University shall endeavour to ensure that first aiders have the competence and support to succeed in the role. Refresher training will be undertaken on a regular basis, a buddy system will be implemented, information packs distributed to all first aiders outlining the support available, first aid kits supplied and an honorarium will be paid to rota first aiders.

**Security:** Campus security shall be responsible for answering campus first aid calls, recording salient information using the record sheet, alerting campus first aiders and directing them to the incident scene as a matter of urgency, and notifying the Health and Safety department of any issues in the process. Local campus security teams shall be the focal point for these activities where possible. Security Form and an emergency details form can be found in Appendix 5

**Schools and Departments:** Responsible for undertaking First Aid Needs Assessments within their areas and ensuring that changes within their area of control, that may affect first aid, are reflected on the first aid needs assessment and communicated to the Health and Safety team as required. Schools and departments are also responsible for identifying local first aiders who may be required over and above the UWS wide service, e.g. Fieldtrip Leads. First aid provisions shall be inspected on a frequent basis in accordance with the inspection frequencies outlined in the UWS procedure, “Health and Safety Management and Inspection Procedure”. Schools and departments should also ensure that first aid arrangements are communicated to staff and students via local induction, worksite orientation and risk assessment.

**Health and Safety:** Shall be responsible for arranging training for first aiders via the selected service provider, issuing first aid kits and information packs to first aiders, providing first aid signage, monitoring and reviewing the effectiveness of the system, planning first aid response exercises and first aid review sessions, coordinating rotas, liaising with shared service partner institutions, reviewing incident reports and data collection.

**Staff and Students:** All members of the UWS community shall ensure that they are aware of the first aid arrangements in place across the University. A summary of the process is outlined in Appendix 2.

### 3. FIRST AID PROCESS

First aid must be available across every campus and extend throughout the operating hours of the University. To this end, there are separate approaches that must be considered during the varied operational hours of the University. These are outlined below:

#### **Core Hours (08:45-16:45):**

**Paisley, Ayr and Lanarkshire:** The typical operating hours across the University are between 08:45 – 16:45. During this time, duty first aiders shall be available across each campus and comprised of a mixture of academic and non-academic staff. The number of first aiders present on each campus is determined via staff numbers and the level of risk present.

During this period any member of staff, student or visitor can contact the security services on their campus and request for first aid assistance. The details on how to do this are shown in Appendix 2. The local security team will request details from the caller in order to determine if the first aid case is an emergency or non-emergency event. If an emergency event and an ambulance is required, this should be relayed to security so that they can ensure the emergency services are met and directed to the correct location in the quickest time possible. Security will then contact 2 first aiders on the duty list. Each duty first aider is supplied with a mobile phone for this purpose.

Each first aider will be on duty for a period of one month and an equivalent number of first aiders will be on stand-by duty. The stand-by duty first aiders act as a 'buddy' for the rota first aiders, providing a resource to exchange duty periods during times of absence or leave, and in a secondary capacity to act as a support mechanism.

A shared service is in place with SRUC at the Ayr campus and details can be found in the Service Level Agreement. Both SRUC and UWS will provide first aiders, however SRUC shall adopt the UWS procedure.

**Dumfries:** Due to the smaller number of staff and students at Dumfries, first aiders' are permanently on duty and do not rotate with stand-by first aiders. If any first aiders are absent from the campus for any significant period of time, they should contact the Health and Safety team. There is no local point of contact on the Dumfries campus, therefore all first aid calls will be directed via Paisley using the 2222 number. There is a shared service in place with Glasgow University and details of this can be found in the Service Level Agreement. In summary, both parties provide first aiders and adopt the UWS process.

**London:** As with Dumfries, first aiders are permanently on duty and do not rotate with stand-by first aiders. The central point of contact at the London campus are the reception staff who in turn alert first aiders within the building. First aiders on this campus are contacted using UWS mobile phones.

**Lanarkshire:** During core hours (8am-8pm) first aid is provided by UWS staff and the Facilities Management staff, ISS. During this time first aid calls will be handled mainly by the reception team. Any significant gaps in service at reception will be covered by ISS staff. Arrangements shall be made prior to leaving the reception desk for significant periods of time, thus ensuring that the first aid handset is manned.

#### **Evenings / Overnight:**

**Paisley, Ayr and Lanarkshire:** From 16:45 onwards the first aid service is handed over to the Facilities Management Operatives and Security teams who occupy the campus in the evenings and overnight. The same communication process is utilised for contacting first aid, e.g. contact local security. At this point, the security teams will contact the Facilities Management Operatives using hand held radios.

**Dumfries:** From 16:45 onwards, the first aid service is operated by the Facilities Management Operative based in the Rutherford McCowan building.

**London:** On the London campus between the hours of 17:00-19:00, first aid cover is handed over to the security team which is provided by external providers GSS. GSS comply in full with UWS procedure and the security officer is a trained first aider.

**Lanarkshire:** From 8pm onwards ISS staff will relocate to the reception desk where first aid calls will be taken.

#### **Weekends:**

**Paisley, Ayr and Lanarkshire:** First aiders are present on campus at weekends (rota dependent) and this service is again provided by the Facilities Management Operatives and security team.

**Dumfries:** Between the hours of 10:00-14:00, first aid cover is again provided by the Facilities Management Operatives and the usual process applies.

**Lanarkshire:** Again, ISS staff are present over the weekend and will offer first aid to any persons on the campus.

The London campus is non-operational over weekends.

Any alterations in campus operational hours should be communicated to the health and safety department in order that first aid provision can be assessed.

First aid provision available out with core hours is limited and availability varies from campus to campus. Every effort will be made to supply first aid cover during these times, however all schools and departments undertaking activities out with core hours must be prepared to make their own provision for first aid. This must be considered at the planning stage to ensure there is sufficient resource and budget.

## **4. LOCAL FIRST AID PROVISION**

Certain Schools and Departments within the University shall have additional provision for first aid dedicated solely to their needs. For example, Conference and Events staff are fully trained first aiders and it is their responsibility to ensure that first aid cover is available for the duration of events they have organised.

Several Student Wardens are also dedicated first aiders and provide this service within the residences.

Due to the risk profile within the sports centre environment, each sports centre location will have dedicated first aiders. These locations will also each have a defibrillator. The locations of defibrillators are listed in Appendix 3.

Schools undertaking Fieldwork may also require additional members of staff trained in first aid. This should be determined by risk assessment and in accordance with the Fieldwork procedure. All requests for first aid training should be notified to the Health and Safety department with ample notice.

First aid provision must be considered for all activities undertaken out with core hours. Reliance should not be on the security or estates team to provide first aid trained personnel, as it cannot be guaranteed that there will be sufficient first aid trained staff on rota.

## **5. REPORTING FIRST AID INCIDENTS**

First aid incidents must be recorded and reported to the Health and Safety Champion for the applicable department. All incident reports should be completed electronically via the UWS incident management system Awaken, see Appendix 6).

## **6. FIRST AIDER CONTACT DETAILS**

The health and safety department shall maintain a list of all University first aiders. This information will be distributed to local campus security teams and updated accordingly with a list of duty first aiders. First aiders should ensure that their University profile information is updated so that the latest location details can be populated on the duty rota.

## **7. BUDDY SYSTEM**

Each duty first aider will be partnered with a 'buddy' from the reserve first aider list, where possible. First aiders should contact their buddy if cover is required for leave or absences from campus. Arrangements should be made with each buddy for the first aid mobile phone to be handed over at the start of each rota period. On hand over, the duty first aiders should make a courtesy call to security to ensure that the phone is operational and ensure that the phone is fully charged.

## **8. FIRST AID KITS**

Each first aider shall be supplied with their own first aid kit. They should ensure that this is carried in their possession at all times, as far as is reasonable. First aiders shall conduct periodic audits of the first aid contents to ensure items are replenished and in date. First aid orders can be requested by contacting the health and safety department.

## **9. FIRST AID ROOM and PARENTING ROOMS**

Paisley, Ayr and New Lanarkshire, provide dedicated first aid and parenting rooms, available for treatment / privacy / expectant mothers/ breastfeeding etc. Dumfries and London currently do not have dedicated rooms at present, but space can be provided if required, this can be arranged by contacting the reception desk. Refer to Appendix 4 for room numbers and access codes.

## FIRST AID COMMITMENTS

### First Aider Commitments

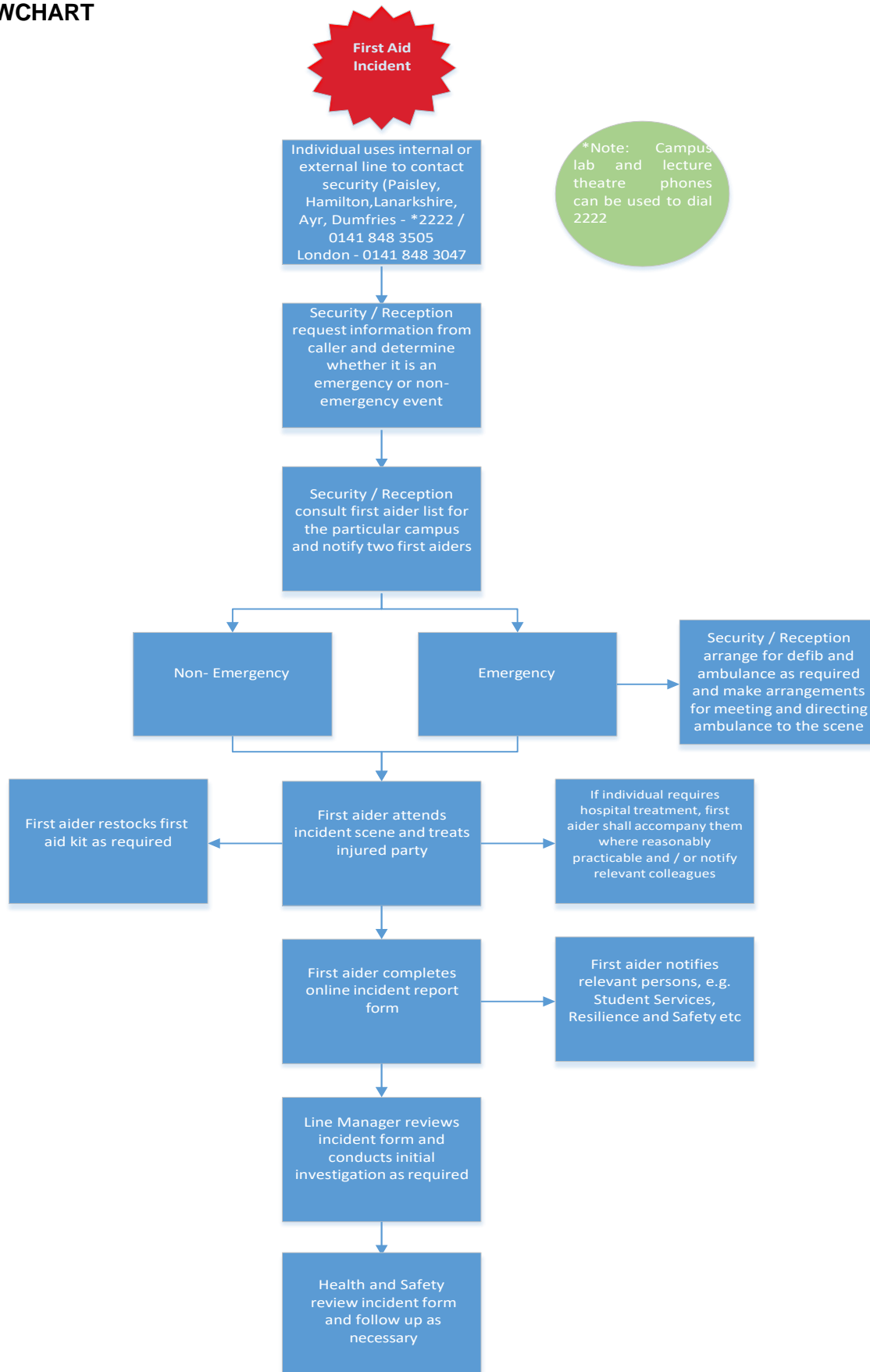
Thank you for volunteering to become a University first aider. In doing so there are a number of commitments you are required to make toward the role. Please read the requirements listed below and mark the check box if you feel you are able to commit fully to these.

- ☐ You must successfully complete the First Aid at Work training course (3 day course) and all refresher / other related training
- ☐ The first aid qualification is valid for 3 years, you must commit to performing first aid duties throughout this 3 year period as far as practicable
- ☐ You must spend the majority of your time on the particular campus to which you are volunteering
- ☐ You must commit to responding to all calls as far as practicable, even if this means excusing yourself from a meeting, lecture etc.
- ☐ You must commit to keeping your first aid communication device switched on, charged, in your personal possession and to answer as soon as practicable during the period for which you are on duty
- ☐ In order to ensure the success of the process, call response may be periodically monitored. You must agree to comply with all such monitoring and be prepared to explain the reasons for any missed calls
- ☐ You have a responsibility to arrange in advance for cover if you are absent from the campus
- ☐ You must notify the Health and Safety team as soon as practicable if there are any issues with the scheduled on-call time slots, or if there are any significant alterations to your function that could affect first aid, e.g. change of shift, relocation to other campus etc.
- ☐ You must commit to attending first aid team meetings to discuss lessons learned with other UWS first aiders
- ☐ You must note the date of expiration of your training certificate and notify Health and Safety Services in advance in order that refresher training can be arranged. Health and Safety will also seek to notify staff prior to certification expiring
- ☐ Your line manager must endorse your application to become a first aider, guaranteeing that you will be given the flexibility to respond to first aid events as they arise.
- ☐ On rare occasions you may be called upon to offer first aid out with your rota period

First Aider Signature:

Line Manager Signature:

**APPENDIX 2 – FIRST AID PROCESS  
FLOWCHART**



<b><u>DEFIBRILLATOR LOCATIONS:</u></b>	
<b>Ayr Campus</b>	Security Office in the Foyer of the main building
	Residence Office
	Gym hall
<b>Dumfries Campus</b>	Dudgeon House Reception
	Browne House - B219 (Staff Kitchen/Office)
<b>London Campus</b>	Main Reception
<b>Paisley Campus</b>	Residence Office, Storie Street Residence
	Main Reception in Atrium Brough/Barbour Building
	Security Office at Lady Lane entrance
	SAUWS Reception
<b>Thornly Park Campus</b>	Sports Centre Reception
<b>Lanarkshire Campus</b>	Sports centre
	Reception

**APPENDIX 4 – FIRST AID ROOMS AND PARENTING ROOMS**

	First Aid Room		Parenting Room	
	Room Numbers	Access Code	Room Numbers	Access Code
<b>Paisley</b>	B203	C3926	P102	C3926
<b>Ayr</b>	3.038	C4679	3.039	C4789
<b>Dumfries</b>	No dedicated room at present but space can be provided	NA	Space can be provided for Expectant Mothers	NA
<b>London</b>	No dedicated room at present but space can be provided	NA	Space can be provided for Expectant Mothers	NA
<b>Lanarkshire</b>	1.0.12	NA	1.0.12	NA

## Record of First Aid Callout

This form is to be used to record every First Aid callout. Please fill it out at the time of the request for First Aid.

Incident No:

**Is the first aid incident an emergency?**

**Yes** – Contact first aider immediately, arrange for defibrillator as required, ask if emergency services are required and make call if not already done so

**No** – Contact first aider (x2)

**What is the condition of the injured person, e.g. severe bleeding, unconscious, not breathing, prolonged seizure?**

<b>Campus where caller phoning from:</b>	<b>Paisley</b>	<b>Ayr</b>	<b>Lanarkshire</b>	<b>Dumfries</b>
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### Exact location where first aid is required

<b>Building:</b>	<b>Room Number:</b>	<b>Other:</b>
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**Contact TWO first aiders and circle which two answered the call**

<b>First Aider 1</b>	Yes	<b>First Aider 6</b>	Yes
<b>First Aider 2</b>	Yes	<b>First Aider 7</b>	Yes
<b>First Aider 3</b>	Yes	<b>First Aider 8</b>	Yes
<b>First Aider 4</b>	Yes	<b>First Aider 9</b>	Yes
<b>First Aider 5</b>	Yes	<b>First Aider 10</b>	Yes

**List the First Aiders who answered the call but could not attend – This information must be passed to Health and Services for follow up:**

<b>Name of person requesting first aid</b>	<b>Contact number</b>

<b>Date of request for first aid</b>	<b>Time</b>

<b>Name of security operative taking call</b>	<b>Print:</b>
	<b>Signature:</b>

## APPENDIX 6 – INCIDENT REPORT

All incident reports should be completed electronically at the following location:

<https://uws.awaken-be.com/>

Awaken Online Training - Report

https://uws.awaken-be.com/Secure/UserPages/Accidents/SelectFormType.aspx

https://uws.awaken-be.com/

**UWS** UNIVERSITY OF THE  
WEST of SCOTLAND

My Training Incidents & Risk Management Fiona McNairney ▼ 11

### Report an Incident or Near Miss

**Form Selection**

Please select from the options below the situation you would like to report. For additional information on each, please refer to the help text within each selection.

**Report an Accident (meeting the standards required by HESA)**  
Use this form to report an accident, event or fire that results in:

- Death or injury
- Ill-health that is related to work/study activities
- Damage of loss to property or plant

**Report a Near Miss (including incidents such as noise complaint)**  
Use this form to report:

- An incident that did not cause an injury or damage but had the potential to do so
- A fire alarm activation (genuine or false) where no injury or damage resulted

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