

First aid at work

The Health and Safety (First-Aid) Regulations 1981

First-aid needs assessment case studies

Case studies:

- Convenience store
- Supermarket
- Nursing home
- Office
- Secondary school
- Primary school
- Nursery
- Café
- Construction company
- Trackside railway maintenance company
- Chemical processing plant
- Remote locations

Introduction

These case studies provide employers with scenario-based examples of first-aid needs assessments for a variety of workplaces. They demonstrate the general principles involved but are not definitive.

These scenarios have been revised as all workplace first-aiders are now required to be trained in the use of automated external defibrillators. They also now include a case study that reflects changes in Department of Education guidance on first-aid provision in nurseries.

Employers should not assume the outcomes shown are directly transferable to their workplace. The scenarios should be read in conjunction with the guidance on first-aid needs assessments in *First aid at work. The Health and Safety (First-Aid) Regulations 1981. Guidance on Regulations* (L74) www.hse.gov.uk/pubns/books/l74.htm.

Some of the scenarios refer to workplaces where there may be significant numbers of members of the public. Under the Health and Safety (First-Aid) Regulations 1981, there is no legal duty on employers to provide first aid to non-employees. However, HSE strongly recommends you include non-employees in your first-aid needs assessment and make provision for them.

It is important for employers to conduct their own needs assessment, taking account of all relevant factors that could influence first-aid provision in their workplace.

Convenience store

A convenience store employs seven part-time staff in an urban environment with good access to emergency services. The hazards in this workplace are predominately slips and trips and manual handling. The working day is Monday to Sunday 9 am to 9 pm with little historical evidence of significant injury other than minor injuries and sprained ankles. The exposure to non-employees at any one time is low in this situation.

The first-aid needs assessment indicates that the minimum requirements are:

- information for all employees about what they need to do in case of an emergency.

First-aid personnel	Required Yes/No	Number needed/other considerations
First-aider with a first aid at work (FAW) certificate	No	N/A
First-aider with an emergency first aid at work (EFAW) certificate	No	N/A
First-aider with additional training (specify)	No	N/A
Appointed person	Yes	1 available at all times people are at work
First-aid equipment and facilities	Required Yes/No	Number needed/other considerations
First-aid container	Yes	1
Additional equipment (specify), eg automated external defibrillator (AED)	N/A	N/A
Travelling first-aid kit	N/A	N/A
First-aid room	N/A	N/A

Supermarket

This supermarket employs 150 full- and part-time staff at work at any one time in an urban environment with good access to emergency services. There is also a petrol station and large car park attached to the supermarket.

The hazards in this workplace are predominately slips and trips, and crushed toes and fingers associated with moving stock from storage to shelves. There is a risk of serious cuts from the butchery, delicatessen and fishmonger counters and customers have collapsed and required an ambulance to attend within the last year.

Workers can also be working in cold environments and in the customer canteen where there are risks associated with cold- and heat-related injuries. Staff working in the car park area may have to deal with minor road traffic incidents.

The supermarket is open from 7 am to 11 pm Monday to Saturday and from 10 am to 4 pm on a Sunday. Customers range in age from infants to the elderly. For employees the workplace is considered a mix of low and higher hazards but for non-employees the overall exposure risk is low.

The first-aid needs assessment indicates that the minimum requirements are:

- information for all employees about what they need to do in case of an emergency.

First-aid personnel	Required Yes/No	Number needed/other considerations
First-aider with a first aid at work (FAW) certificate	Yes	Minimum of 3 required at all times people are at work.
First-aider with an emergency first aid at work (EFAW) certificate	No	N/A
First-aider with additional training (specify)	Yes	You could consider additional training on paediatric first aid due to the need to consider customers
Appointed person	No	N/A
First-aid equipment and facilities	Required Yes/No	Number needed/other considerations
First-aid container	Yes, at least 4	1 located at back of store, 1 in high-risk area, eg butchery, 1 in customer services and 1 in petrol station
Additional equipment (specify), eg automated external defibrillator (AED)	Yes, AED	You could consider if the supermarket has had to deal with customers who have had heart attacks
Travelling first-aid kit	N/A	N/A
First-aid room	1	Yes

Nursing home

A nursing home employs 26 staff and has 30 residents with good access to the emergency services. Typically, the workforce experience minor cuts, sprains and burns. There is at least one nurse, and there are four care assistants, a cleaner and two catering staff, on duty at any one time.

The residents either suffer from dementia or have serious mobility, respiratory and cardiovascular conditions.

For employees, the environment could be considered low-hazard. However, the age and disabilities of the residents means they should be considered in the needs assessment. For example, staff may have to manage situations where individuals suffer from a sudden collapse and require urgent medical intervention.

The first-aid needs assessment indicates that the minimum requirements are:

- information for all employees about what they need to do in case of an emergency.

First-aid personnel	Required Yes/No	Number needed/other considerations
First-aider with a first aid at work (FAW) certificate	No	N/A
First-aider with an emergency first aid at work (EFAW) certificate	Yes	1 on duty at all times to cover for the needs of non-employees
First-aider with additional training (specify)	Yes	Could consider additional training on oxygen administration
Appointed person	No	N/A
First-aid equipment and facilities	Required Yes/No	Number needed/other considerations
First-aid container	Yes, at least 2	1 located in catering area and 1 at easily accessible central location
Additional equipment (specify), eg automated external defibrillator (AED)	Yes, AED	You could consider if there is a high incidence of heart attacks
Travelling first-aid kit	N/A	N/A
First-aid room	N/A	N/A

Office

This office employs 80 staff in an urban environment with good access to emergency services. The hazards in this workplace are predominately slips and trips and repetitive manual handling activities. The working day is 9 am to 5 pm Monday to Friday.

There is some historical evidence of significant injury, ie instances of choking, lacerations to the hand and some employees have asthma and heart problems. Exposure to non-employees is low. The workforce is evenly distributed across two floors of an office block.

The first-aid needs assessment indicates that the minimum requirements are:

- information for all employees about what they need to do in case of an emergency.

First-aid personnel	Required Yes/No	Number needed/other considerations
First-aider with a first aid at work (FAW) certificate	No	N/A
First-aider with an emergency first aid at work (EFAW) certificate	Yes	At least 1 per floor at all times people are at work
First-aider with additional training (specify)	Yes	Evidence that 2 individuals have asthma and 1 has a pre-existing heart condition
Appointed person	No	N/A
First-aid equipment and facilities	Required Yes/No	Number needed/other considerations
First-aid container	Yes, at least 2	1 per floor
Additional equipment (specify), eg automated external defibrillator AED)	N/A	N/A
Travelling first-aid kit	N/A	N/A
First-aid room	Yes	1

Secondary school

A secondary school of 1588 pupils (aged 11–18) is set in a rural area with a number of sports fields adjacent to the main site. It employs a part-time school nurse. There are 150 staff on site, who are a mix of teachers, teaching assistants and technicians, and catering, administrative and ground staff. There is a fleet of three school minibuses.

Within the school there are potential high-hazard areas, ie laboratories, workshops and kitchens. The response times of the emergency services are within national guidelines.

Typical hazards in such a workplace are trips and slips, burns, fractures and cuts. However, some of the pupils have underlying health conditions such as eczema, asthma, diabetes, severe allergies and cardiovascular problems or may be taking prescribed medication on a temporary or long-term basis.

The first-aid needs assessment indicates that the minimum requirements are:

- information to all employees about what they need to do in case of an emergency.

First-aid personnel	Required Yes/No	Number needed/other considerations
First-aider with a first aid at work (FAW) certificate	Yes	At least 3 on duty at all times people are at work. However, because of the size of the site and number of pupils you may wish to increase that level of provision
First-aider with an emergency first aid at work (EFAW) certificate	N/A	N/A
First-aider with additional training (specify)	Yes	First-aiders should have training in paediatric first aid, and anaphylaxis. May also need training on the management of sports-related injuries. Training can either be provided to existing FAW-qualified staff or additional staff can be trained in paediatric first aid.
Appointed person	No	N/A
First-aid equipment and facilities	Required Yes/No	Number needed/other considerations
First-aid container	Yes, at least 3	In locations easily accessible to the whole school
Additional equipment (specify), eg automated external defibrillator (AED)	Yes, AED	May be required if number of pupils/staff have history of cardiovascular problems
Travelling first-aid kit	Yes	At least 1 per vehicle
First-aid room	Yes	1

Primary school

A primary school of 320 pupils also includes an attached preschool that takes children from the age of three. Across the site there are 26 staff on duty at any one time. While the majority of hazards in this setting are considered low there is, for example, a higher-hazard area in the on-site kitchen. The school is aware that four pupils have asthma and two hold EpiPens.

The first-aid needs assessment indicates that the minimum requirements are:

- information to all employees about what they need to do in case of an emergency.

First-aid personnel	Required Yes/No	Number needed/other considerations
First-aider with a first aid at work (FAW) certificate	No	N/A
First-aider with an emergency first aid at work (EFAW) certificate	Yes	At least 1 on duty at all times while people are at work
First-aider with additional training (specify)	Yes	First-aiders should have training in major illness, paediatric first aid and anaphylaxis. Training can either be provided to existing EFAW-qualified staff or additional staff can be trained in paediatric first aid
Appointed person	No	N/A
First-aid equipment and facilities	Required Yes/No	Number needed/ other considerations
First-aid container	Yes, at least 2	1 in the pre-school area and 1 in a central location easily accessible to the rest of the school
Additional equipment (specify), eg automated external defibrillator (AED)	N/A	N/A
Travelling first-aid kit	N/A	N/A
First-aid room	Yes	1

Nursery

A nursery employing ten staff manages the care of 41 children ranging in age from under two to four years. The building they operate in consists of a baby unit with nine children under the age of two with three staff, a unit for 16 two-year-olds and four staff and a unit for 16 three to four-year-olds and two staff. There is also a receptionist who manages the day-to-day administration of the nursery.

The nursery knows that three of the children in their care are asthmatic and two hold Epi-Pens. Under the Health and Safety (First Aid) Regulations 1981, the workplace is considered a low-risk environment.

Department of Education guidance, the Statutory Framework for the Early Years Foundations Stage (EYFS), requires a nursery to have a person holding a current paediatric first-aid certificate on the premises at all times children are present and when accompanying children on outings (<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>).

The first aid needs assessment indicates that the minimum requirements are:

- information to all employees about what they need to do in case of an emergency.

First-aid personnel	Required Yes/No	Number needed/other considerations
First-aider with a first aid at work (FAW) certificate	No	0
First-aider with an emergency first aid at work (EFAW) certificate	No	0 (but you may wish to consider appointing one)
First-aider with additional training (specify)	Yes	The EYFS guidance says the employer should take into account the number of children, staff and the layout of the premises to ensure a first-aider is available at all times and to enable a prompt response to emergencies. Where there are children with health conditions that fall outside the scope of a paediatric first-aid course, you must ensure that staff have received the appropriate training to manage that condition
Appointed person	Yes	At least 1 on duty at all times while people are at work. However, employers may wish to consider the benefit of providing qualified workplace first-aiders.
First-aid equipment and facilities	Required Yes/No	Number needed/other considerations
First-aid container	Yes, at least 3	1 located in each unit
Additional equipment (specify), eg automated external defibrillator (AED)	No	0 (but if an AED is present you should ensure you have an adequate supply of paediatric pads for it)
Travelling first-aid kit	No	0 (except for outings)
First-aid room	Yes	1 (not required under health and safety regulations but may be appropriate in managing a child who is unwell or has suffered an injury)

Café

A busy café employs eight staff in a small town some distance from emergency services, operating Monday to Sunday from 7.30 am to 6 pm. The main hazards are burns, due to the risks of coming into contact with hot surfaces, and injuries that may result in severe bleeding from the use of sharp knives in food preparation.

There is no evidence of members of staff suffering from pre-existing medical conditions. But there may be known risks in the customer base which you could take into account.

The first-aid needs assessment indicates that the minimum requirements are:

- information for all employees about what they need to do in case of an emergency.

First-aid personnel	Required Yes/No	Number needed/other considerations
First-aider with a first aid at work (FAW) certificate	No	N/A
First-aider with an emergency first aid at work (EFAW) certificate	Yes	At least 1 at all times people are at work
First-aider with additional training (specify)	Yes	May wish to consider additional training in management of major illness and in severe burn management
Appointed person	No	N/A
First-aid equipment and facilities	Required Yes/No	Number needed other considerations
First-aid container	Yes	1
Additional equipment (specify, eg automated external defibrillator (AED))	No	N/A
Travelling first-aid kit	No	N/A
First-aid room	No	N/A

Construction company

A construction company employs 60 staff working on multiple projects in two different areas of a region. The main hazards here are working at height, use of powered tools, and burns risk from working with cement and/or lime mortar.

The company has an administrative centre of five people with the remainder split into two mobile construction teams of 26 and 29. One team works near a hospital with an A&E department. The other team is in a rural setting where access to emergency service can be lengthy.

The workforce has previously reported a range of injuries from minor cuts and abrasions to more serious puncture wounds and burns. There have also been several incidences of broken arms and crushed toes and fingers. As they operate on construction sites with restricted access, concerns regarding members of the public are low. The working day is erratic, as they tend to put more hours in if there is a risk of the contract overrunning.

The first-aid needs assessment indicates that the minimum requirements are:

- information for all employees about what they need to do in case of an emergency.

First-aid personnel	Required Yes/No	Number needed/other considerations
First-aider with a first aid at work (FAW) certificate	Yes	At least 1 per construction team at all times people are working
First-aider with an emergency first aid at work (EFAW) certificate	No	N/A
First-aider with additional training (specify)	No	N/A
Appointed person	Yes	At least 1 at all times people are at work at the HQ
First-aid equipment and facilities	Required Yes/No	Number needed/other considerations
First-aid container	Yes, at least 3	1 per construction team and 1 at the HQ
Additional equipment (specify) ,eg automated external defibrillator (AED)	No	N/A
Travelling first-aid kit	No	N/A
First-aid room	No	N/A

Trackside railway maintenance company

A trackside railway maintenance company employs over 400 staff. A core of 20 staff are employed in headquarters and their exposure to hazards would be considered low. Most of the staff work either in small teams of four or five in vans, or in large groups of 50 plus. However, all the maintenance crews operate remotely from the HQ site and emergency services access can be very difficult due to where they can be working.

The nature of their work activity means they do not have a significant exposure to members of the public. Work is conducted in shifts with a big emphasis on night work.

Typical hazards are working at height, slips and trips, injuries associated with manual handling, and risks of weather-related injury, eg cold exposure or heat stroke as a lot of the work is outdoors. There is also a potential for exposure to hazards such as eye injuries from welding and grinding activity.

The first-aid needs assessment indicates that the minimum requirements are:

- information to all employees about what they need to do in case of an emergency.

First-aid personnel	Required Yes/No	Number needed other considerations
First-aider with a first aid at work (FAW) certificate	Yes	At least 1 at all times while people are at work when working in either large or small groups
First-aider with an emergency first aid at work (EFAW) certificate	No	N/A
First-aider with additional training (specify)	Yes	As working outdoors for extended periods, training in hypo/hyperthermia required
Appointed person	Yes	At least 1 at the HQ at all times people are working
First-aid equipment and facilities	Required Yes/No	Number needed/other considerations
First-aid container	At least 4	1 located at the HQ and the remainder to be distributed where the workforce is based, eg each large team will need at least 1 first-aid container
Additional equipment (specify), eg automated external defibrillator (AED)	Yes	Providing foil blankets to manage thermal casualties
Travelling first-aid kit	Yes	At least 1 per van
First-aid room	1	When working in large teams on a fixed site for extended periods, providing a temporary first-aid room should be considered

Chemical-processing plant

A chemical-processing plant undertakes contract manufacturing and employs 170 people across a widely dispersed site. The site is operational every day of the year and consists of three shifts of 40, who run three co-located processing plants.

There is a small maintenance team of ten co-located in the same block as five staff working in the quality control laboratory. The remaining staff are located in the administration block and are primarily involved in HR, finance, sales and distribution.

The local emergency services are fully aware of the specific chemical hazards at this workplace. The risks are high-hazard as the feedstock chemicals used are known to be caustic and when they interact in uncontrolled situations there is a risk of asphyxiation. Also, during maintenance activity on site employees can be operating at height and may be doing confined space work such as tank cleaning.

The first-aid needs assessment indicates that the minimum requirements are:

- information to all employees about what they need to do in case of an emergency.

First-aid personnel	Required Yes/No	Number needed/other considerations
First-aider with a first aid at work (FAW) certificate	Yes	At least 1 at all times people are at work in each of the areas where the laboratory, maintenance and production staff are based per shift
First-aider with an emergency first aid at work (EFAW) certificate	Yes	At least 1 at all times there are people working in the administration block as long as that environment is low-hazard
First-aider with additional training (specify)	Yes	Oxygen administration
Appointed person	No	N/A
First-aid equipment and facilities	Required Yes/No	Number needed/other considerations
First-aid container	Yes	At least 6 with 1 located in the administration block, 1 in the laboratory and 1 with the maintenance department. The remaining first-aid kits are located so that there is 1 per production unit
Additional equipment (specify), eg automated external defibrillator (AED)	Yes	Oxygen cylinder for administration of oxygen. At least 1 AED at a strategically accessible location
Travelling first-aid kit	No	N/A
First-aid room	Yes	1

Remote locations

A company constructs and maintain wind farms offshore and onshore in remote parts of the UK.

These sites are best accessed by the emergency services using air ambulances/air-sea rescue helicopters. However, some land-based sites are accessible by land or air, where ambulance response times can exceed 30 minutes due to their remoteness. The emergency services may not always be able to provide air ambulance/air-sea rescue support as the weather or aircraft positioning may mean a delay in reaching a casualty.

Work activities are classified as higher-hazard as employees work outdoors and at height. There are also risks associated with electrocution, immersion and hypothermia. Construction of new sites typically involves at least 50 people at any one time, whereas maintenance crews operate in twos. The company age profile is predominately 30 or younger, but some staff are older and have chronic health conditions.

The first-aid needs assessment indicates that the minimum requirements are:

- information for all employees about what they need to do in case of an emergency.

First-aid personnel	Required Yes/no	Number needed/other considerations
First-aider with a first aid at work (FAW) certificate	Yes	At least 2 per shift on construction sites and all members of maintenance crews hold at least a FAW qualification
First-aider with an emergency first aid at work (EFAW) certificate	No	N/A
First-aider with additional training (specify)	Yes	Oxygen administration, hypothermia and immersion training. Management of casualty in preparation for evacuation by helicopter. Employers may wish first-aiders to hold, for example, a qualification in offshore first aid rather than FAW. Alternatively, could a training provider competently provide alternative training that would provide the necessary competencies for the first-aiders?
Appointed person	No	N/A
First-aid equipment and facilities	Required Yes/No	Number needed/other considerations
First-aid container	Yes	At least 1 per construction site and 1 per maintenance team
Additional equipment (specify), eg automated external defibrillator AED)	Yes	Oxygen cylinder. At least 1 defibrillator on construction sites at a strategically accessible location or per vehicle for maintenance crews. Foil blankets
Travelling first-aid kit	No	N/A
First-aid room	Yes	1 on construction sites

Further information

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