

## First aid at work

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

#### Guidance on needs assessments

This guidance for employers contains examples of first-aid needs assessments for a variety of workplaces. The scenarios should be read in conjunction with the guidance on first-aid needs assessments in *First aid at work* (L74 [www.hse.gov.uk/pubns/books/l74.htm](http://www.hse.gov.uk/pubns/books/l74.htm)).

#### Case studies:

- Convenience store
- Supermarket
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- Office
- Secondary school
- Primary school
- Café
- Construction company
- Trackside railway maintenance company
- Chemical processing plant
- Remote forestry location

## **First-aid need assessment scenarios**

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. 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* (L74 [www.hse.gov.uk/pubns/books/l74.htm](http://www.hse.gov.uk/pubns/books/l74.htm)).

Some of the scenarios refer to workplaces where members of the public may be present in significant numbers. 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 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

<b>First-aid personnel</b>	<b>Required Yes/no</b>	<b>Number needed</b>
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
First-aider with additional training (specify)	No	0
Appointed person	Yes	1 available at all times people are at work
<b>First-aid equipment and facilities</b>	<b>Required Yes/no</b>	<b>Number needed</b>
First-aid container	Yes	1
Additional equipment (specify) (eg automated external defibrillator (AED))	No	0
Travelling first-aid kit	No	0
First-aid room	No	0

## 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 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

<b>First-aid personnel</b>	<b>Required Yes/no</b>	<b>Number needed</b>
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	0
First-aider with additional training (specify)	Yes	May wish to consider additional training on paediatric first aid and AED due to the need to consider customers
Appointed person	No	0
<b>First-aid equipment and facilities</b>	<b>Required Yes/no</b>	<b>Number needed</b>
First-aid container	At least 4	1 located at back of store, 1 in high-risk area, ie butchery, 1 in customer services and 1 in petrol station
Additional equipment (specify) (eg automated external defibrillator (AED))	AED	May wish to consider if supermarket has had to deal with customers who have had heart attacks
Travelling first-aid kit	No	0
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 are at least one nurse, 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.

From an employee perspective the environment could be considered low hazard but the age and disabilities of the residents means there is a need to consider them in the needs assessment as staff may have to manage, for example, individuals who may suffer from a sudden collapse that requires 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

<b>First-aid personnel</b>	<b>Required Yes/no</b>	<b>Number needed</b>
First-aider with a first aid at work (FAW) certificate	No	0
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	May wish to consider additional training on oxygen administration and AED use
Appointed person	No	0
<b>First-aid equipment and facilities</b>	<b>Required Yes/no</b>	<b>Number needed</b>
First-aid container	At least 2	1 located in catering area and 1 at easily accessible central location
Additional equipment (specify) (eg automated external defibrillator (AED))	AED	May wish to consider if a high incidence of heart attack
Travelling first-aid kit	No	0
First-aid room	No	0

## 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 – 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

<b>First-aid personnel</b>	<b>Required Yes/no</b>	<b>Number needed</b>
First-aider with a first aid at work (FAW) certificate	No	0
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. May wish to consider additional AED training
Appointed person	No	0
<b>First-aid equipment and facilities</b>	<b>Required Yes/no</b>	<b>Number needed</b>
First-aid container	At least 2	1 per floor
Additional equipment (specify) (eg automated external defibrillator (AED))	Yes	May wish to consider an AED
Travelling first-aid kit	No	0
First-aid room	Yes	1

## Secondary school

A secondary school of 1588 pupils (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 which are a mix of teachers, teaching assistants, technicians, 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
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	No	0
First-aider with additional training (specify)	Yes	Indicates first-aiders should have training in anaphylaxis. May also be a requirement on the management of sports-related injuries. May wish to consider AED training
Appointed person	No	0
First-aid equipment and facilities	Required Yes/no	Number needed
First-aid container	At least 3	In locations easily accessible to the whole school
Additional equipment (specify) (eg automated external defibrillator (AED))	AED	May be required if number of pupils/staff with 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 Epi Pens.

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.

<b>First-aid personnel</b>	<b>Required Yes/no</b>	<b>Number needed</b>
First-aider with a first aid at work (FAW) certificate	No	0
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	Indicates first-aiders should have training in major illness, paediatric first aid and anaphylaxis. Training can either be provided to existing EFAW qualified staff or alternatively additional staff can be trained in paediatric first aid
Appointed person	No	0
<b>First-aid equipment and facilities</b>	<b>Required Yes/no</b>	<b>Number needed</b>
First-aid container	At least 2	1 in the preschool area and 1 in a central location easily accessible to the rest of the school
Additional equipment (specify) (eg automated external defibrillator (AED))	No	0
Travelling first-aid kit	No	0
First-aid room	Yes	1



## Café

A busy café employs eight staff in a small town some distance from emergency services, operating Monday to Sunday from 7.30 am until 6 pm. The predominate hazards here 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. It is not so easy to establish whether the café clientele are so healthy.

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.

<b>First-aid personnel</b>	<b>Required Yes/no</b>	<b>Number needed</b>
First-aider with a first aid at work (FAW) certificate	No	0
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	0
<b>First-aid equipment and facilities</b>	<b>Required Yes/no</b>	<b>Number needed</b>
First-aid container	Yes	1
Additional equipment (specify) (eg automated external defibrillator (AED))	No	0
Travelling first-aid kit	No	0
First-aid room	No	0

## Construction company

A large construction company employs 300 plus workers, including a number of subcontractors, working on site undertaking high-hazard activities at any one time. The nearest hospital is 10 miles away and emergency response times for the area are within agreed standards.

The needs assessment has identified significant risks, ie falls from height, risk of laceration, burns, eye injuries, and there is a wide age profile that would suggest there may well be a risk of major illness.

The main contractor requires the site to be operational from 8.30 am until 5.00 pm, five days a week, and is responsible for the overall first-aid provision. However, subcontractors also need to ensure with the main contractor that their employees can have easy access to the site's first-aid provision. The construction company also runs a maintenance company of approximately 20 operatives who work in teams of two from transit vans and are exposed to similar risks to those on the main site.

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

<b>First-aid personnel</b>	<b>Required Yes/no</b>	<b>Number needed</b>
First-aider with a first aid at work (FAW) certificate	Yes	At least 3 at all times people are working on the main site and at least 1 per maintenance team
First-aider with an emergency first aid at work (EFAW) certificate	No	0
First-aider with additional training (specify)	No	0
Appointed person	No	0
<b>First-aid equipment and facilities</b>	<b>Required Yes/no</b>	<b>Number needed</b>
First-aid container	At least 3	Located in easily accessible locations across the site
Additional equipment (specify) (eg automated external defibrillator (AED))	No	0
Travelling first-aid kit	Yes	At least 1 per van and may wish to upgrade kit contents to reflect potential risks
First-aid room	Yes	1 on main site

## Trackside railway maintenance company

A trackside railway maintenance company employs over 400 staff. There is a core of 20 staff employed in headquarters whose exposure to hazards would be considered low. The bulk 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, slip and trips, injuries associated with manual handling, and risks of weather-related injury, eg cold exposure or heat stroke as a large amount of work is undertaken outdoors. There is also a potential for exposure to hazards such as eye injury 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.

<b>First-aid personnel</b>	<b>Required Yes/no</b>	<b>Number needed</b>
First-aider with a first aid at work (FAW) certificate	Yes	At least 1 at all times while people are at work either when working in large or small groups
First-aider with an emergency first aid at work (EFAW) certificate	No	0
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
<b>First-aid equipment and facilities</b>	<b>Required Yes/no</b>	<b>Number needed</b>
First-aid container	At least 4	1 located at the HQ and the remainder to be distributed where the workforce is based, for example each large team will need at least 1 first-aid container
Additional equipment (specify) (eg automated external defibrillator (AED))	Yes	Provision of 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 the provision of a temporary first-aid room should be considered

## Chemical processing plant

A chemical processing plant undertakes contract manufacturing employing 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 the five staff working in the quality control laboratory. The remainder of the 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 undertaking 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
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 on the basis that within that environment it is low hazard
First-aider with additional training (specify)	Yes	Oxygen administration, may wish to consider AED training
Appointed person	No	0
First-aid equipment and facilities	Required Yes/no	Number needed
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	0
First-aid room	Yes	1

## Remote forestry location

A remote commercial forestry site is operational Monday to Friday with no more than five people on site at any one time. Staff on site consist of one operating a mechanical harvester, a forward operator, a chainsaw operator, the forestry works manager (who visits regularly), and haulage drivers removing cut timber. The chainsaw operator will be working alongside the harvester clearing windblown trees. All individuals concerned operate as lone workers

The activities on site are considered high hazard. There is a significant potential risk of major trauma from incidents involving chainsaws, crush injuries linked to falling objects, and exposure to the weather. If a serious incident occurs there could be a delay in response by the emergency services due to the remote location which may delay the raising of an alarm. On that basis all first aiders need to know how to manage major illness and injuries.

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
First-aider with a first aid at work (FAW) certificate	Yes	Where working in teams of 2 or more, at least 2 at all times of the working day
First-aider with an emergency first aid at work (EFAW) certificate	Yes	Where individuals are operating in isolation from other members on the site but will require additional appropriate training
First-aider with additional training (specify)	Yes	All operators should have training in the management and recognition of hyper/hypothermia. Management of casualty evacuation by helicopter. EFAW individuals need to be trained in the management of major illness and crush injuries in case they have to give assistance. May wish to consider training in the administration of Entonox for providing pain relief. May wish to consider an AED
Appointed person	No	0
First-aid equipment and facilities	Required Yes/no	Number needed
First-aid container	At least 1	1 per site
Additional equipment (specify) (eg automated external defibrillator (AED))	Yes	May wish to consider an AED. Entonox supply
Travelling first-aid kit	Yes	1 per lone worker
First-aid room	No	N/A

## Further information

For information about health and safety, or to report inconsistencies or inaccuracies in this guidance, visit [www.hse.gov.uk/](http://www.hse.gov.uk/). You can view HSE guidance online and order priced publications from the website. HSE priced publications are also available from bookshops.

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