



First Aid Procedure

1. Introduction

- 1.1. The purpose of this Procedure is to set out the arrangements the London School of Economics (hereafter the School or LSE) has in place for providing First Aid. This Procedure forms part of the suite of procedures which contribute to the overall objectives of the LSE's Health and Safety Policy.
- 1.2. The School has a statutory duty to provide such equipment and facilities as are adequate and appropriate in the circumstances to enable first aid to be rendered to its employees if they are injured or become ill at work.
- 1.3. As a child-care provider, the LSE is required to provide sufficient numbers of staff qualified in paediatric first aid in the child-care setting.
- 1.4. As a licensed place of entertainment, the Peacock Theatre is required to provide sufficient first aiders at all operating times.
- 1.5. In line with good practice, the LSE aims to provide a reasonable level of first aid provision for students, agency staff and visitors to its premises.

2. Scope

- 2.1. The first aid provisions and arrangements at the LSE include:
 - 2.1.1. adequate numbers of appropriately trained staff to provide this first aid;

- 2.1.2. adequate and appropriate equipment for rendering first aid to employees if they become ill or are injured at work;
- 2.1.3. information for all employees of the School's first aid arrangements, including the location of equipment and whom to contact for first aid.
- 2.2. This procedure does not describe the first aid arrangements of the LSE Student Union.
- 2.3. The LSE does not undertake to provide first aid to contractors. That responsibility remains with their employers.

3. Definitions

- 3.1. In this procedure "first aid" means:
 - 3.1.1. treatment to preserve life, or to minimise the consequences of injury or illness, until professional medical help is available; and
 - 3.1.2. treatment of minor injuries which would otherwise not need to be treated by a medical practitioner or nurse.
- 3.2. First Aider refers both to staff who hold a certificate of competence in "First Aid at Work" (FAW) and to staff who hold a certificate of competence in "Emergency First Aid at Work" (EFAW);
- 3.3. Child First Aider (CFA) refers to staff who hold a certificate of competence in "Paediatric First Aid" and are able to provide first aid to infants and children;
- 3.4. Appointed Person (AP) refers to a member of staff who, in the absence of a First Aider or Emergency First Aider, takes charge of a situation, keeps the casualty safe, and ensures that the emergency services are called;
- 3.5. Department refers to all Academic Departments, Institutes, Centres and Professional Service Divisions.

4. Duties under the law

- 4.1. The Health and Safety (First-Aid) Regulations 1981 set out what all employers must do to provide first-aid for their employees.
- 4.2. The "Statutory framework for the early years foundation stage" sets out the requirements in the Early Years Foundation Stage (Welfare Requirements) Regulations 2012 with regard to paediatric first aid provision.
- 4.3. As a condition of its license, the Peacock Theatre is required to appoint sufficient First Aiders.

5. Key performance requirements

- 5.1. Responsibilities

Heads of Department and other academic units and Service Leaders will ensure that:

- 5.1.1. all staff in their units are informed at induction, and reminded periodically, of the first aid arrangements;
- 5.1.2. staff in their units are appointed to ensure the first aid boxes in their units are kept stocked. This will be monitored by periodic workplace inspections;
- 5.1.3. staff in their department have reasonably easy access to a first aider: first aiders may be within the same department or in an adjacent department (guidance on reasonable access and numbers is provided in Appendix B).
- 5.1.4. all staff with first aid qualifications in their department are permitted to provide first aid in any reasonable part of the LSE, and are not restricted to providing first aid only within their own department;
- 5.1.5. staff with first aid qualifications are permitted and released to attend scheduled first aid requalification training in order to maintain their qualifications;
- 5.1.6. first aid arrangements are considered when planning events (e.g. conferences, public lectures, open days, away days, fairs, graduation ceremonies) arranged by the unit whether on campus or away from the normal workplace (e.g. off campus);
- 5.1.7. they notify the central Health and Safety team of any significant changes which could affect the provision of first aid within the School;
- 5.1.8. those responsible for hiring out venues for external users make known the School's first aid arrangements, and clarify the first aid responsibilities of those hiring School facilities.

In addition to the general requirements, the Director of Estates will ensure that:

- 5.1.9. where there is a specific requirement for Estates staff in the assessment of first aid need (Appendix A), suitable first aid training and requalification training is arranged for them in work time;
- 5.1.10. contracted Security staff have appropriate First Aid qualifications and are expected to deliver First Aid as part of their duties.
- 5.1.11. Term contractors put in place satisfactory general first aid arrangements for their own staff and any sub-contractors.

In addition to the general requirements, the Director of Residential and Catering Services will ensure that:

- 5.1.12. where there is an specific requirement for RCSD staff in the assessment of first aid need (Appendix A), suitable first aid training and requalification training is arranged for them in work time;
- 5.1.13. appropriate arrangements are made for the provision of first aid in Halls of Residence, both in term time and during vacation time, for non-employees (e.g. students, guests and agency workers);
- 5.1.14. contracted Security staff in Halls of Residence have appropriate First Aid qualifications and are expected to deliver First Aid as part of their duties.;
- 5.1.15. suitable arrangements for the provision of first aid to LSE students are agreed with external providers of residential hall accommodation to LSE students.

In addition to the general requirements, the Manager of the LSE Early Years Centre will ensure that:

- 5.1.16. Paediatric first aid courses are arranged as required; and that
- 5.1.17. all permanent staff in the LSE Early Years centre hold qualifications in paediatric first aid.

In addition to the general requirements, the Manager of the Peacock Theatre will ensure that:

- 5.1.18. suitable first aid training and requalification training is arranged in work time for sufficient staff in the Peacock Theatre to meet the requirements of its license.

The Central Health and Safety team will:

- 5.1.19. Carry out an assessment of first aid need (see Appendix A), and review this assessment every four years, or more frequently if there are any significant changes at the LSE or in legal requirements;
- 5.1.20. appoint a competent training provider to deliver training in Ofqual regulated first aid qualifications;
- 5.1.21. arrange Emergency first aid training by a competent, accredited training provider and publish the dates on the School's training booking system;
- 5.1.22. provide an initial stocked First Aid box to every unit. The size of the box will be based on the number of staff working in that unit or at that location (as appropriate);
- 5.1.23. maintain a list of First Aiders on campus and their contact details on the Health and Safety website.

Staff with any type of First Aid qualification will:

- 5.1.24. make every effort to attend appropriate training before their certificates expire;

- 5.1.25. where the qualification is not part of the role, notify their manager and the Health and Safety Team if they wish to discontinue as a first aider;
- 5.1.26. notify the Health and Safety Team if they change department, or if they leave the School.

6. Implementation/Procedure

First Aiders

- 6.1. Assessment of the requirements for First Aid assistance
 - 6.1.1. The central Health and Safety Team will carry out an assessment of the requirements for First Aid provision using guidance published by the Health and Safety Executive (HSE). This assessment will take into account factors including (but not limited to): the level of risk associated with different activities, size of the campus, the number of staff, students and others who might require first aid assistance, and work patterns.
 - 6.1.2. The Health and Safety team will consult senior managers in key Service Divisions as required in carrying out this assessment of First Aid requirements.
- 6.2. Selection of First Aiders
 - 6.2.1. Where a job role requires someone to be a first aider, this should be specified in the job description.
 - 6.2.2. Where managers look for volunteer first aiders, they must consider how easy it is to release someone to attend an incident. The person should not have any other roles in responding to an incident.
- 6.3. Training
 - 6.3.1. The LSE has determined that first aid training should be delivered by a provider offering regulated first aid qualifications.
 - 6.3.2. The central Health and Safety team will arrange training courses with competent training providers for the Emergency first aiders the School requires.
 - 6.3.3. Departments with a requirement for additional training will be responsible for arranging such training using a provider offering regulated first aid qualifications. They must provide information on the qualifications achieved to the central Health and Safety team.
 - 6.3.4. Where a department decides to exceed the minimum requirements set out in the assessment of first aid need, they will be responsible for arranging and funding the training.
 - 6.3.5. Managers who have agreed for their staff to attend training should make every effort to make it possible for them to attend.
- 6.4. Records of First Aid treatment
 - 6.4.1. Anyone providing first aid treatment should record the treatment they have given on the appropriate form and send this record to the central Health and Safety team. This record is important for monitoring and assessing first aid requirements.

- 6.4.2. Anyone providing first aid should, if appropriate, encourage the injured person to report any work-related accident or accident on LSE premises using the accident reporting form (available on the Health and Safety website). However, if the injury is as a result of an accident involving a member of the public, the first aider must report the accident on behalf of the member of the public.
- 6.5. Use of Automated External Defibrillators (AEDs)
 - 6.5.1. AEDs may be used by any person (staff, student, visitor, contractor or other). They are designed to be used by someone even if they have not received training in the use of defibrillators. Everyone using an AED in accordance with the audible and visual instructions is indemnified by LSE's insurance.
 - 6.5.2. In a situation when an AED is required, an ambulance must be summoned as per the local arrangements (e.g. via Security if used on campus, via Hall Reception in a Hall of Residence). A first aider must be called to support the person using the AED, in order to perform Cardio-Pulmonary Resuscitation while the AED unit charges.
 - 6.5.3. If an AED has been used, the device must be taken out of service and the Health and Safety team must be notified immediately. They will notify the London Ambulance Service, and will also make arrangements to replace the battery and pads.
 - 6.5.4. The full protocol for the use of defibrillators is at Appendix C.

Equipment and Materials

- 6.6. First Aid Boxes
 - 6.6.1. Health and Safety provide initial First Aid Boxes to all departments. These will normally be of a large size, suitable for areas of up to 50 people, although smaller boxes may be supplied for smaller departments. These initial boxes will be fully stocked.
 - 6.6.2. Health and Safety provide suitable initial First Aid Boxes to every catering unit on campus.
 - 6.6.3. Departments will make their own arrangements to place their First Aid boxes in accessible locations, including requesting Estates Division to mount them on the wall.
 - 6.6.4. Departments will make their own provisions for travel first aid kits, if required by their risk assessment of trips organised by the Department.
- 6.7. Contents of First Aid boxes
 - 6.7.1. The contents of First Aid boxes will as a minimum be in line with the recommendations of the HSE.
 - 6.7.2. Departments are responsible for making arrangements to maintain the contents of their First Aid boxes, as listed in the box itself. Replacement contents will be purchased out of Departmental funds.
- 6.8. Automated External Defibrillators (AEDs)
 - 6.8.1. Automated External Defibrillators (AEDs) are provided in key locations on campus. These locations are listed on the LSE website.

- 6.8.2. The Head of Security will arrange for a member of Security staff to check the AED on campus weekly, and maintain a log of these checks. Completed logs must be passed to the Director of Facilities. Any problems with an AED must be reported to the Health and Safety Team as soon as possible.
- 6.8.3. Automated External Defibrillators (AEDs) are provided in all LSE Halls of Residence.
- 6.8.4. Cluster Managers will arrange for a member of staff in every Hall of Residence to check the AED weekly, and maintain a log of these checks. Completed logs must be passed to the relevant Facilities Manager. Any problems with an AED in a Hall of Residence must be reported to the relevant Facilities Manager as soon as possible.
- 6.8.5. An automated External Defibrillator (AED) is provided at the LSE Sportsground.
- 6.8.6. The Sportsground managers will arrange for a member of staff to check the AED weekly, and maintain a log of these checks. Completed logs must be passed to the Director of Facilities. Any problems with an AED must be reported to the Health and Safety Team as soon as possible.

Provision of Information on First Aid arrangements

- 6.9. The Health and Safety team will maintain a list of first aiders on Campus. This list will be available via the Health and Safety webpages.
- 6.10. The Health and Safety team will also publicise how to summon first aid assistance on the Health and Safety webpages, and in induction materials for new staff.
- 6.11. Departments will inform new staff of the local first aid arrangements as part of their induction.
- 6.12. Departments will inform the central Health and Safety team if a first aider leaves the LSE or transfers to another department, so that the list of First Aiders is kept up to date.
- 6.13. Managers in Halls of Residence will maintain a list of first aiders in each Hall, and make this available to all staff working there.
- 6.14. Managers in Halls of Residence will make suitable arrangements for ensuring students and guests resident in the Hall know how to request first aid assistance.
- 6.15. The Senior Groundskeeper at the Sportsground is responsible for the provision of first aid information to staff and those using the Sportsground.

7. Monitoring

- 7.1. The Health and Safety Team will monitor and review the first aid arrangements and provisions.
- 7.2. Departments will monitor that the contents of their First Aid boxes are being checked and maintained.
- 7.3. The Head of Security, Sportsground Manager and Cluster Managers will monitor that checks are carried out on AEDs in their control.

8. Review

8.1. This Health and Safety Procedure will be reviewed every four years, or sooner if there is a change in relevant legislation, or the validity is in doubt.

Assessment of First Aid Need at the LSE – 2018

The following sets out factors which were considered when assessing how the LSE can meet its legal obligations under the Health and Safety (First-Aid) Regulations 1981, the Early Years Foundation Stage (Welfare Requirements) Regulations 2012, and licensing requirements for theatres. LSE may choose to exceed these minimum standards, for example through arrangements to provide first aid to non-employees.

The nature of the work and workplace hazards and risks

The majority of the activities of the School are low risk (office-based work, and teaching). A limited number of staff are employed in activities which involve an increased risk of injury: catering, maintenance, grounds maintenance at the Sportsground.

The nature of the workforce

As at July 2017, the LSE employs 3365 staff. Of these, 990 are hourly-paid staff (typically students who are employed in a variety of duties across the School). A number of staff are known to have medical conditions such as diabetes, asthma, allergies, epilepsy and heart conditions.

The organisation's history of accidents

The average number of reported accidents over the last 5 years is 35.4 p.a. The most common type of accident is slips, trips and falls on the same level.

The size of the organisation

LSE operates out of 28 buildings on campus, 8 student Halls of Residence (off campus), and the Sportsground (off campus). Halls of Residence accept guests from the general public during the vacation and to a lesser extent during term time. The LSE operates a Nursery for up to 63 children from the age of 3 months to 5 years in the basement of one of the Halls of Residence. Some parts of the School work and are open 24/7, although the majority of staff are employed 09:30-17:30 Monday to Friday.

The needs of travelling, remote and lone workers

Staff and students undertake considerable amounts of travel over the course of the year, including fieldwork in areas with poor access to medical facilities. However the majority of travel is short visits to well-developed countries with good medical infrastructures.

Work patterns

The majority of staff are employed to work 09:30-17:30 Monday to Friday, but there are exceptions. There is a Security presence 24/7. There are Maintenance and AV staff on duty Monday to Friday until 10pm. The Library is open at weekends and is open 24/7 from January to the end of June to staff and students. The Halls of Residence are open 24/7 all year. Event and catering staff work in the evenings and weekends, as required. Other staff (e.g. in ARD) also work in the evenings and weekends, and during School closure, on occasion. There is a culture of some academic staff working at all times

buildings are open.

The distribution of the workforce

Staff work in all LSE owned or leased buildings. All campus buildings are within a 500 meter diameter, centred on Houghton Street and Clare Market.

The Halls of Residence and Sportsground are remote from other LSE buildings.

The remoteness of the site from emergency medical services

No LSE property is remote from emergency medical services. There are two hospitals with A&E Departments 1.1 miles from campus. There is one hospital with an A&E Department within 1.5 miles of the Sportsground. There are at least two hospitals with A&E Departments within 2.5 miles of every Hall of Residence.

Employees working on shared or multi-occupied sites

Most buildings are occupied uniquely by LSE. LSE and LSESU share the use of Saw Swee Hock. LSE staff occupy specific floors in 4 buildings in the vicinity of the campus. LSE leases parts of buildings to their parties.

Annual leave and other absences of first-aiders and appointed persons

First aiders are generally selected from Professional Service Staff. For the purpose of minimum numbers, it is assumed that 1/3 of First Aiders may be absent at any given time.

First-aid provision for non-employees

The LSE operates an Early Years Centre (Nursery) for up to 63 children from the age of 3 months to 5 years in the basement of one of the Halls of Residence. The Early Years Foundation Stage (Welfare Requirements) Regulations 2012 require the Nursery to have sufficient staff qualified in Paediatric First Aid at all times it is open, and with every group during excursions.

LSE has approximately 11 000 students. It holds over 250 Public Lectures annually over the course of 3 terms, attended by approximately 58 000 people.

There are numerous other visitors, including to Open Days, lectures and seminars put on by Departments, widening participation events, and alumni events.

LSE premises are hired by other organisations (such as Birkbeck College, Open University) which deliver their own teaching.

LSE Halls of Residence are open to non-LSE paying guests throughout the year, and particularly during the Vacations.

Minimum Provisions to fulfil Legal Obligations

| First Aid Personnel | Required Yes/No | Number Needed |
|----------------------------|------------------------|----------------------|
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|---|-----|--|
| First Aider with a First Aid at Work certificate | Yes | All Sportsground staff, 50% Maintenance Operatives and key Peacock Theatre staff (2 per shift) |
| First Aider with an Emergency First Aid at Work certificate | Yes | Minimum of 50 distributed across Campus; 2 people in every catering unit; a minimum of one in each Hall of Residence |
| Paediatric first aid certificate | Yes | Minimum of 6 in the Nursery |
| Appointed person (someone to summon an ambulance) | Yes | One in each Hall of Residence at all times |

| First Aid equipment and facilities | Required Yes/No | Number Needed |
|---|------------------------|---|
| First Aid container (box) | Yes | Minimum of one per Department; one each in every Maintenance workshop and every catering unit |
| Travel first-aid kit | Yes | Provided by Departments as required |
| First Aid Room | No | 0 |
| AED | Desirable | 6 on campus; one in every Hall of Residence; one at the Sportsground |

Recommendations to meet the School's Duty of Care towards students, visitors and guests

LSE Security - 3 Security staff per day Team to have First Aid at Work qualifications. 2 Night Team Security staff to have First Aid at Work qualifications.

Senior Event Stewards - to have Emergency First Aid qualifications.

Other Event Stewards - to have 3 hour Basic First Aid awareness training.

Front of House Managers and Senior Receptionists in Halls of Residence - to have Emergency First Aid qualifications.

Wardens and Sub-wardens in Halls of Residence - to have 3 hour Basic First Aid awareness training.

Guidance on appropriate numbers of First Aiders

Campus - general

Academic Departments, Institutes, Research Centres and most Professional Service Divisions must have reasonable access to at least one first aider per 50 members of staff.

The LSE does not require every department to have their own first aiders. First aiders from one unit may be summoned to attend a first aid situation in a different unit.

Recommendations for minimum numbers in functions with non-standard first aid requirements

Catering - the Unit manager and one deputy or assistant to have Emergency First Aid qualifications.

Maintenance on campus - 50% of operatives across all the units to have First Aid at Work qualifications.

Cleaning Supervisors (out of hours) - to have Emergency First Aid qualifications.

Sportsground - all staff in the Sportsground to have First Aid at Work qualifications.

Peacock Theatre – a minimum of two staff with First Aid at Work qualifications on duty at any time.

Early Years Centre - all permanent staff in the LSE Early Years centre hold in paediatric first aid qualifications.

Protocol for Use of Defibrillators

Introduction

A defibrillator is used in circumstances where a person's heart goes into ventricular fibrillation (VF) which is a disruption to the heart's electrical activity causing the heart to beat chaotically preventing it from pumping blood around the body. A person in VF can suddenly collapse and lose consciousness. A defibrillator is used to deliver an electric shock to restore the heart to normal rhythm.

The defibrillators on campus are automated external defibrillators (AED) that use voice prompts and visual indicators to guide the first-aider/assistant through the resuscitation sequence that may include both defibrillation and CPR. The unit will not deliver a shock to a casualty who is not in VF.

It is essential that defibrillation i.e. a shock is delivered as soon as possible. For every minute that passes without defibrillation, the chances of survival decrease by 14 per cent. Research shows that applying a controlled shock within five minutes of collapse provides the best possible chance of survival. The aim of this protocol is to ensure that an AED unit is used to provide defibrillation as quickly as possible if the need arises.

Training

In an emergency, AED units can be used by anyone even if they have not received training.

All Emergency First Aid and First Aid at Work courses include the use of defibrillators.

Insurance

All persons using the AED and adhering to audio and visual instructions are indemnified by National Health Service insurance policies.

Actions to be taken by Security

In the event of being notified that a person has collapsed Security staff must:

- a) Arrange for a first-aider to go to the location where the person has collapsed.
- b) Arrange for the nearest defibrillator to be taken to the location.
- c) Summon an ambulance.
- d) Maintain communication with the first-aider(s) at the scene.
- e) If the AED is used to deliver a shock, Security will make sure that the name and contact details of the first-aider or person using the AED are recorded so that an incident report can be sent to the London Ambulance Service. Security must notify the Health and Safety Team as quickly as possible that an AED has been used e.g. by telephone on 020 7852 3677 or 020 7852 3638, or by email (health.and.safety@lse.ac.uk); the Health and Safety Team will be responsible for completing the incident report with the first-aider or person using the AED. Copies

of the forms to be sent to the London Ambulance Service are kept in Security control room.

- f) If the AED is used, Security must ensure that the unit is collected and taken to the Security control room. The Health and Safety team will be responsible for ensuring that unit is provided with new batteries and replacement pads before the AED unit is returned to its original location.
- g) If the AED unit is not used, Security will arrange for it to be returned to its original location.

Actions to be taken by the first-aider

In the event of being notified that a person has collapsed, first-aiders must:

- a) If the notification has not come via the Security control room, contact Security using the 666 number. Ask Security to arrange for a defibrillator to be taken to the location where the person has collapsed. Ask Security to summon an ambulance.
- b) Go directly to the location and assess the casualty. If the casualty is not breathing, commence CPR.
- c) When the AED unit arrives on the scene, ask the person bringing it to check that the status indicator in the left hand corner of the unit is showing a green tick. (If the green tick is not displayed, a second AED unit must be brought to the scene). Make sure CPR continues while AED unit and casualty are prepared. Unless the casualty revives, follow the oral and visual instructions to administer a shock. Continue to follow instructions e.g. to give CPR and shocks when prompted until the emergency services arrive.
- d) If you are the sole first-aider at the scene ask someone to ring Security to arrange for another first-aider to be sent to assist you.
- e) The London Ambulance Service and British Heart Foundation require the School to provide a report every time an AED is used. First-Aiders must co-operate with the Health and Safety Team in completing this incident report. (As this may only be completed on the day following the incident, it would help to make some basic notes as soon as possible after the incident.)
- f) If the first-aider or person using the AED requires support to discuss the incident, the Health and Safety team can put them in contact with a resuscitation liaison officer from the London Ambulance Service. The staff and student counselling service is also available to provide support.

Review schedule

| Review interval | Next review due by | Next review start |
|-----------------|--------------------|-------------------|
| 4 years | June 2022 | Mar 2022 |

Version history

| Version | Date | Approved by | Notes |
|---------|--------------|-----------------------------|-------|
| 1 | 19 June 2018 | School Management Committee | |

Contacts

| Position | Name | Email | Notes |
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Communications and Training

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|---|-----|
| Will this document be publicised through Internal Communications? | TBC |
| Will training needs arise from this policy | TBC |
| If Yes, please give details | |