



# First Aid / Ambulance Protocol

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**Responsibility: SLT**

It is essential to have adequate first aid provision and medical care for all students and school personnel. First Aid can save lives and prevent minor injuries becoming major ones. Under Health & Safety legislations employers have to ensure there are adequate and appropriate equipment and facilities for providing first aid in the workplace.

This protocol will be shared with all employees during their induction to ensure they are familiar with the school's first aid procedures. Our aims;

- To provide adequate first aid provision and medical care for students and school personnel.
- To have in place qualified first aid personnel.
- To have in place adequate first aid equipment.
- To have in place excellent lines of communication with the emergency services and other external agencies, including our Health and Safety Advisor.

In the event of an accident or illness, contact the foyer so the casualty can be assessed. A First Aid trained member of staff will then attend the scene, taking a mobile phone with them in case external assistance is required. A member of staff should stay with the casualty until a first aider arrives.

If the injury is not serious and the casualty is able to walk unaided, they will be taken to the School Medical Room, where first aid will be administered and a parent/carer called. If the casualty deteriorates or seems to be in a lot of pain, the School Office will ring 999.

If the casualty is deemed to have a serious injury or is in a lot of pain then the first aider should telephone the office to ask for an ambulance and relay brief details e.g. the name of the casualty, nature of injuries or illness and location. The casualty will remain where they are with the First Aider and be made comfortable, with basic first aid being applied if necessary. Students should be kept away from the area with assistance from the duty teacher or other available staff. School Office staff will ring 999 for an ambulance, give initial details and any medical history from SIMS and answer Emergency Control questions. Staff will explain to Emergency Control that they are not with the casualty and that the call will now be transferred to the first aider dealing with the casualty. Transfer call in usual way to First Aider to continue advice.

School Office staff will contact the parent/carer to explain the situation and reassure parents that an ambulance is on the way and first aid is being given. It is important to be



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calm and reassuring. It may be better for the parent/carer to meet the ambulance at A&E – each case to be assessed according to circumstances. Advise parent/carer that it is best to wait for a further phone call and update once the patient has been assessed by a paramedic.

Parent/carer may insist on coming to school, if this is the case advise them that the ambulance may have already left by the time they get to school. If the parent **IS NOT** at school then a member of staff should accompany the student in the ambulance.

First aider to complete Accident Book and Accident Report Forms. If an ambulance has been called, advise The Head or a member of the Senior Leadership Team.

Note: While the first aider can administer basic first aid treatment, they are not medically trained. If there is any doubt, ring an ambulance. Paramedics can give gas and air to a casualty to relieve pain and offer a much higher level of care with specialised equipment.

## Procedures for First Aid

### In-school procedures:

- In the event of a minor injury the teacher will deal with the incident and record and report the incident.
- In the event of a student having an accident or concerns about a child feeling unwell, a First Aider will check the student, and where appropriate, treat.
- Every time a student says they feel unwell their temperature should be checked.
- If there is any concern about a student the parents will be contacted as soon as possible, so that they can be collected and taken home.
- Parents are contacted if there are any doubts over the health or welfare of a student.
- The school will call for an ambulance if they have concerns about an injury and the student's parents will also be contacted straight away. This information will always be given showing consideration for parental stress and anxiety.
- Any student with a bumped head needs to be sent to the medical room to be written in the medical book and to be checked and monitored. Head injury leaflet given to student

An ambulance will be called in the following cases:

- Any concerning head injuries or concussion
- Serious wounds which the school considers require immediate hospital treatment
- All suspected fractures
- Unconsciousness even for a few seconds
- Anaphylactic shock



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- Choking
- Severe bleeding
- Severe Asthma attack or in line with care plan
- Suspected heart attack
- Suspected stroke
- If a condition suddenly deteriorates or is considered to be life threatening

If a member of staff is asked to call the emergency services, they must have all the facts to answer relevant questions regarding the child's condition:

- Advise the location of the school – full address and post code
- State what has happened
- The child's full name
- The child's date of birth
- Whether the casualty is breathing/conscious

If a student sustains a serious injury, they should not be moved. All serious accidents should be reported to The Head. All relevant staff should familiarise themselves with the student care plans which contain; names, conditions and treatment of students who have specific medical needs such as allergies. Photos of the student and a brief summary of the condition can be accessed within the Plan.

Once an ambulance has been called:

- The Head or other senior member of staff will be informed.
- A member of staff will wait at the entrance to guide the paramedics to the casualty's location
- If the parents have not arrived at the school a member of the school staff will go with the student to hospital. Anyone not well enough to be in school should be collected as soon as possible by a parent. Staff should ensure that a student who goes home ill is signed out at the foyer.

## Procedure for management of head Injuries

**Minor Closed Head Injury** (Reported head injury but no evidence or any marks/slight red mark)

- Cold compress (ice pack)
- First aider ensures that staff are aware to monitor and send back to medical room if any changes, and to report to parents/carers of potential head injury. Head injury leaflet given to student
- Logged in 'Medical Treatment Record'. Bump/Lump/Bruising



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## **Bump/Lump/Bruise:**

- Ice pack
- Call to parents - foyer/office will report to parents/carers
- If the first aider has any concerns, they will always act on the 'side of caution' and recommend that the student should be collected.
- Parental decision whether or not if they want to collect from school based on information provided by the school.
- If not sent home, first aider to monitor further for a short length of time to note any changes in student's presentation.
- Reception/office ensures that staff aware and to monitor and send back to medical room if any changes.

## **Open wound:**

- Clean the wound and dress as appropriate – plaster/pad
- Call the parents as soon as possible (Reception).
- If parents are not contactable or the student's condition deteriorates then an ambulance should be called.
- Treatment as appropriate according to the wound: Small open wounds - steri-strip, Large open wounds - dressing wound bandage
- Inform parents of what has happened and the treatment given.
- Advise parents to go to the hospital as a precaution
- Ask parents to call if possible with an update or school will attempt courtesy call (on the day dependent on time of incident)
- Following day, reception/office will complete a courtesy call.
- 'Incident Report' completed - RIDDOR uploaded to online system where necessary

## **Off-site procedures:**

- A trained First Aider will always be considered in the risk assessment to accompany any school trips including PE lessons off site
- A First Aid bag will be taken on all school trips including PE lessons off site
- Teachers should ensure they have asthma inhalers, EpiPens and all medication the children in their class may need
- Staff should take the designated school mobile phone or their own mobile phones on trips with the school telephone number programmed in
- A full risk assessment must be completed for all outings and educational visits including PE lessons off site



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## Quick First Aid Check List

- **Notify the foyer immediately in the event of an accident/incident**
- **Member of staff must stay with casualty until first aider arrives**
- **If casualty is able to walk they are to be taken to the medical room**
- **If the casualty is seriously injured or in pain they are to remain at the scene of the accident/incident**
- **If an ambulance is required contact the office to request. Ensure clear and concise details are given, name, injuries, location, medical history etc.**
- **Ensure the casualty is given space and students are kept clear**
- **Ensure a member of staff is available to guide the paramedics to the scene on arrival**
- **If parents not available, member of staff to accompany student in ambulance**
- **Ensure an accident form is completed and submitted**