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Review Date: *August 2027*

Lead Officer: Roxy Durran (Quality and Compliance Manager)



First Aid Policy

1. Purpose

Cornwall Neighbourhoods for Change (CN4C) is committed to ensuring that appropriate first aid arrangements are in place to safeguard the health, safety and welfare of all learners, employees, volunteers, contractors and visitors across all areas of the organisation.

The purpose of this policy is to ensure that prompt, effective and appropriate first aid is available whenever illness, injury or medical emergencies occur, minimising the impact of accidents and promoting the wellbeing of everyone within CN4C.

CN4C recognises that effective first aid arrangements form an essential part of its wider health and safety management system and contribute to creating a safe learning and working environment.

This policy aims to:

- Protect the health, safety and welfare of learners, employees, volunteers, visitors and contractors.
- Ensure appropriate first aid provision is available across all CN4C provisions and activities.
- Provide clear guidance on roles and responsibilities.
- Ensure accidents, incidents and illnesses are responded to promptly and appropriately.
- Promote compliance with relevant legislation and recognised good practice.
- Ensure appropriate recording, reporting and monitoring of first aid incidents.
- Promote continuous improvement through regular monitoring, review and quality assurance.

2. Links to Other Policies

This policy should be read alongside:

- Health and Safety Policy
- Safeguarding Children and Young People Policy
- Medication Policy
- Educational Visits Policy
- Risk Assessment Policy

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- Risk Assessment and Risk Management Procedure
- Infection Prevention and Control Policy
- COSHH Policy
- Records Management Policy
- Data Protection and Information Sharing Procedure
- Learner Support Policy
- Behaviour Policy
- Staff Wellbeing Policy
- Lone Working Policy
- Emergency Planning and Business Continuity Policy

3. Associated Procedures

This policy is supported by the following procedures:

- Accident Reporting Procedure
- First Aid Incident Recording Procedure
- Head Injury Procedure
- Infection Prevention and Control Procedure
- Emergency Evacuation Procedure
- Educational Visits Procedure
- Medication Administration Procedure
- RIDDOR Reporting Procedure
- First Aid Equipment Inspection Procedure

4. Principles

CN4C believes that everyone has the right to receive prompt and appropriate first aid should they become ill or injured whilst attending or working within the organisation.

The organisation is committed to:

- Providing suitable and sufficient first aid arrangements.
- Maintaining appropriate numbers of trained first aiders.
- Ensuring first aid equipment is readily available and appropriately maintained.
- Responding promptly to accidents, illnesses and medical emergencies.
- Maintaining learner dignity, privacy and wellbeing during first aid treatment.
- Working collaboratively with emergency services and healthcare professionals where required.
- Ensuring first aid arrangements reflect the needs of learners, employees and visitors.

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- Promoting a culture of prevention, safety and continuous improvement.

First aid arrangements will always be proportionate to the level of risk presented by the activities undertaken and will take account of individual learner needs, medical conditions, disabilities and Education, Health and Care Plans (EHCPs), where applicable.



5. Scope

This policy applies to:

- All employees.
- Volunteers.
- Learners.
- Agency workers.
- Contractors.
- Visitors.
- Governors, Trustees and Directors where applicable.

The policy applies across all CN4C services including:

- Educational provision.
- Community learning.
- Vocational learning.
- Alternative provision.
- Community activities.
- Educational visits.
- Off-site activities.
- Work experience placements.
- Transport provided by CN4C where applicable.

6. Roles and Responsibilities

Chief Executive Officer (CEO)

The Chief Executive Officer (CEO) has overall accountability for ensuring that suitable and sufficient first aid arrangements are established, implemented and maintained across Cornwall Neighbourhoods for Change (CN4C). The CEO is responsible for ensuring the organisation meets its legal obligations and promotes a positive culture of health, safety and wellbeing.

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The Chief Executive Officer will:

- Ensure compliance with all relevant health and safety legislation, regulations and recognised best practice relating to first aid.
- Ensure suitable governance arrangements are in place to support the effective management of first aid provision across the organisation.
- Ensure adequate financial, physical and human resources are available to maintain effective first aid arrangements.
- Promote a positive organisational culture that prioritises health, safety, wellbeing and the prompt provision of first aid.
- Ensure appropriate policies, procedures and risk management arrangements are established and regularly reviewed.
- Receive assurance that first aid arrangements remain effective through regular reporting, quality assurance activities and health and safety monitoring.
- Ensure appropriate action is taken where significant risks, trends or areas for improvement are identified.
- Support continual improvement in first aid provision through investment in training, equipment and organisational learning.
- Ensure first aid arrangements support the safety and wellbeing of learners, employees, volunteers, contractors and visitors across all CN4C services.
- Work collaboratively with the Senior Leadership Team and the Person Nominated for Quality Assurance and Compliance to ensure first aid provision remains effective, proportionate and compliant with current legislation and organisational requirements.

Senior Leadership Team

The Senior Leadership Team is responsible for ensuring that this policy is implemented consistently across all areas of Cornwall Neighbourhoods for Change (CN4C) and that suitable first aid arrangements are maintained to protect the health, safety and wellbeing of learners, employees, volunteers and visitors.

The Senior Leadership Team will:

- Promote a positive culture of health, safety and wellbeing throughout the organisation.
- Ensure this policy is implemented consistently across all CN4C provisions, services and activities.
- Ensure sufficient numbers of appropriately trained and competent First Aiders are available, taking into account organisational needs, staffing levels and identified risks.
- Ensure suitable first aid equipment, facilities and resources are available, appropriately maintained and readily accessible.

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- Ensure appropriate first aid arrangements are in place for educational visits, community activities, work experience placements and other off-site activities.
- Ensure appropriate arrangements are in place to support learners with medical conditions, disabilities or additional health needs.
- Monitor compliance with this policy through regular reporting, quality assurance activities and health and safety monitoring.
- Support investigations into significant accidents, incidents and near misses, ensuring appropriate actions are implemented.
- Ensure learning from accidents, incidents and first aid records informs organisational improvements, risk assessments and safer working practices.
- Promote continuous improvement in first aid provision through regular review, staff feedback and the implementation of best practice.
- Work collaboratively with the Person Nominated for Quality Assurance and Compliance, Managers, Coordinators and First Aiders to ensure first aid arrangements remain effective, proportionate and compliant with current legislation and organisational procedures.

Person Nominated for Quality Assurance and Compliance

The Person Nominated for Quality Assurance and Compliance is responsible for supporting the effective implementation, communication, monitoring and continuous review of this policy, ensuring that first aid arrangements remain compliant with legislation, organisational requirements and recognised best practice across Cornwall Neighbourhoods for Change (CN4C).

The Person Nominated for Quality Assurance and Compliance will:

- Ensure this policy is communicated effectively to all employees, volunteers and relevant stakeholders.
- Ensure staff have access to the current version of this policy and are informed of any updates or revisions.
- Support managers and coordinators to embed the requirements of this policy into day-to-day practice.
- Monitor compliance through quality assurance activities, audits, inspections and health and safety monitoring.
- Review first aid records, accident reports, near miss reports and incident data to identify trends, recurring themes and opportunities for improvement.
- Monitor the completion, quality and accuracy of first aid records and associated documentation.
- Ensure findings from audits, inspections and quality assurance activities contribute to organisational learning and continuous improvement.

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- Identify training, supervision or development needs arising from quality assurance activities and support the implementation of appropriate learning opportunities.
- Monitor the availability, inspection and maintenance of first aid equipment, facilities and emergency arrangements as part of quality assurance activities.
- Work collaboratively with the Chief Executive Officer, Senior Leadership Team, Managers, Coordinators and First Aiders to promote high standards of first aid provision across the organisation.
- Coordinate the scheduled review of this policy, ensuring it reflects changes to legislation, national guidance, organisational learning and best practice.
- Provide assurance to the Senior Leadership Team that first aid arrangements remain effective, proportionate and compliant with organisational and statutory requirements.

Managers and Coordinators

Managers and Coordinators are responsible for ensuring that appropriate day-to-day first aid arrangements are implemented and maintained within their areas of responsibility. They play a key role in promoting a safe environment, ensuring staff understand first aid procedures and that suitable support is available for learners, employees and visitors.

Managers and Coordinators will:

- Ensure staff know how to access first aid assistance and understand local first aid procedures.
- Ensure appropriate numbers of trained first aiders are available, taking into account operational needs and identified risks.
- Ensure first aid equipment, first aid boxes and emergency equipment are readily available, appropriately stocked and maintained.
- Ensure first aid boxes and equipment are inspected regularly and replenished following use.
- Ensure learners with medical conditions, disabilities or additional health needs are appropriately supported in accordance with their Individual Healthcare Plans, Education, Health and Care Plans (EHCPs) or other agreed support arrangements.
- Ensure appropriate risk assessments are completed where activities present an increased risk of injury or illness.
- Ensure accidents, incidents, near misses and first aid treatments are recorded accurately and promptly in accordance with organisational procedures.
- Ensure parents or carers are informed promptly where a learner has received first aid, where appropriate.
- Report significant incidents where further investigation, safeguarding action or reporting under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) may be required.

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- Support first aiders and staff following significant or distressing incidents, ensuring appropriate wellbeing support is available where required.
- Ensure suitable emergency arrangements are in place for educational visits, community activities, work experience placements and other off-site learning.
- Monitor trends arising from accidents, injuries and first aid records to identify opportunities for improving health and safety arrangements.
- Ensure staff receive appropriate information, instruction and training relating to first aid procedures and emergency arrangements.
- Work collaboratively with the Senior Leadership Team, the Person Nominated for Quality Assurance and Compliance and First Aiders to promote continuous improvement in first aid provision across CN4C.

First Aiders

Qualified First Aiders are responsible for providing an immediate and appropriate response to illness, injury and medical emergencies within the limits of their training and competence. They play an important role in protecting the health, safety and wellbeing of learners, employees, volunteers and visitors.

Qualified First Aiders will:

- Respond promptly to requests for first aid assistance.
- Assess the situation calmly, safely and systematically before providing first aid.
- Administer first aid within the limits of their training, competence and current certification.
- Summon emergency services where immediate medical assistance is required.
- Ensure their own safety and the safety of others before providing first aid.
- Maintain the dignity, privacy and confidentiality of the individual receiving first aid.
- Reassure and support the injured or unwell person whilst awaiting further medical assistance where required.
- Follow Individual Healthcare Plans, Emergency Healthcare Plans or medical guidance where these are in place.
- Complete accurate first aid and accident records as soon as reasonably practicable following treatment.
- Report accidents, incidents or concerns to the appropriate manager where further action, investigation or safeguarding measures may be required.
- Inform parents or carers where appropriate, in line with organisational procedures.
- Maintain appropriate infection prevention and control measures, including the use of Personal Protective Equipment (PPE) where required.

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- Ensure first aid equipment is replenished, checked and reported if items require replacement following use.
- Report defects, shortages or concerns relating to first aid equipment or facilities.
- Participate in mandatory refresher training and continuous professional development to maintain competency.
- Work collaboratively with managers, emergency services and healthcare professionals to ensure individuals receive appropriate ongoing care and support.

All Staff

All staff have a responsibility to contribute to a safe, healthy and supportive environment and to respond appropriately when accidents, injuries, illnesses or medical emergencies occur. Whilst not all employees are qualified First Aiders, every member of staff has a duty to act responsibly, seek appropriate assistance and support the effective delivery of first aid arrangements across Cornwall Neighbourhoods for Change (CN4C).

All staff will:

- Familiarise themselves with this policy and local first aid arrangements.
- Know how to summon a qualified First Aider and access emergency assistance when required.
- Take reasonable care of their own health and safety and that of learners, colleagues, volunteers and visitors.
- Report accidents, injuries, illnesses, dangerous occurrences and near misses promptly in accordance with organisational procedures.
- Cooperate fully with First Aiders, managers, emergency services and healthcare professionals during incidents and emergencies.
- Follow Individual Healthcare Plans, Emergency Healthcare Plans and other agreed medical support arrangements where applicable.
- Support learners and others receiving first aid whilst maintaining their dignity, privacy and emotional wellbeing.
- Assist First Aiders during emergencies where requested and where it is safe and appropriate to do so.
- Participate in first aid, health and safety or emergency response training where required for their role.
- Report defective, damaged or missing first aid equipment, supplies or facilities immediately to their manager.
- Maintain appropriate infection prevention and control measures, including the use of Personal Protective Equipment (PPE) where required.
- Report safeguarding concerns identified during the provision of first aid in accordance with CN4C's Safeguarding Policy.

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- Work collaboratively with colleagues to promote a positive culture of health, safety and wellbeing across the organisation.

All staff are expected to act promptly, responsibly and within the limits of their knowledge, training and competence. Where there is any doubt regarding an individual's condition, a qualified First Aider or the emergency services should be contacted without delay.

7. First Aid Provision

CN4C will ensure suitable and sufficient first aid provision is available at all times, taking account of:

- The size of the organisation.
- The nature of activities undertaken.
- The number of learners, employees and visitors.
- Identified risks through risk assessments.
- Educational visits and off-site activities.
- Individual learner medical needs.
- The location of activities.
- Lone working arrangements where applicable.

First aid provision may include:

- Qualified First Aiders.
- Emergency First Aid at Work trained staff.
- Paediatric First Aid trained staff where required.
- Appropriately stocked first aid boxes.
- Defibrillators (AEDs), where available.
- Emergency medication arrangements.
- Individual Healthcare Plans.
- Emergency contact information.
- Access to emergency services.

CN4C will ensure that information regarding the location of first aid equipment, first aid rooms (where applicable), trained first aiders and emergency procedures is clearly communicated to staff and made readily available throughout the organisation.

First aid arrangements will be reviewed regularly to ensure they remain suitable, sufficient and reflective of organisational needs, legislative requirements and identified risks.

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8. First Aid Equipment

CN4C will ensure that suitable and sufficient first aid equipment is available across all areas of the organisation. First aid equipment will be appropriate to the nature of activities undertaken, the identified risks and the number of learners, employees, volunteers and visitors.

First aid equipment will:

- Be easily accessible and clearly identified.
- Be located in suitable areas throughout each provision.
- Be available during educational visits, community activities and off-site learning.
- Be checked regularly to ensure it remains fully stocked and fit for purpose.
- Be replenished promptly following use.
- Be maintained in accordance with manufacturers' guidance where applicable.

First aid equipment may include:

- Standard first aid boxes.
- Burns dressings.
- Eye wash solution where appropriate.
- Disposable gloves and other Personal Protective Equipment (PPE).
- Resuscitation face shields.
- Defibrillators (AEDs), where available.
- Emergency blankets.
- Individual emergency medication where authorised.

Managers and First Aiders are responsible for ensuring equipment remains available and reporting any defects or shortages immediately.

9. First Aid Facilities

CN4C will ensure that suitable facilities are available to enable first aid to be administered safely, appropriately and with due regard for the dignity and wellbeing of the individual.

As CN4C does not have dedicated first aid rooms, first aid will be provided in a suitable location appropriate to the nature of the injury or illness. Staff will take reasonable steps to ensure the individual is treated in an area that is safe, clean and, wherever possible, offers privacy.

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When selecting an appropriate area for administering first aid, consideration will be given to ensuring that the location:

- Is safe and free from additional hazards.
- Is clean and suitable for administering first aid.
- Provides privacy and preserves the individual's dignity wherever reasonably practicable.
- Allows appropriate supervision of learners where required.
- Is accessible to emergency services if necessary.
- Enables the First Aider to work safely and effectively.

Where an individual requires ongoing assessment, emergency medical treatment or greater privacy than can reasonably be provided, arrangements will be made to seek further medical assistance or transfer the individual to a more appropriate healthcare setting.

CN4C will ensure that staff are aware of the suitable locations within each provision where first aid can be administered safely and effectively, taking account of the needs of learners, staff and visitors.

10. Responding to Illness and Injury

Cornwall Neighbourhoods for Change (CN4C) is committed to ensuring that all accidents, injuries, illnesses and medical emergencies are responded to promptly, calmly and appropriately. The safety, wellbeing and dignity of the individual will remain the priority throughout the response.

When responding to an accident, injury or illness, staff will:

- Remain calm and assess the situation.
- Ensure the area is safe before approaching the individual.
- Protect themselves and others from further harm.
- Summon a qualified First Aider immediately where required.
- Provide appropriate reassurance and emotional support to the injured or unwell individual.
- Administer first aid only within the limits of their training and competence.
- Follow any Individual Healthcare Plan, Emergency Healthcare Plan or other agreed medical support arrangements where applicable.
- Maintain the individual's privacy, dignity and confidentiality throughout the incident.
- Follow Infection Prevention and Control procedures, including the use of Personal Protective Equipment (PPE) where appropriate.
- Contact emergency services without delay where the individual's condition requires urgent medical attention.

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- Inform parents or carers as soon as reasonably practicable where a learner has received first aid or requires further medical assessment.
- Ensure the incident is recorded accurately in accordance with organisational procedures.

Where an individual's condition deteriorates, there is any doubt regarding the seriousness of an injury or illness, or a life-threatening emergency is suspected, emergency medical assistance must be sought immediately by calling **999**.

Where the injury or circumstances surrounding the incident give rise to a safeguarding concern, staff must immediately inform the Designated Safeguarding Lead (DSL) and follow CN4C's Safeguarding Children and Young People Policy.

Following any significant accident, injury or illness, the incident will be reviewed to determine whether further actions are required. This may include reviewing risk assessments, Individual Healthcare Plans, control measures or other support arrangements to reduce the likelihood of a recurrence and promote the continued safety and wellbeing of learners, employees, volunteers and visitors.

11. Emergency First Aid

Emergency First Aid should always prioritise the preservation of life and prevention of further harm.

In an emergency, staff should:

- Assess danger before approaching.
- Ensure the scene is safe.
- Call for a qualified First Aider.
- Dial 999 where appropriate.
- Follow emergency service instructions.
- Administer first aid only within the limits of their training and competence.
- Reassure the individual until help arrives.
- Ensure appropriate supervision of other learners where applicable.

Examples of medical emergencies include, but are not limited to:

- Cardiac arrest.
- Unconsciousness.
- Seizures.
- Severe allergic reactions (anaphylaxis).
- Severe bleeding.
- Difficulty breathing.

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- Suspected stroke.
- Suspected heart attack.
- Serious head injuries.
- Suspected fractures.
- Choking.
- Severe burns.

Where an Automated External Defibrillator (AED) is available, trained staff should access and use it in accordance with current Resuscitation Council UK guidance and the device's spoken instructions.

12. Calling Emergency Services

Emergency services should be contacted immediately where there is concern that an individual requires urgent medical treatment.

Examples include:

- Loss of consciousness.
- Cardiac arrest.
- Suspected stroke.
- Suspected heart attack.
- Severe breathing difficulties.
- Significant bleeding.
- Serious burns.
- Suspected spinal injuries.
- Serious head injuries.
- Severe allergic reactions.
- Major trauma.
- Seizures lasting longer than normal or repeated seizures without recovery.
- Any situation where staff are unsure about the seriousness of an individual's condition.

When contacting emergency services, staff should provide:

- The location of the incident.
- Nature of the emergency.
- Number of casualties.
- Age of the individual(s), where known.
- Any known medical conditions.
- Details of treatment already provided.
- A contact telephone number.

A member of staff should be allocated to:

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- Meet the ambulance where appropriate.
- Guide emergency services to the individual.
- Ensure access routes remain clear.
- Inform parents or carers where appropriate.
- Support other learners and staff affected by the incident.

13. First Aid for Learners

Learners who become ill or injured whilst attending CN4C will receive prompt and appropriate first aid in accordance with this policy.

First aid will always be provided:

- In a calm and reassuring manner.
- Respecting the learner's dignity and privacy.
- Within the limits of the First Aider's competence.
- In accordance with any Individual Healthcare Plan, Emergency Healthcare Plan or Education, Health and Care Plan (EHCP), where applicable.

Where appropriate:

- Parents or carers will be informed.
- Emergency contacts will be contacted.
- Learners may be collected if they are too unwell to remain at the provision.
- Emergency services will be contacted where necessary.

Where first aid treatment is provided, an appropriate record will be completed in accordance with organisational procedures.

If a learner sustains a head injury, the Head Injury Procedure will be followed and parents or carers will be informed as soon as reasonably practicable.

If there are safeguarding concerns arising from an injury or the circumstances surrounding an incident, staff must immediately inform the Designated Safeguarding Lead (DSL) and follow the Safeguarding Children and Young People Policy.

14. First Aid for Employees and Visitors

CN4C will provide appropriate first aid to employees, volunteers, contractors and visitors who become ill or injured whilst on organisational premises or participating in organisational activities.

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Where first aid is required:

- A qualified First Aider should be contacted.
- Appropriate treatment will be provided within the limits of competence.
- Emergency services will be contacted where necessary.
- Accident records will be completed in accordance with organisational procedures.
- Incidents involving employees will be reported to managers for consideration of further investigation or reporting under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), where applicable.

Where an employee or visitor is unable to continue their normal activities safely, appropriate arrangements will be made to support them, which may include contacting an emergency contact, arranging transport home where appropriate or seeking further medical assessment.

All employees, volunteers, contractors and visitors are expected to cooperate with First Aiders and provide relevant medical information where this is necessary to ensure safe and effective treatment.

15. Medication and Medical Conditions

Cornwall Neighbourhoods for Change (CN4C) recognises that some learners, employees and visitors may have medical conditions that require ongoing support or emergency intervention.

Where individuals have identified medical needs, CN4C will take reasonable steps to ensure that appropriate arrangements are in place to support their health, safety and wellbeing.

This may include:

- Individual Healthcare Plans.
- Emergency Healthcare Plans.
- Education, Health and Care Plans (EHCPs), where applicable.
- Risk Assessments.
- Emergency medication.
- Staff training where required.

Staff will only administer medication where authorised to do so and in accordance with CN4C's Medication Policy and Medication Administration Procedure.

Emergency medication, such as adrenaline auto-injectors (AAIs), asthma inhalers or other prescribed emergency medication, will only be administered by staff who have

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received appropriate training or where emergency circumstances require immediate action in accordance with current guidance.

Where a medical emergency occurs:

- A qualified First Aider should be contacted immediately.
- Emergency medication should be administered where appropriate.
- Emergency services should be contacted without delay where required.
- Parents or carers should be informed as soon as reasonably practicable.
- The incident must be recorded in accordance with organisational procedures.

16. Recording Accidents and First Aid Treatment

Accurate and timely recording of accidents, injuries, illnesses and first aid treatment is essential to support learner welfare, health and safety monitoring and organisational learning.

A First Aid Record should be completed whenever:

- First aid treatment has been administered.
- An injury has occurred.
- A learner has become unwell.
- A head injury has been sustained.
- Emergency services have been contacted.
- An individual is referred for further medical treatment.

Records should include:

- Date and time of the incident.
- Location.
- Name of the injured or unwell individual.
- Details of the injury or illness.
- First aid treatment provided.
- Name of the First Aider.
- Whether parents or carers were informed.
- Whether emergency services attended.
- Follow-up actions required.
- Whether a Risk Assessment review is required.

Records will be completed as soon as reasonably practicable following the incident and stored securely in accordance with CN4C's Records Management Policy and Data Protection and Information Sharing Procedure.

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17. Reporting under RIDDOR

CN4C will comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013.

Certain work-related accidents, occupational diseases and dangerous occurrences must be reported to the Health and Safety Executive (HSE).

Examples may include:

- Death.
- Specified serious injuries.
- Injuries resulting in an employee being unable to undertake their normal duties for more than seven consecutive days.
- Dangerous occurrences.
- Certain occupational diseases.

Managers will ensure that reportable incidents are identified promptly and referred to the appropriate person responsible for completing statutory reporting requirements.

The Person Nominated for Quality Assurance and Compliance will monitor RIDDOR reporting as part of organisational quality assurance arrangements.

18. Infection Prevention and Control

Cornwall Neighbourhoods for Change (CN4C) is committed to minimising the risk of infection during the provision of first aid and ensuring that appropriate infection prevention and control measures are implemented to protect learners, employees, volunteers and visitors.

All staff providing first aid will take appropriate precautions to reduce the risk of infection and cross contamination.

Staff providing first aid will:

- Wash or sanitise their hands before and after administering first aid.
- Wear appropriate Personal Protective Equipment (PPE), including disposable gloves where there is a risk of contact with blood, bodily fluids or other potentially infectious materials.
- Cover any cuts, abrasions or broken skin with a waterproof dressing before administering first aid.
- Use resuscitation face shields or other appropriate protective equipment where available during cardiopulmonary resuscitation (CPR).

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- Dispose of contaminated dressings, gloves and other clinical waste safely in accordance with organisational procedures.
- Clean and disinfect any contaminated equipment, surfaces or areas following treatment using appropriate cleaning materials.
- Report any accidental exposure to blood, bodily fluids or other potentially infectious materials immediately to their manager and seek appropriate medical advice where required.
- Follow organisational procedures for the safe handling and disposal of sharp objects where applicable.
- Replenish first aid supplies and Personal Protective Equipment (PPE) following use and report any shortages immediately.

Spillages involving blood or bodily fluids will be managed promptly using appropriate cleaning materials and in accordance with CN4C's Infection Prevention and Control Policy.

Where there is a risk of exposure to infectious diseases, outbreaks or other public health concerns, staff will follow current guidance issued by the UK Health Security Agency (UKHSA), the Health and Safety Executive (HSE) and any additional organisational procedures.

All staff are expected to maintain high standards of personal hygiene and infection prevention practices to reduce the risk of illness and protect the health, safety and wellbeing of everyone accessing CN4C services.

19. Training and Competency

Cornwall Neighbourhoods for Change (CN4C) is committed to ensuring that sufficient numbers of employees are appropriately trained and competent to provide first aid, taking into account the organisation's activities, identified risks and the needs of learners, employees, volunteers and visitors.

CN4C will ensure that first aid training is appropriate to the roles and responsibilities of employees and is delivered by suitably qualified training providers in accordance with recognised standards.

Training may include:

- First Aid at Work (FAW).
- Emergency First Aid at Work (EFAW).
- Paediatric First Aid.
- Basic Life Support (BLS).
- Cardiopulmonary Resuscitation (CPR).
- Automated External Defibrillator (AED) training.

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- Anaphylaxis awareness and the use of Adrenaline Auto-Injectors (AAIs).
- Epilepsy awareness and seizure management.
- Diabetes awareness.
- Infection Prevention and Control.
- Management of medical emergencies relevant to identified learner or organisational needs.

CN4C will:

- Maintain an up to date First Aid Training Matrix.
- Monitor training and qualification expiry dates.
- Arrange refresher training before certification expires to ensure competency is maintained.
- Ensure newly appointed First Aiders receive appropriate training before undertaking first aid duties.
- Provide additional training where identified through risk assessments, Individual Healthcare Plans, organisational needs, quality assurance activities or changes to legislation and best practice.
- Ensure employees receive information on local first aid arrangements as part of their induction.
- Maintain accurate records of all first aid training completed.
- Review training needs regularly to ensure sufficient first aid cover is maintained across all services and activities.

Employees are responsible for maintaining their competence by attending mandatory refresher training and notifying their manager if their qualification is due to expire or if they are unable to fulfil their first aid responsibilities.

Staff will only administer first aid within the limits of their training, competence and current certification. Where an incident exceeds an individual's level of competence or confidence, assistance must be sought immediately from a qualified First Aider or the emergency services.

20. Equality, Diversity and Inclusion

Cornwall Neighbourhoods for Change (CN4C) is committed to promoting equality, diversity and inclusion and ensuring that all individuals receive appropriate first aid and medical support regardless of their age, disability, gender, gender reassignment, race, religion or belief, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, or any other protected characteristic.

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First aid arrangements will be implemented in a way that is person-centred, respectful and responsive to the individual needs of learners, employees, volunteers and visitors.

Reasonable adjustments will be made, where appropriate, to ensure individuals with disabilities, medical conditions, communication needs or additional support needs are able to access appropriate first aid and medical assistance.

When providing first aid, consideration may include:

- Individual communication methods and preferred means of communication.
- The use of interpreters, visual aids, symbols or Augmentative and Alternative Communication (AAC), where appropriate.
- Cultural, religious or personal beliefs.
- Privacy, dignity and respect throughout the provision of first aid.
- Physical accessibility and mobility requirements.
- Sensory needs and environmental considerations.
- Education, Health and Care Plans (EHCPs), where applicable.
- Individual Healthcare Plans, Emergency Healthcare Plans or other agreed support arrangements.
- Reasonable adjustments in accordance with the Equality Act 2010.
- Any other individual circumstances that may affect the safe and effective delivery of first aid.

Where appropriate, staff will work collaboratively with the individual, parents or carers, healthcare professionals and other relevant agencies to ensure first aid arrangements meet the person's individual needs.

CN4C will always seek to balance individual needs, dignity and personal preferences with its responsibility to protect the health, safety and wellbeing of all learners, employees, volunteers and visitors. No individual will be disadvantaged or treated less favourably in the provision of first aid because of a protected characteristic or additional need.

21. Monitoring and Review

Cornwall Neighbourhoods for Change (CN4C) is committed to continuously monitoring and reviewing its first aid arrangements to ensure they remain effective, compliant with legislation and responsive to the needs of learners, employees, volunteers and visitors.

This policy will be reviewed annually or sooner where required following:

- Changes to legislation or statutory guidance.

Issue Date: *August 2026*

Review Date: *August 2027*

Lead Officer: Roxy Durran (Quality and Compliance Manager)



- Changes to Health and Safety Executive (HSE) guidance.
- Updates to recognised first aid guidance or best practice.
- Findings from quality assurance activities, audits or inspections.
- Significant accidents, incidents or near misses.
- Learning identified through accident investigations.
- Changes to organisational structure or working practices.
- Feedback from employees, learners, parents/carers or other stakeholders.
- Changes to identified organisational risks or first aid requirements.

The **Senior Leadership Team** has operational responsibility for ensuring that this policy is implemented consistently across Cornwall Neighbourhoods for Change (CN4C) and that suitable first aid arrangements remain in place across all services.

The **Person Nominated for Quality Assurance and Compliance** is responsible for ensuring this policy is communicated effectively throughout the organisation, monitoring compliance through quality assurance activities, audits and inspections, coordinating the scheduled review of the policy and identifying opportunities for continuous improvement.

Managers and Coordinators will support the monitoring of this policy by ensuring first aid arrangements are implemented effectively within their areas of responsibility, reporting concerns, monitoring accident trends and implementing any actions identified through investigations or quality assurance activities.

Accident records, first aid records, near miss reports, training records and audit findings will be reviewed regularly to identify recurring themes, emerging risks and opportunities to improve health, safety and first aid provision across the organisation.

Where monitoring identifies areas requiring improvement, appropriate action plans will be developed, implemented and reviewed to ensure continuous improvement and ongoing compliance with legislative requirements and recognised best practice.