

Policies & Procedures

Policy No. 113

First Aid

[January 2007] (Reviewed June 2008) (April 2009) August 2009 April 2010 April 2011

Policies & Procedures are to be read and signed in the Central Policy File every six months

Due to the unique dispersed working conditions experienced by Sheltered Housing Services staff are not in a position to administer First Aid. The duty of staff in these circumstances is to ensure that the patient is comfortable, assess the situation and engage with either the Emergency Services or health care professionals.

In the event that it is necessary to call the Emergency Services the Housing Support Officer (HSO) should do so by pulling the red cord in the resident's home to contact the Council's CareConnect service, and ask them to summon assistance by phoning 999. This will bring the resident's details up on the CareConnect computer along with their keyholder details, and also provides a timed recording of the incident. Should there be any delay in connecting through to CareConnect, the HSO should phone 999 themselves and either way, should remain with the resident until the ambulance arrives. Keyholders should be informed in accordance with the resident's pre-advised wishes in their Support Plan.

First Aid boxes are in main offices they are not provided on schemes.

Each staff member is issued a first aid box to go into their cars and need to be checked six monthly all items are in date.

_____ Business Improvement Manager

Dated April 2011
Review April 2012