



First Aid Policy

First Aid Cover

Upper School

Cover During Core Hours

During core operating hours (08:00 TO 18:30, Monday to Friday and 08.00 – 18.00 Saturday), in addition to the School Nurse (08.00 – 13.00 weekdays only) or a member of the Physiotherapy team (09.00 – 17.00), at least one member of staff who has completed either a basic or extended training course will be available. It is the School's intention is to have a pool of at least six trained first aiders.

Cover Outside Core Hours

Outside core hours, or in the event of no trained staff being on-site, dial 999 and call an ambulance.

Cover During Performances and Events

During performances or other events held at the School involving more than 50 people, the event organiser must nominate an individual to take charge should a first aid emergency occur, preferably a trained first aider. This is indicated on the Studio Request Form, submitted by the event organiser.

Boarding

Key members of House staff receive First Aid training. All House staff receive an update on the issuing of homely remedies and the use of epi-pens annually. Students requiring immediate medical assistance outside of the hours where Nurse of Physiotherapy cover is available will either be referred to the relevant GP Service or taken to a local A&E or MIU as appropriate.

Procedures for accidents at Upper School involving a School student (weekdays and weekends)

1. The School Nurse will take charge of all incidents that occur between 08.00 and 13.00 Monday – Friday in term time.
2. The first person on the scene or a First Aider makes an assessment and dials 999 for an ambulance if the injury or symptoms are very serious.
3. Contact the appropriate member of the House staff the student resides with. If not available, leave a message.
4. If further advice is required, contact the students' GP practice as follows:

- 2nd and 3rd years:

NHS Soho Centre for Health & Care, 1 Frith Street, Soho Square, W1D 3HZ

020 7534 6575

OUT OF HOURS: 020 8969 7777

Walk-in centre (same building): 020 7534 6500

- 1st years :

Dr Slater & Partners, 15 Brook Green, Brook Green, W6 7BL - 020 7603 7563

- All Years:

Dr Joy, 29 Cadogan Place, SW1X 9RX - 020 7235 5850 (only before 17:00).

5. If the GP will see the student, arrange a taxi to take the student and an accompanying adult to the GP's surgery. Contact Addison Lee Taxis on 020 7387 8888 and quote "Student Account, account number 50348, pin number RBS11".
6. If the Physiotherapist or the GP recommends an x-ray or other scan/test, there are two options:
 - BUPA covered:
 - a. Obtain BUPA forms and information from School Administrator, the School Nurse or a member of the Physiotherapy team
 - b. Give the School Nurse, a member of the Physiotherapy team or GP verbal direction to fill in a blue BUPA form
 - c. Take the blue BUPA form and a covering letter which states the student is covered by the School's policy
 - d. Before 17:00: go to 27 Harley Street, W1G 9QP (MEDTEL 0800 028 2288)
 - e. After 17:00: student will have to follow Uninsured option (below).
 - Uninsured (or after 17:00):
 - a. Student can attend A & E Dept at University College Hospital London, 235 Euston Road, NW1 2BU
 - b. Alternatively, at St Thomas' Hospital, Lambeth Palace Road, SE1 7EH.
7. If a physiotherapy appointment is recommended, contact Covent Garden Physiotherapy & Sports Injury Clinic, 23 – 24 Henrietta Street, WC2E 8ND, 020 7497 8974 but:
 - Student MUST be covered by BUPA
 - Student needs a blue BUPA form and covering letter (as above).
8. If none of the above options are available, you may then contact the ROH physiotherapy department for advice on 020 7212 9714.

A suitable person should travel with the injured student.

Procedures for accidents at Upper School involving a member of staff or visitor

1. All incidents occurring between 08.00 and 13.00, Monday – Friday in term time will be handled by the School Nurse or at other times by a Physiotherapy team member.
2. The first person on the scene or a First Aider makes an assessment and dials 999 for an ambulance if the injury or symptoms are very serious.
3. If required, arrange a taxi to hospital. Contact Addison Lee Taxis on 020 7387 8888 and quote School account number 20612, pin number 0845.
4. The nearest medical centre is in Soho Square (details above). The nearest hospitals are University College Hospital London (A & E) or St Thomas' Hospital (details above).

Procedures for accidents at Upper School involving an Associate student (weekends)

1. Parent Chaperones should immediately alert a First Aider to an injury or accident. Chaperones are not required to be first aid trained.
2. Either the Associate Programme Manager or Coordinator will liaise with the Front of House Administrator on duty.
3. Next of Kin will be contacted. A member of staff may be required to accompany the child to hospital.
4. The nearest medical centre is in Soho Square (details above). The nearest hospitals are University College Hospital London (A & E) or St Thomas' Hospital (details above).

Procedures for accidents at White Lodge involving a student

All incidents will be referred to the School Nurse (or the Duty Nurse in her absence), a member of the Physiotherapy team who will take appropriate action. Students requiring immediate medical assistance outside of the hours where Nurse of Physiotherapy cover is available will either be referred by A First Aider or other member of staff to the relevant GP Service or taken to a local A&E or MIU as appropriate.

Procedures for accidents at White Lodge involving a member of staff or visitor

All incidents will be referred to the School Nurse (or the Duty Nurse in her absence), a member of the Physiotherapy team or First Aider who will take appropriate action.

Procedures for accidents and illness at Jebson House

1. If a student becomes ill, House Staff will investigate the nature of the illness. In cases of minor illness where a student is unable to attend school, the Front of House and School Nurse will be informed immediately. A GP appointment will be made at the local surgery or they will be asked to attend the surgery at 09:00 for the drop-in service (located on the ground floor) where they will wait and be assessed. The surgery is located on the first floor of the NHS Soho Centre for Health & Care, 1 Frith Street, Soho Square, W1D 3HZ, telephone 020 7534 6575. If the incident occurs outside surgery hours, we may escort the student to the drop-in centre. The drop-in service operates during office hours and is staffed by Nurse Practitioners. At all times, students will be monitored closely by House Staff and if illness becomes severe, we will adopt the following procedure:
 - a. House Staff will at all times maintain close contact with the student's parent or guardian
 - b. House staff will record all details in the Medical File.
2. In cases of severe illness or accident, House Staff will call 999 and request an ambulance and, depending on the nature of the illness, may also administer first aid. Wherever possible, House Staff will accompany the student. Alternatively, a responsible student may be required to attend. The nearest A & E department is at University College Hospital, 235 Euston Road, London, NW1 2BU. If an ambulance is not required, an Addison Lee taxi will be called (telephone 0207 387 8888 and quote "Student Account, account number 50348, pin number RBS11"). House Staff will inform the Parent or Guardian, the School Nurse and Physiotherapist (for their records) and the Assistant Principal or Principal. All information will be recorded in the Emergency Information File. The Accident Book may also be completed. In cases where the student is likely to infect other students, they will be isolated and monitored in the sick bay.
3. A first aid box is located in the office along with bodily fluid spillages kits.

Procedures for accidents and illness at Wolf House

1. A member of House Staff will always be on duty in the House if a student is sick.
2. In the event of an accident House staff will make an assessment and dial 999 for an ambulance if the injury or symptoms are very serious.
3. If an ambulance has not been called but a student needs to attend hospital:
 - Details of directions to the nearest A & E department (Charing Cross Hospital), together with a plan of the hospital: Charing Cross Hospital, Fulham Palace Road, London W6 8RF, 020 3311 1234 can be found in the tutor hand over book.
 - Taxis are ordered from Addison Lee Taxis; 020 7387 8888; quote "Student Account, account number 50348, pin number RBS11".
 - The patient will be accompanied by house staff whenever possible, but otherwise by a competent student.
 - House staff will inform the School Administrator and the student's parents.
4. If a student is unwell and is sent back to Wolf House from the School, the School Nurse, Physiotherapist, teacher, Front of House or other member of staff will inform House staff to ensure they will be present when the student returns.

Qualified First Aiders

An up-to-date list of Qualified First Aiders for Upper School, White Lodge, Jebesen House and Wolf House will be published on the All Users (U:\) drive by the Site Operations Coordinator who is responsible for ensuring the list and the First Aid signs around school are up to date.

Location of First Aid Boxes

Upper School:

- Front of House
- Outreach office
- Gym
- First Aid room
- Nurse's office (3rd Floor Surveyor's House)
- Outreach and P & A both hold a portable box for off-site events.

White Lodge:

- Science classroom
- Art classroom
- Swimming Pool
- Kitchen
- Margot Fonteyn studio lighting box
- Stock studio storeroom
- Nelson Room
- Each house parent flat and dormitory area
- School minibuses (2)
- Plaster stations are located outside the Margot Fonteyn, Pavlova and Ashton studios.

Jebesen House: One, in the House Office.

Wolf House: One in the House Office

Students and visiting students with particular medical conditions

The School Nurse maintain records of students with particular medical conditions and passes details to the House staff, teaching and Front of House staff. Details will be included on separate Student Photo Sheets.

The School organises regular specialised training for selected staff, for example, use of an Epipen and homely remedies.

Body fluid spillages kits

Body fluid spillages kits are kept at the following locations:

Upper School: Two kits are kept at Front of House, one in the First Aid room and one in each of the portable boxes in Outreach and P & A.

White Lodge: Kits are kept in the Health Centre and are issued to House staff for each dormitory area.

Jebsen House: One kit, kept in the House Office.

Wolf House: One kit, kept in the House Office.

Accident records and notification

Accident books, which state they are data protection compliant, must be available for recording the details of all injuries etc. which occur at work. An entry must be completed as soon as possible after any accident occurs.

The School follows the guidance given in the HSE information sheet "Incident-reporting in Schools (accidents, diseases and dangerous occurrences)".

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), the employer must notify the Health & Safety Executive (HSE) as soon as possible of:

- any accidents to employees causing either death or major injury
- certain industry related diseases suffered by employees
- dangerous occurrences
- any accidents to members of the public ("the public" includes students), where any is killed or taken from the premises to a hospital for treatment.

To make a report, call the HSE Incident Contact Centre on 0845 300 99 23 (Monday to Friday, 08:30 to 17:00). An ICC Operator will complete a report form and send a copy.

Accidents to employees which result in injury causing absence from work of more than three days are reportable within ten days of the accident.

NB Accidents to students which are attributable in some way to work organised by their school (e.g. an accident during a chemistry experiment), or the condition of premises or plant, or lack of or defective supervision, where injury is suffered and where the student is taken to hospital for treatment, must be reported. Playground injuries, unless caused by defective equipment or premises etc., are not reportable.

An investigation should be carried out as soon as possible after any accident occurs, so that problem areas or procedures are identified and remedial action can be taken if necessary.

The reportable major injuries, reportable dangerous occurrences and reportable diseases relevant to the employer are as follows:

Reportable major injuries:

- Fracture other than to fingers, thumbs or toes
- Amputation
- Dislocation of shoulder, hip, knee or spine
- Loss of sight (temporary or permanent)
- Chemical or hot metal burn to the eye or any penetrating injury to the eye
- Injury resulting from an electric shock or electrical burn leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours
- Any other injury leading to hypothermia, heat-induced illness or unconsciousness or requiring resuscitation or requiring admittance to hospital for more than 24 hours
- Unconsciousness caused by asphyxia or exposure to harmful substance or biological agent
- Acute illness requiring medical treatment or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin
- Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material.

Reportable dangerous occurrences:

- Collapse, overturning or failure of load-bearing parts of lifts and lifting equipment
- Explosion, collapse or bursting of any closed vessel or associated pipe work
- Electrical short circuit or overload causing fire or explosion
- Any unintentional explosion, misfire, failure of demolition to cause the intended collapse, projection of material beyond a site boundary, injury caused by an explosion
- Accidental release of a biological agent likely to cause severe human illness
- Collapse or partial collapse of a scaffold over five metres high, or erected near water where there could be a risk of drowning as a result
- Dangerous occurrence at a well (other than a water well)
- When a dangerous substance being conveyed by road is involved in a fire or released
- Unintended collapse of any building or structure under construction, alteration or demolition where over five tonnes of material falls, including a wall or floor in a place of work, any false work
- Explosion or fire causing suspension of normal work for over 24 hours
- Sudden, uncontrolled release in a building of 100kg or more of flammable liquid, 10kg of flammable liquid above its boiling point, 10kg or more of flammable gas or 500kg of these substances if the release is in the open air
- Accidental release of any substances which may damage health.

Reportable diseases include:-

- Poisonings
- Skin diseases such as occupational dermatitis, skin cancer, chrome ulcer, oil folliculitis/acne
- Lung diseases including occupational asthma, farmer's lung, asbestosis, mesothelioma
- Infections such as leptospirosis, hepatitis, anthrax, legionellosis and tetanus
- Other conditions such as occupational cancer, certain musculoskeletal disorders, decompression illness and hand-arm vibration syndrome.

All accidents, occupational ill health, dangerous occurrences and near misses should be reported using the Accident Book as follows:

- White Lodge: to the Nurse and Head of Site Operations
- Floral Street: to the Nurse and Head of Site Operations
- Jebson House/ 118 Long Acre: to the Senior House Assistant.
- Wolf House: to the House Mistress.

The above staff must notify the Head of Site Operations of all reportable incidents i.e. those reportable to HSE under RIDDOR.

The Head of Site Operations is responsible for reporting to the HSE all notifiable incidents.

All incidents must be investigated by the line manager of the individual/s involved in the incident and a copy of the investigation sent to any other manager responsible for following up any causes of the incident or any remedial actions required.

Parents will be informed of any accidents recorded in the Accident Book involving their children by the School Nurse or House staff.

Accident Books and Report Folders

Accident Books are kept at the following locations:

- Upper School: Front of House
- White Lodge: Health Centre
- Jebson House: House Office
- Wolf House: House Office

Each location has a data protection compliant Accident Report folder for filing completed accident reports. As this folder contains sensitive data, it must be stored securely.

The Head of Site Operations, the House staff for Jebson House, 118 Long Acre and Wolf House are responsible for investigating accident reports and identifying possible remedial action, and for bringing this to the attention of relevant staff. The accident report should be annotated accordingly or with "NFA/no further action" and signed and dated before filing in the Accident Report folder.

Guidance on the use of Accident Books and Accident Report folders can be found on the reverse of the folder.

Accident Reporting for Associate / primarySTEPS Centres

Staff based at Associate or primarySTEPS centres should report accidents or near misses to the venue manager and provide an accident report, a copy of which must also be sent to the Head of Outreach and Teacher Training or primarySTEPS Programme Manager for monitoring purposes.

Accident Reports analysis

The Head of Site Operations will coordinate the analysis of all accident reports and submit statistics to the Health & Safety Committee.

Training Courses

Following changes to HSE regulation in 2009, Appointed Person first aid training is no longer available / applicable. As at November 2010, there are three courses applicable to the School; all are valid for three years:

- Advanced: First Aid at Work (FAW); three day course (HSE approved)
- Basic: Emergency First Aid at Work (EFAW); one day course (HSE approved)
- Sports First Aid: six hour course

For those who have undertaken FAW training, a two day FAW requalification course is required, providing the certificate has not expired by more than 28 days. There is no requalification course for EFAW or Sports First Aid.

Identifying appropriate training for staff

The School aims to adhere to the following good practice:

- Advanced training for key house and medical staff, at least one member of Front of House/Reception at both Upper and White Lodge and all drivers.
- Basic training for Associate and primarySTEPS teaching staff
- Basic training for other staff as required.

Training Administration

The School's preferred training provider is St John's Ambulance. Unless a group session is organised, the Site Operations Team provide the account details and SJA contact details to individuals who arrange a course at a location and time of their choosing. The trainee is asked to provide a copy of their certificate to the HR Manager for their personnel file. The HR Manager maintains and monitors the Single Central Register which details the date and name of training course undertaken and renewal date. Individuals and their line managers will be prompted to arrange requalification training within 28 days of the expiry of their certificate. If a first-aider is no longer employed by the School, the Head of Site Operations will review the School's quota of trained first-aiders and identify a replacement, if required.

For Associate and primarySTEPS teaching staff (about 25 in total), training renewals are monitored by the Outreach & Community Access Administration Manager and training arranged accordingly. A copy of the certificate is provided to the HR Manager and the Single Central Register updated as above.

First Aid Supplies

Front of House staff at Upper School purchase first aid boxes, contents and approved signage for Upper School, Jebson House, 118 Long Acre and Wolf House. White Lodge supplies are purchased by the School Nurse.

First Aid Boxes

The Head of Site Operations, the House staff for Jebson House, 118 Long Acre and Wolf House will be responsible for checking the first aid boxes at their respective locations regularly (at least once every half-term) and ensuring that any missing contents are replaced.

The boxes must contain a minimum of:

- A leaflet giving general advice on first aid
- 20 individually wrapped sterile adhesive dressings
- 2 sterile eye pads
- 4 individually wrapped sterile triangular bandages
- 6 safety pins
- 6 medium sized (12 cm x 12cm) individually wrapped sterile un-medicated wound dressings
- 2 large (18cm x 18cm) sterile wrapped un-medicated wound dressings
- 1 pair of disposable gloves
- Plus any additional appropriate items which the School may require.

Portable boxes for off-site events should comprise a minimum of:

- A leaflet giving general advice on first aid
- 6 individually wrapped sterile adhesive dressings
- Individually wrapped moist cleaning wipes
- 2 individually wrapped sterile triangular bandages

- 2 safety pins
- 1 large (18cm x 18cm) sterile wrapped un-medicated wound dressings
- 1 pair of disposable gloves
- Plus any additional appropriate items which the School may require.

The School minibus [based at White Lodge] should have on board a suitable, prominently marked and readily available box containing:

- 10 antiseptic wipes foil-packaged
- 1 conforming disposable bandage not less than 7.5 cm wide
- 2 individually wrapped sterile triangular bandages
- 1 packet of 24 assorted adhesive dressings
- 3 large sterile un-medicated ambulance dressings (not less than 15cm x 20cm)
- 2 sterile eye pads with attachments
- 12 assorted safety pins
- 1 pair of 'rustless' blunt-ended scissors.

First Aid Accommodation

A suitable room will be designated on site, (reasonably near a WC and comprising a washbasin) for use for medical treatment when required. These are located as follows:

- Upper School: the First Aid room is located on the mezzanine floor of the main building and the Nurse's office is on the 3rd Floor
- White Lodge: the Health Centre is located on the lower ground floor of the main building
- Jebesen House: A flat is assigned for this purpose
- Wolf House: an empty room is assigned for this purpose.

First Aid signage

The Head of Site Operations and the House staff for Jebesen House, 118 Long Acre and Wolf House are responsible at their respective locations for ensuring that First Aid notices are displayed in key positions showing the names and telephone numbers of the nearest first aider and location of first aid box.

Other medical policies and protocols

These are published on the U drive and contain information about the medical care and facilities provided for students. They include information on the treatment of asthma, epilepsy, allergies and so on. Staff should always seek guidance from the School Nurses when needed.