Water Services Ltd

First aid — what to do

Keep this with the first aid kit

Guidance, not training. If a trained first aider is there, they take over. Burns and chemicals are on the separate card, FORM_FA_01.

FIRST, EVERY TIME

1. **Make it safe.** Traffic, a live main, gas, an unsupported trench. **Do not become the second casualty.**
2. **Check them.** Talk to them, squeeze their shoulders. Any response?
3. **Shout for help.** Send someone for the kit and someone to meet the ambulance.
4. **Call 999.** Give the location. No clear address on site, give the **what3words** location.

CALL 999 NOW IF

- They are **unresponsive**, or **not breathing normally**
- There is **bleeding you cannot stop**
- **Chest pain**, or they are struggling to breathe
- A **fall from height**, a **vehicle strike** or a **crush**
- A suspected **broken bone**, or a **head, neck or back** injury
- Anything **electrical**, including contact with a live main
- A **fit**, or sudden weakness, slurred speech or a drooping face
- **You are not sure**

If you are not sure, call. Nobody has ever been criticised for calling.

Never go in after someone. Not into a confined space, not into an unsupported trench, not into water, and not near a live main. Call 999, keep everyone back, and wait for rescue. Going in is how one casualty becomes two.

999 will talk you through it. Stay on the line, put it on speaker, and do what they say. That is the single most useful thing an untrained person can do.

BLEEDING YOU CANNOT STOP

Press **hard** with a dressing or your gloved hand and **keep pressing**. Do not lift it to look. Soaked through, put another dressing **on top**. Lie them down. **Leave anything embedded where it is** and pad around it.

UNRESPONSIVE AND NOT BREATHING NORMALLY

999 first, then chest compressions: heel of the hand in the centre of the chest, **hard and fast, and do not stop** until help takes over. The 999 operator counts with you, and will say where the nearest public-access defibrillator is.

CHOKING

If they cannot cough, speak or breathe: **five sharp back blows** between the shoulder blades, then **five abdominal thrusts**. Keep alternating. Call 999 if it does not clear. Get them checked either way.

SOMETHING IN THE EYE

Irrigate with the **saline eye wash** or clean water, eyelid held open, **20 minutes**, then hospital. **Do not let them rub it** and do not try to remove anything embedded.

A KNOCK TO THE HEAD

Call 999 if they are **drowsy, confused, vomiting or fitting**, if one pupil is bigger than the other, or if there is **clear fluid from the nose or ear**. In doubt, they stop work and get checked.

SPRAINS AND STRAINS

Rest it, ice wrapped in cloth and never straight on the skin, support it, raise it. Looked at if they cannot put weight on it.

WHO TO CALL

Emergency	**999**, ambulance. No clear address, give the **what3words** location
First aiders	Leanne Mason and Jason May
Site incidents	Jason May, Site Supervisor
Afterwards	SOP 8.1 accident book, then Sean Ashton for RIDDOR

Neither first aider may be on site. If someone is hurt and you cannot find them, call 999 and start. Do not spend time looking.