First Aid Policy

PRN-65: First Aid Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
Version Number: V01 20260815
Date of Review: (August 2026)

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1. Policy Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, is committed to ensuring the safety and wellbeing of service users, companions, volunteers, and staff. First aid awareness is essential in companionship work, where companions often support individuals in private homes, community settings, and environments where immediate medical assistance may not be readily available.

This policy outlines how CAREHOPES ensures appropriate first aid preparedness, response, and escalation while maintaining professional boundaries and safeguarding principles.

2. Key Principles

- **Safety first:** Immediate action prioritises life and wellbeing.
- **Boundaries:** Companions provide *basic first aid only* — never clinical care.
- **Preparedness:** Staff must know how to respond calmly and appropriately.
- **Safeguarding:** First aid situations may reveal underlying risks or abuse.
- **Communication:** Clear, timely reporting is essential.
- **Compliance:** All actions align with UK first aid standards and regulations.
- **Professionalism:** Companions must remain calm, respectful, and reassuring.

3. Policy Statement

CAREHOPES ensures that companions are trained to provide basic first aid, respond appropriately to emergencies, and escalate situations to medical professionals when required. Companions must never perform tasks beyond their training or remit.

Companions must:

- Provide reassurance and basic first aid
- Call emergency services when needed
- Report incidents immediately
- Document events accurately
- Maintain professional boundaries

Companions must **not**:

- Administer medication
- Perform medical procedures
- Diagnose conditions
- Move individuals with suspected spinal injuries
- Ignore signs of distress or deterioration

4. Purpose

- Ensure companions understand first aid responsibilities and limitations
- Promote safe and effective emergency response
- Protect service users from harm
- Strengthen safeguarding awareness during medical incidents
- Support compliance with health and safety legislation
- Provide clear reporting and documentation procedures

5. Scope

This policy applies to:

- Employees
- Volunteers
- Contractors
- Agency workers

It covers first aid situations occurring in:

- Private homes
- Community settings
- Transport environments

- Overnight companionship
- Holiday companionship

6. Related Policies (Selected ONLY from relevant categories)

Safety, Health & Risk Management

- **PRN-046** Health and Safety Policy
- **PRN-126** Infection Prevention and Control Policy
- **PRN-128** Manual Handling Awareness Policy
- **PRN-069** Risk Assessment Policy
- **PRN-100** Environmental Safety & Home Condition Policy

Safeguarding & Protection

- **PRN-003** Adult Safeguarding Policy
- **PRN-136** Safeguarding Children Policy
- **PRN-144** Child Abuse Policy
- **PRN-070** Safeguarding Reporting and Escalation Procedure
- **PRN-056** Mental Capacity Act Policy

Conduct, Ethics & Behaviour

- **PRN-014** Code of Conduct Policy
- **PRN-015** Code of Ethics
- **PRN-099** Professional Boundaries Policy

Lone Working & Multi-Agency Work

- **PRN-054** Lone Working Policy
- **PRN-053** Lone Working and Community Visits Procedure
- **PRN-145** Working in Pairs Policy
- **PRN-146** Working with Other Social Workers and Carers Policy
- **PRN-147** Proxy Working Principle

Digital & Information Governance

- **PRN-112** Data Protection and GDPR Policy
- **PRN-023** Confidential Information Management Policy

- **PRN-024** Confidentiality Policy
- **PRN-050** Information Sharing and Confidentiality Procedure

7. Definitions

First Aid: Immediate assistance given to an injured or ill person before professional help arrives.

Emergency: Any situation requiring urgent medical attention.

DSL: Designated Safeguarding Lead responsible for managing safeguarding concerns arising from first aid incidents.

8. Companion Responsibilities

8.1 Basic First Aid

Companions may:

- Provide reassurance
- Assist with safe positioning
- Apply pressure to bleeding wounds
- Support breathing awareness
- Use basic first aid supplies
- Call emergency services

8.2 Emergency Response

Companions must:

- Stay calm
- Call 999 when needed
- Follow operator instructions
- Keep the service user safe
- Avoid unnecessary movement
- Monitor breathing and consciousness

8.3 Professional Boundaries

Companions must **not**:

- Administer medication
- Perform CPR unless trained

- Use medical equipment
- Diagnose conditions
- Provide ongoing medical care

8.4 Safeguarding Awareness

Medical incidents may reveal:

- Neglect
- Domestic abuse
- Self-harm
- Cognitive decline
- Environmental hazards

Companions must report concerns immediately.

9. Common First Aid Situations

9.1 Falls

- Check for injuries
- Do not move if pain or spinal injury suspected
- Call emergency services if needed

9.2 Burns

- Cool the burn with water
- Do not apply creams
- Cover with sterile dressing

9.3 Bleeding

- Apply pressure
- Use clean cloth or dressing
- Seek medical help if severe

9.4 Breathing Difficulties

- Call emergency services
- Keep the person upright
- Stay calm and reassuring

9.5 Loss of Consciousness

- Call emergency services
- Check breathing
- Place in recovery position if safe

10. First Aid Equipment

Companions may use:

- Basic first aid kits
- Gloves
- Dressings
- Bandages

Companions must **not** use:

- Medication
- Oxygen tanks
- Medical devices
- Specialist equipment

11. Reporting First Aid Incidents

Companions must:

- Inform the office immediately
- Document the incident factually
- Include time, location, and actions taken
- Report safeguarding concerns
- Cooperate with emergency responders

12. Confidentiality

All first aid information is confidential and shared only:

- With emergency services
- With the DSL
- With authorised personnel

Records must be stored securely.

13. Training Requirements

Companions must receive training in:

- Basic first aid
- Emergency response
- Safeguarding adults and children
- Lone-working safety
- Professional boundaries
- Trauma-informed practice

14. Policy Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes
- Safeguarding updates
- Organisational changes
- Feedback from staff or regulators