



First Aid in Hospitality: Essential Information for Colleagues

H&S PACK SEPTEMBER 2024



This pack is to help you facilitate the monthly health and safety meeting for your site in **SEPTEMBER 2024**
Please ensure you complete the template [Monthly Unit Safety Meeting_v9.doc](#)

This Months Topic	First Aid
Training available	AccessPlanit eLearning
Relevant risk assessments / SSoW's /SOP's	Site Specific First Aid Needs Assessment (02.11.16) HS SOP 07 - First Aid (02.11.16)
Lessons Learnt	See the two lesson learnt relating to first aid below

TASK FOR THIS H&S MEETING- discuss with your team

Who is responsible for first aid at your site?

Where is the first aid kit located?

First Aid in Hospitality: Essential Information for Colleagues

What is First Aid?

First aid is the immediate assistance provided to someone who is injured or becomes ill, aiming to:

- Treat minor injuries on the spot.
- Preserve life and minimise damage until professional medical help arrives for serious injuries

Key Roles:

Appointed Person: Manages first aid equipment, calls emergency services, and oversees first aid arrangements.

Emergency First Aider: Provides emergency first aid and supports the injured until professional help arrives.

Legal bits

Conducting a **First Aid Needs Assessment** based on the number of employees, workplace hazards, and location.

Ensuring that trained **First Aiders** or **Appointed Persons** are available at all times during work hours. This could via CH&Co team members or client colleagues.

Assess the Situation in a First Aid Situation

- Ensure the area is safe.
- Identify the injury or illness.
- Call for help if necessary.

Basic First Aid Steps:

Cuts and wounds: Apply pressure, clean, and cover with a sterile dressing.

Burns: Cool with running water, cover with a clean, non-fluffy material.



Choking Perform abdominal thrusts (Heimlich maneuver).

Fractures: Immobilize the area and avoid moving the injured person.

First Aid Equipment

First Aid Kits must be readily available in all working areas, stocked with essential supplies like plasters, dressings, bandages, and gloves. Please ensure within date.

Eye Wash Bottles should be available in all area and particularly where harmful substances are used.



Responsibilities

We **all** have a responsibility to prevent accidents and prevent injuries by following company H&S training.

You must know where your first aid kit is located and how to obtain First Aid.

Catering/Chef Managers:

- ✓ Complete the First Aid Needs Assessment and ensure proper coverage.
- ✓ Ensure that team members know the location of first aid kits and who the First Aiders and Appointed Persons are.
- ✓ Ensure that all incidents are recorded in the accident book and the online reporting system.

Appointed Persons (client and/or CH&Co):

- ✓ Keep first aid kits stocked and manage emergency situations by contacting emergency services if needed.

Emergency First Aiders (client and/or CH&Co)

- ✓ Provide emergency first aid according to training.



ALWAYS

- Ensure you know who the first aiders at site are
- Know how to contact the first aiders at site
- Always know the location of first aid kits and eye wash kits
- Ensure first aid equipment is within date
- Seek support from first aider for injuries and illness
- Report first aid injuries on our incident reporting system AIR3

ACCIDENT REPORTING

- Report all accidents, incidents & near misses are reported on AIR3.
- Link to new incident report system here : [AIR3](#)
- More information on Hazard Spotting and Near Miss reporting: [AIR3 Information](#)

LESSONS LEARNT

See below two incidents in relation to first aid within CH&Co

- Read them with your team and discuss

Section 2: Issues of H&S or Food Safety Concern this Month. For example: Premises & Equipment Issues, Food Complaints, Accidents, Coaching Opportunity

Details	Action Required

Section 3: Audits

Type of Audit (tick applicable)	Audit Date	Corrective Actions Required/Discussed
<input type="checkbox"/> Local Authority EHO <input type="checkbox"/> External Audit <input type="checkbox"/> Client Audit <input type="checkbox"/> Operations Manager Audit <input type="checkbox"/> Monthly Unit Manager Audit <input type="checkbox"/> IMS Audit <input type="checkbox"/> HSE Team Visit <input type="checkbox"/> Other (Please describe) <input type="checkbox"/> NO AUDITS THIS MONTH		

Section 4: Team Consultation – ask the team if they have any concerns around health and safety, issues, how the system works, ways of working etc and record here.

Item to Note from Colleague	Actions Required/Discussed

UNIT MANAGER NAME & SIGNATURE:		DATE:	
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OUR RISK ASSESSMENTS

ASSESSMENT OF RISK

Likelihood x severity
Rates High /Medium/ Low risk

SAFE SYSTEM OF WORK

Lists Hazards
and how to avoid

AVOIDING INJURIES

Training Requirements
PPE requirements

SITE SPECIFIC ACTIONS

Lists anything specific to
your site.



LESSONS LEARNT

Type of Incident:	First Aid Injury
Classification of Incident:	First Aid Injury – minor cut
Summary of Incident:	<p>On 01-02-24 a CH&Co colleague who had been employed for 4 weeks was cutting chicken. The colleague cutting chicken had some H&S induction training. However, no specific training for knife skills.</p> <p>They were using a suitable knife and chopping board. The equipment in use was in good condition. Environmental conditions were suitable.</p> <p>The colleague was covering for another colleague who was on sick leave. This potentially resulted in additional time pressures.</p> <p>They accidentally caught the very edge of their thumb with the knife, during a momentary lapse of concentration. This resulted in a very small cut to the skin.</p>



Possible Causes:	<p>Time pressure – additional pressure due to another colleague on sick leave</p> <p>Lapse in concentration – momentary lapse during cutting</p> <p>Training – no knife skills training</p>
Immediate Action Taken:	<p>First aid was provided; cut washed and applied a plaster</p>
Lessons Learnt:	<p>Training – ensure staff are suitably trained for the tasks they undertake</p> <p>Time Pressure – concentrate at the task in hand. Ensure you slow down and work safely rather than rush, even if service must be slightly delayed.</p>



<p>Actions to be Taken (By Whom)</p>	<ul style="list-style-type: none">• Operations Manager to support at site level• Site Manager to review all any outstanding training for new starters• Site Manager to highlight knife risks during H&S Monthly Meeting• Site Manager to the take time to observe and verify that all team members are following their training and company risk assessments
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LESSONS LEARNT

Type of Incident:	Injury
Classification of Incident:	First Aid
Summary of Incident:	IP was slicing onions in a food processor. They finished using the equipment and took off the lid to remove the blade component. As the IP moved her hand to take out the part, they misjudged the depth and caught the blade instead of the plastic stem, cutting their left index finger.
Photographs of Incident:	N/A
Possible Causes:	<ul style="list-style-type: none"> • Routine activity without thought • Lack of concentration
Immediate Action Taken:	<ul style="list-style-type: none"> • IP incurred a minor cut from the blade • Team member self-administered first aid
Lessons Learnt:	<ul style="list-style-type: none"> • Always concentrate on completing one task at a time • Never rush • When working with dangerous equipment, always ensure the individual is trained in its use. <p>Remember</p> <ul style="list-style-type: none"> • Communication is key • Never presume – if you are unsure ASK • Report all incidents through BiOne reporting system.



	<ul style="list-style-type: none">• If you are not fully confident on procedure, ASK guidance and further training can be provided.
Actions to be Taken (By Whom)	<ul style="list-style-type: none">• Ensure that the hazards associated with the use of food processors is reiterated to all staff at next H&S meeting, when in use and during the cleaning process.• Catering manager to review 052 Food Processor.doc and apply site specific control measures• Catering manager to retrain out to staff the RA 52 controls measures and any updates. This should be documented on RA training cards upon completion.• Site manager to ensure first aid procedures are always followed• Site manager to ensure the manufacturers instructions are followed by site team when using and cleaning dangerous equipment