



STANDARD OPERATING PROCEDURES

Physical & Mental Health First Aid Procedure

First Aid Procedure for Physical Incidents:

- 1. Assessment of the Situation:**
 - Ensure your own safety before approaching the scene.
 - Assess the situation for any potential dangers.
 - Call for assistance if necessary (emergency services).

- 2. Primary Survey:**
 - Check the person's responsiveness (tap and shout).
 - If unresponsive, check breathing and pulse.
 - If breathing or pulse is absent, begin CPR.
 - If breathing and pulse are present, assess injuries.

- 3. Injury Assessment:**
 - Identify and address life-threatening injuries first.
 - Control bleeding with direct pressure or a bandage.
 - Stabilize fractures or dislocations with improvised splints.
 - Keep the person comfortable and reassured.

- 4. Calling for Further Assistance:**
 - If the person requires additional medical attention, call for an ambulance.
 - Clearly communicate the nature and extent of injuries to emergency services.

- 5. Recording in the Accident Book:**
 - Document the incident details in the accident book.
 - Include the date, time, location, nature of the incident, and actions taken.
 - Note the names of any witnesses and the injured person's account.

- 6. Follow-Up:**
 - Advise the person to seek further medical attention if necessary.
 - Provide information on symptoms that may indicate complications.
 - Encourage the injured person to consult a doctor for a thorough examination.

First Aid Procedure for Mental Health Incidents:

- 1. Assessment of the Situation:**
 - Approach the individual calmly and non-confrontationally.
 - Assess the person's immediate safety and the safety of others.
 - If there is an immediate risk, call for professional help.

- 2. Active Listening and Support:**

- Listen attentively and non-judgmentally.
 - Offer support and encourage the person to express their feelings.
- 3. Risk Assessment:**
- Assess the level of risk to the person's safety and well-being.
 - In cases of immediate danger, contact emergency services.
- 4. Mental Health First Aid Techniques:**
- Apply appropriate mental health first aid techniques based on the situation.
 - Encourage the person to seek professional help if needed.
- 5. Calling for Further Assistance:**
- If the situation escalates or if there is a risk to the person or others, seek help.
 - Contact emergency services if there is an immediate threat.
- 6. Recording in the Accident Book:**
- Document the mental health incident details in the accident book.
 - Include the date, time, location, nature of the incident, and actions taken.
 - Note any relevant information provided by the person or witnesses.
- 7. Follow-Up:**
- Encourage the person to seek further mental health support.
 - Provide information on available resources or counselling services.
 - If necessary, involve another person for support.

Remember, both physical and mental health incidents should be treated with confidentiality and sensitivity, always speak to another member of staff about any incidents reported or if you feel there is a risk to the person or others around them.