



**Learn how to
save a life**

Why should you train with us?

Over 130,000 UK businesses trust Red Cross Training with their first aid training needs. For more than 40 years we have worked with companies of all types to reduce risks and save lives in the workplace. By training with us you and your team can benefit from:

- 40 years' experience of providing quality first aid at work training.
- Recognised by the Health and Safety Executive as a leading training provider.
- Ongoing support for learners via our Safe Hands online community.

You can learn CPR and AED skills on the following courses:

- **Emergency First Aid At Work**
- **First Aid At Work**
- **First Aid At Work Requalification**

Learners can build their knowledge in a series of steps, from practically checking for response and breathing, to physically practising chest compressions and rescue breaths on training manikins.

Our trainers encourage a learner-led approach, utilising their coaching skills to help develop the best results. Learners are encouraged to observe and support one another, before incorporating the AED in a practice scenario in small groups.

Our trainers use genuine AED training devices so that the learners have the chance to replicate the operation of this vital piece of equipment as realistically as possible.



(Based on over 4,274 reviews)
as of January 2024



Photo © Tracey Gibbs

Benefits of learning first aid

First aid provides the essential skills, knowledge and confidence to help someone in an emergency. Learning first aid:



Increases people's willingness

to act in a first aid emergency



Develops teamwork, leadership,

communication and empathy skills



Teaches skills

that can be used in the home and local community



Contributes
to a safer workplace



Is an opportunity to
learn an important life skill



Can and does
save lives



First aid provision in your workplace

Hybrid working combines elements of both remote work and traditional in-office work. While hybrid working has many benefits, it does have an impact on first aid provision. In particular, when varying numbers of employees are working remotely, it is not always possible to know who is onsite.

How does hybrid working affect the provision of first aid?

Hybrid working can lead to fewer first aiders physically present onsite at any given time. This could result in delayed response times during emergencies because fewer trained individuals are available to provide immediate first aid assistance.

Employers can manage this challenge by training additional first aiders and operating a rota system for hybrid workplaces that ensures enough first aiders are always onsite.

How does hybrid working impact a first aid needs assessment?

Hybrid working can lead to communication challenges, reduced supervision and support, as well as issues with psychological wellbeing.

It is essential in hybrid workplaces to revisit your first aid needs assessment. Alongside the risk of extended response times and lack of first aiders in an emergency, hybrid working can also lead to communication challenges, reduced supervision and support, as well as issues with psychological wellbeing.

It will also allow you to update your first aid policies and procedures to include guidelines specific to hybrid working arrangements, helping to ensure you continue to comply with the requirements of the Health and Safety (First-aid) Regulations 1981.



What first aid provision do you need?

Deciding on the appropriate first aid provision for a workplace requires a careful assessment of the potential risks and hazards that employees may encounter. This is often referred to as a first aid needs assessment. You should consider factors such as the nature of the work, the size, layout and location of the workplace, the number and type of employees, and any relevant legislation or industry standards.

The Health and Safety Executive (HSE) recommends a five-step approach to assessing first aid needs:

Step One - identify the hazards:

Identify the potential hazards in the workplace that could cause harm to employees.

Step Two - determine the level of risk:

Assess the likelihood and severity of injury (or illness) resulting from each hazard.

Step Three - consider the workplace conditions:

Consider any factors that could affect the delivery of first aid.

Step Four - determine the number of first aiders required:

Determine the number of first aiders required.

Step Five - provide appropriate first aid equipment and facilities:

Identify and provide appropriate first aid equipment and facilities.



What does an Automated External Defibrillator (AED) do?

An AED is a machine that sends a shock across the heart to stop it and try to correct an abnormal heart rhythm - so it will have a chance to begin beating effectively again.

Some devices have a metronome to help you stay at the correct speed when doing chest compressions.

The AED will analyse the heart rhythm and will only deliver a shock if it is needed.



As soon as you switch the AED on, voice prompts will tell you what you need to do. Stay calm and listen to the instructions.

As well as voice prompts, there are diagrams showing you where to place the pads on the body.

A person can be shocked as many times as necessary. However, with each shock that fails to return the heart to a normal rhythm, the chance of survival decreases.

AEDs are designed to be used by members of the public - not just by trained professionals, and they are very easy to use. We know that having the opportunity to use an AED training device on one of our First Aid courses increases confidence so that people are more likely to use it in a real emergency.

First aid skills

Here are a few examples of some of the first aid skills that you can learn. Would you know how to help someone in these situations?

Helping someone who is unresponsive and not breathing

1. Check for breathing by tilting their head back and looking, listening and feeling for breaths.
2. If they are not breathing normally, call 999 as soon as possible.
3. Give chest compressions: push firmly downwards in the middle of the chest then release. Repeat at a rate of two pushes per second.
4. Give rescue breaths: tilt their head back and seal your mouth over their mouth, blowing steadily for one second, repeat.
5. Continue cycles of 30 chest compressions and two rescue breaths until help arrives.



Helping someone who is unresponsive and not breathing (AED available)

1. Check for breathing by tilting their head back and looking, listening and feeling for breaths.
2. If they are not breathing normally, call 999 as soon as possible.
3. Tell someone to get the AED as soon as possible.
4. Give chest compressions, and if you are willing and able to, give rescue breaths, as above.
5. When the AED arrives, open the case and follow the voice prompts.



Helping someone who is having a heart attack

1. The person may have dull, heavy, central chest pain that may spread to the jaw and down one or both arms.
2. Call 999 straight away.
3. Help them to rest by sitting on the floor and reassure them while waiting for the ambulance to arrive.



Test your skills

Test your knowledge by taking this short quiz.

Photo © Shutterstock

1. Angina

If you suspect that someone is having an angina attack and they have a medical history of angina, should they take any angina medication they have?

- a) Yes
- b) No

2. Heart attack

You overhear a colleague complaining of indigestion. They complain that they can feel the pain in their chest and arms. They are sweating and seem to be having difficulty breathing. What should you do?

- a) Give chest compressions.
- b) Call 999 immediately.
- c) See if they have an autoinjector.

3. Unresponsive and breathing

As you leave work late, you see the security guard, lying on the floor in reception. They aren't moving and don't respond when you call their name. What should you do first?

- a) Move them on to their side and then tilt their head back.
- b) Give cycles of thirty chest compressions and two rescue breaths.
- c) Tilt their head back and look, listen and feel for breaths.

4. Unresponsive and breathing (AED)

If a person is unresponsive and not breathing, what key actions can you take to help them while a helper goes to get the AED?

- a) Protect them from injury by putting something under their head and clearing the space around them.
- b) Turn them on their side and tilt their head back.
- c) Give them chest compressions.

Correct answers

1. a) If they have tablets or a spray, let them take it. You may need to help them to take it.

2. b) If you suspect that someone is having a heart attack you should:

- Call 999 as soon as possible and if you can't call 999, get someone else to do it. The person needs medical help as soon as possible. A heart attack can be very serious and needs immediate attention.

- Help the person to sit down. Ensure they are comfortable – for example, sitting on the floor and leaning against a chair or a wall. Sitting will ease the strain on the heart. Sitting them on the floor also means they are less likely to hurt themselves if they collapse.

- Reassure them while you wait for the ambulance.

3. c) When a person is unresponsive, their muscles relax and their tongue can block their airway so they can no longer breathe. Tiltting their head back opens the airway by pulling the tongue forward. If they are not breathing, their chest and stomach will not be moving and you will not hear or feel their breaths.

4. c) AEDs can be found in many public places.