



SUMMARY

This policy outlines Shine's approach to preventing, responding to and recording accidents, incidents and First Aid situations across all venues and activities. It supports consistent practice by setting clear expectations for staff, ensuring children receive appropriate care, parents/carers are kept informed, and any significant concerns are escalated and reported in line with legal and organisational requirements.

ABBREVIATIONS

The following abbreviations are used in the policy:

CM – Club Manager

VC – Venue Co-ordinator

SLT – Senior Leadership Team

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RATIONALE

Shine Wraparound Care Ltd prioritises the Health & Safety of all staff and customers in all its activities and functions. 'Shine' works in partnership with a fully recognised Health & Safety advisor (Delegated Services) to ensure its policies and procedures are robust and lead to practice that mitigates risk and therefore harm to all.

This policy sets out the procedures to be followed in event of an accident and/or First Aid provision at any of Shine's venues or activities. The policy is to be reviewed every 2 years or earlier if the Health & Safety policy changes.

PROCEDURES

The following procedures are to be followed whenever there has been an accident:

1. Minor Accidents and Incidents

1. The Shine member of staff will assess the situation and decide if there is a need for First Aid to be administered and if so, this a Minor Accident / Incident.

2. If the Shine member of staff is First Aid trained and it is safe and possible to conduct First Aid treatment, then the member of staff will do so in accordance with this policy and best practice taking the actions as described below in Fig.1

Figure 1 –



2. Major Accidents, Incidents, or Illnesses

In the event of a major accident, incident or illness, the following procedures will apply:

1. The Shine member of staff will take responsibility for deciding upon the appropriate action.
2. If a qualified First Aider, the Shine member of staff will:
 - ✓ Assess the situation and administer First Aid, if appropriate, or decide if the child needs specialist paramedic intervention.
 - ✓ If the Shine member of staff is not suitably qualified, they will find a colleague who has the necessary experience to carry out the above.
3. If the child needs specialist paramedic intervention, an ambulance will be called by dialling 999. The parent/carer will be contacted immediately after.
4. If a parent/carer is unable to reach the child first, a member of staff will accompany the child to hospital if this is deemed the necessary course of action by the paramedics. This staff member will consent to medical treatment being given in the absence of the parent and if agreement has been given according to child's records.
5. If the child does not require specialist paramedic intervention but their condition means they should go home, the parent/carer will be contacted and asked to collect their child.



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In the meantime, the child will be made as comfortable as possible and be kept under close supervision.

6. Parents/carers will be made fully aware of the details of any incidents involving their child's health and safety, and any actions taken by Shine and its staff.
7. An Incident Report will be created on Shine's Online system for all major accidents / incidents and a regular accident report made to provide parents with details and treatment.
8. A follow up call will be made by a Shine member of staff to check on the child's welfare.

Reporting of Accidents and Incidents

- All accidents and incidents that have required a First Aid intervention will be recorded as an 'Accident' on the Live Register – notification sent to parents.
- All accidents, incidents and illnesses which are deemed major will be recorded as above **and** through a 'Major Accident' report using the Online Reporting System.
- All accidents that did not require any medical intervention but are deemed as 'Near Misses' will be reported as an 'Incident' via the Online Reporting System for a relevant member of SLT to investigate and action as appropriate.
- Staff should consider whether the accident or incident highlights any actual or potential weaknesses in Shine's policies or procedures, and act accordingly, making suitable adjustments where necessary.
- Where an accident or incident meets the thresholds of reporting to RIDDOR, SLT will follow all guidance and recommendations made within the HSE's Reporting Accidents and Incidents at Work document, which can be found on the Shinetranet here: [RIDDOR Guidance.pdf](#). If necessary, external advice should be sought from Delegated Services.

Pre-Existing Injuries

Parents/carers must inform Shine of any pre-existing injuries prior to the child attending a Shine activity and should provide relevant medical information and/or details on activity restrictions.

In the interest of safety, Shine reserves the right to move children onto a more appropriate activity or remove them from sessions should there be a high risk to the child's wellbeing.

First Aid

The HR Officer is responsible for organising First Aid training for all appropriate staff by contracting external First Aid consultant trainers or arranging online training.



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The decision of what First Aid equipment to provide will be influenced by the findings of a First Aid needs assessment. Shine's First Aid Guide, where activities involve low hazards, advises the following as a minimum stock of First-Aid items:

- Box Sterile Plasters
- Box Antiseptic Wipes
- Box Disposable Gloves
- Pack of Sanitary Pads
- Box Ice Packs
- Foil Blankets
- Microporous Tape
- Triangular Bandages
- Large Sterile Dressings
- Medium Sterile Dressings
- Sterile Gauze
- Sterile Eye Wash
- Sterile Eye Pads
- Sick Bowls

The Holiday Club folders and Club Managers/Leads channels contain an inventory of items necessary for coaches' First-Aid boxes and bags.