

News from AID Training **ONLINE SHOP NOW AVAILABLE**
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Basic Life Support is Changing

On the 18th October the Resuscitation Council (UK) announced the long awaited changes to the **Basic Life Support** protocols. These changes have been introduced following an extensive review of current best medical practice and are the first changes to be introduced since 2005. *The new guidelines are illustrated in the following pages – however the key points to note are:*

The changes are not as drastic as has been suggested – in fact the sequence has not changed but some of the subtle details have. The major changes are:

1. When obtaining help, ask for an AED if one is available (we always used to advocate this but it is now written in)
2. Compress the chest by 5 - 6cm (the old guidelines were 4 - 5cm)
3. Compress the chest at a rate of 100 - 120 (the old guidelines were 100)
4. Do not stop to check the victim or discontinue CPR unless the victim starts to show signs of regaining consciousness, such as coughing, opening the eyes, speaking, or moving purposefully AND starts to breathe normally.

Studies have shown that chest compressions are often undertaken with insufficient depth and at the wrong rate. The emphasis should be on good, continuous chest compressions – hence the increased depth and rate.

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PARA-MEDIC COVER

Aid Training have partnered up with an Event Medical Cover to provide a full service ranging from one first aider to a complete ambulance and beyond. We provide to a whole range of industries, from school sports events and overseas trips to international repatriation of the sick or injured traveller. We also supply medics to the NHS, the MOD and the Home Office and can provide a single medic with a bag to a fully kitted mobile team.



Changes to Basic Life Support

The Sequence for Adult Basic Life Support

DANGER

UNRESPONSIVE?

Shake and Shout

SHOUT FOR HELP

OPEN THE AIRWAY

Head tilt/chin lift

NOT BREATHING NORMALLY?

Check for max 10 seconds

CALL 999

30 CHEST COMPRESSIONS

Hands placed in the centre of the chest

**2 RESCUE BREATHS
30 CHEST COMPRESSIONS**



1. Check for danger then 'shake & shout'



2. Shout for 'help' then open the airway



3. Check breathing for a maximum of 10 seconds



4. If not breathing normally call 999 / fetch AED & commence 30 chest compressions



5. Followed by 2 rescue breaths



6. Continue with 30 compressions followed by 2 breaths

Notes on Basic Life Support:

- An "adult" is considered to be anybody over the age of puberty.
- The diagnosis of cardiac arrest is made if the victim is unresponsive and not breathing normally
- Each rescue breath should take one second
- The ratio of compressions to ventilations is 30:2. This ratio should also be used on children when a "lay person" is responding
- The rate of compressions is now **100 -120 per minute** (This was 100 per minute under the old guidelines)
- The chest should be compressed by between **5 - 6cm**. (This was 4-5cm under the old guidelines)
- If two people are responding one should carry out compressions to ventilations at 30:2 while the other rests and they should change over completely approximately every **one to two minutes**. (This was every two minutes under the old guidelines)

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Do you want to keep up-to-date with your first aid skills?

If so we have two easy solutions.

One is our Essential First Aid DVD - please see the advert elsewhere in this newsletter.

Alternatively you might like to try our on-line e-learning package which is available at www.aid-training.co.uk

Please remember that by far the best way of staying up-dated is to attend a training course.

Changes to Basic Life Support

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- If a rescuer is not willing, or able, to do rescue breaths they should give chest compressions only at a continuous rate of 100 -120 per minute
- Do not stop to check the victim or discontinue CPR unless the victim starts to show signs of regaining consciousness, such as coughing, opening the eyes, speaking, or moving purposefully AND starts to breathe normally.

Regurgitation during CPR

Regurgitation of stomach contents is common during CPR, particularly in victims of drowning. If regurgitation occurs:

1. Turn the victim away from you
2. Keep them on their side and prevent them from toppling on to their front
3. Ensure that their head is turned towards the floor and the mouth is open and at the lowest point, thus allowing vomit to drain away
4. Clear any residual debris from their mouth with your fingers; and immediately turn them on to his back, re-establish an airway, and continue rescue breathing and chest compressions at the recommended rate

Remember don't let your Basic Life Support skills get rusty - they may save somebody's life, possibly a relative or friend.

Essential First Aid DVD



Copies of our
“Essential First Aid Updates”
- a film based training package, designed to enhance all stages of first aid training and revision are still available.

SPECIAL OFFER £59.99
including VAT and postage.



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Fire Breaches Lead to Massive Fine

A major high street retail chain has been fined a record £530,000 for fire safety breaches after a fire at its Oxford Street store in April 2007.

The biggest issues were:

- The first call to the brigade was from a member of the public, instead of the store's staff.
- According to witnesses, staff initially ignored smoke pouring out of a window and a fire alarm sounded but was reset several times during the fire
- The court heard that eventually staff panicked and evacuated customers but did not seem to have a plan of how to action the procedure.
- An inadequate fire risk assessment, which showed no record of appropriate fire procedures to adopt when the fire alarm activated
- The training of staff was also found to be insufficient, which led to a delayed evacuation and staff being unable to follow a safe emergency evacuation procedure, to raise an alarm, or respond to a fire or alarm signal.
- In addition, shoppers were led by staff to take an inappropriate exit route and were forced to duck 'shards of glass falling from above'.
- Storage blocking escape routes
- Basement fire exits being unavailable to staff and the public due to the incompatibility of a swipe card system and the fire alarm.

These are simple, largely common sense issues that a bit of training and some forethought would have put right –

..... are you prepared?

Action on Discovering a Fire

If you discover a fire at work you should act quickly and calmly. The following is a guide, all workplaces must draw up guidelines based on these principles but taking into account any local peculiarities:

- Shout "fire, fire, fire" - alert as many people as possible
- Close the door on the fire and if possible any windows.
- Sound the alarm - call point or automatic detection
- Telephone the emergency services using 999 - giving as much information as possible
- Adopt Fire Plan - if designated
- Start evacuation - remain calm
- Tackle the fire - only if safe to do so
- If in doubt get out and stay out
- Muster at the assembly point - roll call
- Do not re-enter for any reason



Activate the alarm



**If in doubt, don't fight the fire
Get out - Stay out**

Put another way:

Get out

Call the fire brigade out

Stay out

Basic Fire Safety & Fire Marshal In - House Courses available



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Pro Active Service Delivery

"Managing customer expectations"

Customers, clients or the public can understandably become very frustrated over delays, cancellations or waiting times and it is usually a lack of information that fuels this frustration, leading to anger, aggression, and violence.

"First impressions count!"

How often have you heard that? It is a simple fact that you are potentially the first person from your organization to deal with an individual. Think about your own experiences with organisations - how did they make you feel? Some of the basic ways of achieving a good first impression are by:

- **Smiling and being pleasant**
- **Looking and sounding professional**
- **Acting consistently and fairly**

"In difficult situations, explain and stay in control"

- Be very careful what you say in difficult situations.
- Calmly explain the reasons for your actions.
- Make it clear that it is the person's behaviour that is unacceptable.
- Never make any personal remarks because that will make their behaviour worse.
- Apologise politely, if necessary. This is not a sign of weakness, a genuine apology can earn respect and help a situation.
- Speak clearly and in a controlled way.
- Stay with the facts.
- Do not raise your voice.
- Never talk down to people.



If you are to go further and resolve a situation yourself, you first need to build a rapport with the individual and gain a sense of trust. This can be achieved by using the same techniques we have already applied to defusing the emotion:

- Active listening (nod of head, saying "yes, yes" or "I see" etc)
- Active looking (maintain normal eye contact and don't be distracted)
- Paraphrase (use expressions like "let me check I've understood...", then summarise what they have said)

Six Golden Rules to Customer Care

1. **Acknowledge the customer**
2. **Establish the customer's needs**
3. **Put yourself in the customer's position**
4. **Accept responsibility**
5. **Involve the customer in the solution**
6. **See it through**



CONFLICT MANAGEMENT We provide be-spoke conflict management, violence and aggression and personal safety training - designed to equip frontline staff with the necessary skills and confidence to enable them to work safely.

For more details please have a look at www.aid-training.co.uk.

We're on the web! www.aid-training.co.uk



Our range of training courses include:

First Aid

- Appointed Person
- Three day First Aid at Work
- One day Emergency First Aid -
- at Work
- Anaphylaxis
- Automated External
Defibrillation
- First Person on Scene

Fire Safety

- Basic
- Fire Marshal

**Conflict Management
and Personal Safety**

Health and Safety

- Foundation
COSHH
- Manual Handling

This is by no means an exhaustive list of our courses—if you have a training requirement please feel free to enquire—the chances are that we can help you.



Fire Safety Training



Training for School Staff

For further information about any of the topics discussed in this newsletter please contact the office.

We continue to offer exceptional value for money with our “no nonsense-down-to-earth” training. If you require further training or refreshing please call for availability.

As always please feel free to copy and distribute this newsletter as necessary.

We are now able to offer a full range of first aid equipment for sale at very competitive rates.

Please visit

www.aid-training-shop.co.uk

for full details.

AID Training & Operations Ltd shall not be held responsible for any injury or incident arising out of use or misuse of the application of information contained in their training material.



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