Learn life-saving skills and more at home

Helping colleagues and their families to cope during the Covid-19 outbreak
Kindness will keep us together

The power of kindness is needed more than ever as the UK faces a global coronavirus (Covid-19) pandemic. The British Red Cross believes that little acts of kindness are important, now more than ever, and really do go a long way in times of crisis.

At Red Cross Training although we have suspended face to face training for the time being, our main consideration is understandably for the health and wellbeing of our customers and colleagues. In particular, how we can continue to support people who are working from home or self isolating during the outbreak of coronavirus.

This quick reference guide contains useful first aid advice and tips that you can access from home. It will also help you to manage your own wellbeing and resilience during this stressful time and to help keep your first aid skills refreshed without attending a face to face course.

Coronavirus

If you are safe and well:

Keep in touch
If you can, check in on people who may be vulnerable
Do one needs trolley loads of toilet roll!
Do look after yourself

If you have to self-isolate:

Keep talking
If you can, stick to your routines
Do one’s in this alone
Do draw on all your networks
Make a positive difference

The current coronavirus outbreak may be a stressful and challenging time for many people. Personal and team resilience are important parts of managing a stressful situation.

Resilience is the process of adapting well to adversity, trauma and stressful situations and crises. It is the ability to bounce back and being resilient can improve one’s ability to cope. The 6 Rs of resilience can prepare you, so you are better able to bounce back when faced with a difficult situation.

Responsibility
The company you work for may have a duty of care for you and your family and friends care about you.

Reflection
Reflecting on how you are, what is happening and how you are feeling about things.

Relaxation
Relaxing in a way that suits you e.g. gardening, reading a book, mindfulness practice.

Relationships
Use technology to maintain supportive relationships with friends or family. Know who to turn to when times are difficult.

Refuelling
Eating a healthy diet, being conscious of alcohol intake.

Recreation
Taking regular exercise and having fun.

We have created a range of videos, and downloadable posters, featuring helpful tips and advice on how to support yourself and others in relation to stress and improving your mental wellbeing at home.

Download our poster to share with your colleagues.
How can a first aider help during the coronavirus outbreak?

If you have been trained in first aid you may be wondering how you can put your skills to use to support people in the community and whilst at work. The simple answer is to carry on using the life-saving skills you have been taught.

As you can imagine, during this difficult time there are less and less people who are comfortable to step forward and help others, mostly as they are concerned about physical contact.

1 Explain how they can help themselves

Most first aid is very simple and the steps to take in an emergency can be described or explained to an injured or ill person so they can help themselves.

For example, if they are bleeding heavily, you can ask them to apply pressure to the wound with whatever they have available while you call 999.

If you do need to help an individual who you are concerned may have an infection, wherever possible place the person in a location away from others. If there is no physically separate room, ask others who are not involved in helping, to stay at least 2 metres away from the individual. If barriers or screens are available, these may be used.

If someone is so badly injured or ill that they are unable to help themselves, it is even more important we step in and try to help. For example, not helping someone who is not responsive or not breathing will dramatically reduce their chance of survival but the risks to the first aider are very low especially if good hygiene practices are followed.*

2 Hygiene and first aid

It is important to remember first aid has always had to consider the risk of infection, not from coronavirus but from other infections such as HIV, hepatitis and other viruses or infections which have the potential to do harm. Normal hygiene measures are known to lessen the risk of infection and should be followed.

*If you fall into one of the identified coronavirus risk groups, then additional caution should be taken.
3  **Wear gloves if easily available**

Wearing gloves creates a barrier between you and the casualty. Even if you wear gloves it is still important to wash your hands after helping someone.

If gloves are not easily available, then treat the casualty as normal but be sure to wash your hands at the earliest opportunity - every second counts and delaying help to get gloves can have a detrimental effect on the outcome for your casualty.

4  **Wash your hands after any contact with someone**

Following current government advice around handwashing is known to reduce the risk of infection. Wash your hands with soap and water for a minimum of 20 seconds or use hand sanitiser gel if water is not available.
Adapting your first aid skills to help

If you need to help an individual, who you are concerned may have an infection, would you know how to help?

If someone is seriously injured or ill and are unable to help themselves, it is even more important that you step in and try to help. Here we show you a couple of examples of how to adapt your first aid skills to help during the coronavirus outbreak.

Helping someone who is unresponsive and not breathing*

1. Look for absence of signs of life and normal breathing
   Do not listen or feel for breathing by placing your ear and cheek close to the persons mouth. If you are unsure, assume they are absent.

2. Call 999 as soon as possible
   If a coronavirus infection is suspected, tell them when you call 999.

3. Give chest compressions: push firmly downwards in the middle of the chest and then release
   If you think there is a risk of infection, you should attempt compression only CPR (cardiopulmonary resuscitation) and if available use an Automated External Defibrillator (AED). Continue until the ambulance arrives.
   If available, you should wear a face mask, disposable gloves and eye protection. If you decide to perform rescue breaths on someone who is not breathing, you should use a resuscitation face shield where available.

4. Wash your hands
   After performing CPR, you should wash your hands thoroughly with soap and water, if this isn’t available use alcohol-based hand gel. You should also seek advice from the NHS 111 coronavirus advice service.

*As a precaution the Resuscitation Council UK have provided updated advice.
Helping someone who is bleeding heavily

1. Put pressure on the wound with whatever is available to stop or slow the flow of blood.

2. Call 999.

3. Keep pressure on the wound until help arrives.

Helping a baby or child who is unresponsive and not breathing

If you need to help a baby or child, it is extremely important to call an ambulance and take immediate action.

It is likely that you will already know the baby or child and so although performing rescue breaths will increase the risk of transmitting the coronavirus, either to the first aider or the child, the risk is small, compared to the risk of taking no action.
How can you learn at home?

It has never been simpler to learn first aid. We have a range of options for you to learn whilst working from home or in self-isolation, during the coronavirus outbreak.

Why not share these learning tools with your colleagues? You could publish them on your intranet or feature them in your employee newsletter.

**First aid apps**

Our free first aid and baby and child first aid apps for Apple and Android devices can help you prepare for your course, and help you keep your skills fresh in your mind (and your pocket) afterwards.

- fast and easy to access, with no internet connection required
- step-by-step advice and videos on everyday first aid scenarios
- interactive quizzes
- tips on how to prepare for emergencies.

Download the apps:

- [redcross.org.uk/app](redcross.org.uk/app)
- [redcross.org.uk/babyandchildapp](redcross.org.uk/babyandchildapp)

**Free online refresher course**

While you can’t attend face to face training, we’d like to help ensure you and your team’s first aid skills remain up to date, by giving you free access to our online first aid annual update course. The course is designed for anyone who wishes to refresh their existing first aid at work skills and while it does not result in obtaining a formal certificate, it will provide you with a record of learning and help you to refresh your existing first aid knowledge.

All customers will have free access to our online First Aid Annual Skills Update course.

**Online Safe Hands community**

Safe Hands is a free online community featuring first aid support and advice. A range of benefits are available for Safe Hands members, which all help to keep your first aid skills fresh including:

- first aid tips
- legislation updates
- videos of key first aid techniques
- monthly newsletter
- first aid myths
- true stories
- quizzes.

**Safe Hands is only available to those who have completed a Red Cross workplace first aid course.**
No first aid kit? No problem.

If you are spending more time at home, rather than in the office, you may not always have access to a first aid kit in an emergency. There are many alternative ways you can provide first aid treatment using everyday items.

**Burns**

Cool the burn with running water...

...or any cold liquid, such as juice, beer, or milk. The aim is to cool the area as quickly as possible, using whatever cold liquid is available. Remember: it should be cooled for at least ten minutes for the treatment to be effective.

Use a clean plastic carrier bag, cling film, sandwich/ freezer bag ...

...or similar to cover the burn once cooled. These types of items will not stick to the burn and will create a barrier to stop infection. Plastic bags are particularly useful for covering a burned hand or foot.

**Bleeding heavily**

If you don’t have dressing pads to put pressure on the wound...

...use a t-shirt, tea towel or even the person’s own hand. All these items can be used to put pressure on the wound and stop or slow down the flow of blood.

**Head injury**

If you don’t have an ice pack...

...use a bag of frozen peas wrapped in a tea towel to cool the affected area.

**Broken bone**

If you don’t know what sort of padding to use to support a broken bone...

...use items of clothing, blankets or simply hold the injured part yourself.
Test your skills

How much do you know about first aid? Test your knowledge to find out.

1. What should you do if you think someone has broken a leg?
   a. Ask them to lean on their leg to check if it is painful.
   b. Help them support their leg using a cushion or some clothing.
   c. Leave it for a while to see if the pain gets better.

2. Which item below would be the best thing to apply to a head injury to reduce swelling?
   a. A bag of frozen vegetables wrapped in cloth.
   b. A wet cloth.
   c. A can of cold soft drink.

3. If someone is bleeding from a wound, what can you do to help?
   a. Let the blood drain out.
   b. Put pressure on the wound.
   c. Give them an aspirin.

4. When giving first aid to someone who you suspect has a virus or infection, what hygiene measures should be followed?
   a. Wear gloves if available and always wash your hands at the earliest opportunity.
   b. None are required.
   c. Don’t treat them and wait for help to arrive.

5. What is the first thing you should do to help someone who has a burn?
   a. Wrap the burn in cling film or a clean plastic bag.
   b. Wipe the burn with antiseptic wipes.
   c. Cool the burn under cold running water.

Reveal all answers
How can you help?

We can help you share your kindness with those who need it most

During times of uncertainty, it can be quite easy to become anxious or feel isolated. Our Community Reserve Volunteers are being deployed to provide essential help to local communities.

British Red Cross community reserve volunteers are a network of people ready to help safely in any way needed, from sharing public health messages to safely helping those who are the most vulnerable.

By becoming a community reserve volunteer, you will help your community get back on track in the event of a major local emergency. This may be particularly important right now and we are working with the authorities to support the coronavirus response in the best possible way.

Anyone can become a community reserve volunteer; no specialist skills are required, and quick training is provided at the scene.

For more information visit: redcross.org.uk/get-involved/volunteer/volunteer-in-emergencies

Your kindness will change lives

The coronavirus outbreak is the greatest global health emergency in living memory. It is affecting the way we all go about our daily lives.

In these uncertain times, small acts of kindness can make a huge difference.

But it’s the generosity of our supporters that enables our work to happen quickly and efficiently. We rely on your support to keep us going. With your help, we’ll continue to provide vital humanitarian, individual support for the most vulnerable, and those who fall through the gaps.

There is someone who needs you today. Your donation can change their life.

Visit redcross.org.uk

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