

TWINKLE TOES NURSERY

Health Policy: Accident and First Aid Policy

Policy reviewed by: Sumaya Ahmed, Nursery Manager

Review date: September 2026

Next review date: September 2027

Policy owner: Nursery Manager / Registered Provider

1. Policy statement

At Twinkle Toes Nursery, we are committed to protecting the health, safety and welfare of all children, staff, visitors and volunteers. We recognise that accidents, injuries and near misses may occasionally occur.

We follow this policy to ensure that accidents are managed promptly, appropriate first aid is provided, parents and carers are informed, and accurate records are maintained. We also review accidents and incidents to identify patterns, assess risks and implement measures to prevent recurrence.

This policy must be read alongside the nursery's Health and Safety, Safeguarding and Child Protection, Medication and Risk Assessment policies. It reflects the applicable Early Years Foundation Stage (EYFS) statutory framework, relevant legislation and current official guidance.

2. Responsibilities and procedures following an accident

The member of staff who witnesses an accident, or the first member of staff to discover an unwitnessed injury, is responsible for ensuring that the incident is reported promptly.

Staff must:

- Make the area safe and ensure that other children remain appropriately supervised.
- Assess the child's condition and summon a paediatric first aider.
- Provide first aid within their training and competence.
- Call 999 immediately if the injury or condition appears serious or life-threatening.
- Inform the Nursery Manager or designated senior member of staff.
- Record the accident on the Ovivio app as soon as reasonably practicable.
- Inform the parents or carers and explain any first aid administered.
- Monitor the child as appropriate and follow any medical advice received.

Emergency treatment must never be delayed while staff contact parents or complete records. The member of staff who witnessed the accident must provide a factual account. Other witnesses may be asked to contribute additional accounts, particularly where an incident is serious or its circumstances are unclear.

Accident records must be completed promptly, while the details are still clear. They must include the date, time, location, circumstances, injury observed, treatment given, witnesses, parent notification and any follow-up action.

Parents or carers must be informed of accidents and injuries on the same day, or as soon as reasonably practicable. They should be shown the report or provided with the relevant information and asked to acknowledge receipt through the nursery's agreed procedure.

3. Management review and accident prevention

The Nursery Manager will review accident, incident and near-miss records regularly.

The review will identify possible patterns, such as:

- Repeated accidents involving the same child.
- Accidents occurring in the same room, outdoor area or location.
- Injuries associated with activities, equipment or times of day.
- Concerns about supervision, staffing arrangements or environmental hazards.
- Any recurring incidents that may require a safeguarding review.

Where concerns are identified, the Nursery Manager will investigate the circumstances and take proportionate action. This may include updating risk assessments, repairing or removing unsafe equipment, changing room layouts, improving supervision or providing additional staff training.

Actions taken must be recorded and reviewed to check that they have reduced the risk.

4. Medical attention and parental notification

Where a child requires medical attention, the Nursery Manager or designated senior member of staff will inform the parents or carers as soon as possible while ensuring that the child receives appropriate care.

For serious injuries or a deterioration in the child's condition, staff must seek emergency assistance and contact parents promptly (emergency services first).

Where hospital treatment is required, the Nursery Manager will follow the nursery's emergency procedures and any relevant insurance notification requirements. The nursery will keep a record of the incident and all actions taken.

5. Record retention and confidentiality

All accident forms are completed electronically using the Ovivio app. Staff must ensure that records are accurate, factual and completed promptly. Records must be stored securely, with access restricted to authorised staff.

The nursery will comply with applicable data protection requirements when recording, accessing, sharing and retaining personal information.

6. Serious accidents and external notifications

The Nursery Manager will assess whether an accident or incident requires notification to an external authority.

Ofsted: The nursery will report incidents that meet the current Ofsted notification criteria as soon as reasonably practicable and within the applicable deadline, including the 14-day deadline where required.

Official guidance: <https://www.gov.uk/guidance/report-a-serious-childcare-incident>

RIDDOR: The nursery will assess whether an accident is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013. Not every accident involving a child is reportable. The decision must be based on the circumstances and the applicable reporting criteria.

Official guidance: <https://www.hse.gov.uk/riddor/report.htm>

Safeguarding: Where an injury or incident raises concerns about possible abuse, neglect or harm, staff must follow the nursery's Safeguarding and Child Protection Policy and refer the concern through the appropriate safeguarding procedures.

7. Accidents occurring before arrival at nursery

If a child arrives at nursery with an injury that appears to have occurred before arrival, staff must record it in the designated injury-from-home or incident record.

Staff must:

- Record the injury factually, including its location and visible appearance where relevant.
- Ask the parent or carer for an explanation of when and how the injury occurred.
- Record the explanation provided without making assumptions.
- Inform the Nursery Manager where the injury is unexplained, inconsistent with the explanation or otherwise concerning.
- Follow safeguarding procedures where there is a concern about possible abuse, neglect or harm.

The Nursery Manager will review recurring injuries and ensure that any safeguarding concerns are referred appropriately. Staff must not conduct their own investigation into suspected abuse or ask leading questions.

8. Head injuries

All head injuries must be taken seriously, and staff must follow their paediatric first-aid training and the nursery's emergency procedures.

Following a head injury, staff must:

- Reassure the child and ensure they are safe.
- Obtain assistance from a paediatric first aider.
- Assess the child's condition and seek emergency medical assistance where indicated.
- Apply a cold compress wrapped in a suitable covering for short periods to a minor bump, where appropriate.
- If the skin is broken, control bleeding using appropriate first-aid procedures and seek medical assistance where necessary.

- Inform the Nursery Manager and contact the parents or carers promptly.
- Complete an accident report on the Ovivio app.
- Continue to observe the child and record any concerning changes.

Call 999 if the child is unconscious, has a seizure, is difficult to wake, develops significant confusion, has difficulty breathing, or shows other signs of a serious head injury. Staff must follow emergency-service instructions and must not move the child unnecessarily if a serious neck or spinal injury is suspected.

Where the child is assessed as suitable to remain at nursery, staff must continue appropriate monitoring and inform parents of the injury and any symptoms requiring urgent medical attention. A parent agreeing that a child may remain at nursery does not replace the need for clinical assessment or emergency treatment where indicated.

9. Transporting a child to hospital

Where a child requires emergency hospital care, staff must call an ambulance. Staff must not attempt to transport a seriously injured or seriously unwell child in a personal vehicle.

The Nursery Manager or designated senior member of staff must:

- Call 999 when emergency assistance is required.
- Provide first aid and follow the emergency operator's instructions.
- Contact the child's parents or carers as soon as possible and arrange to meet them at the hospital.
- Arrange for an appropriate member of staff to accompany the child where necessary and practicable.
- Provide relevant information to the ambulance crew or healthcare professionals, including the child's details, known medical conditions, allergies, medication information and details of the incident.
- Arrange appropriate staffing and supervision for the children remaining at nursery.
- Record the actions taken and ensure that the incident report is completed.

Staff must remain calm and reassure children who witness the incident. Staff involved may also need support following a distressing event.

10. First aid and first-aid supplies

First-aid boxes are in the designated cupboards in each playroom, the office and the kitchen. Staff must know where the supplies are kept and how to access them promptly.

The person appointed by the Nursery Manager to check first-aid supplies must inspect them regularly and replenish used, damaged or expired items.

First-aid boxes must contain appropriate supplies for treating minor injuries, such as sterile dressings, bandages, disposable gloves and eye pads. Medicines, including paracetamol, must not be stored in first-aid boxes.

Medicines must be managed separately in accordance with the nursery's Medication Policy.

The nursery will ensure that suitable paediatric first-aid cover is available whenever children are present, in accordance with the applicable EYFS requirements. Staff first-aid training and certificate expiry dates will be monitored, and training renewed as required.

When children go on outings, the nursery will ensure that the required paediatric first-aid arrangements are in place, including a suitably qualified first aider and an appropriately stocked first-aid kit.

11. Personal protective equipment (PPE)

The nursery provides suitable personal protective equipment according to the task and level of risk.

Staff must use appropriate PPE, including disposable gloves, when dealing with blood, bodily fluids, contaminated materials or cleaning tasks where exposure may occur.

Staff must:

- Follow infection prevention and control procedures.
- Dispose of single-use PPE safely after use.
- Wash their hands thoroughly after removing gloves.
- Report any exposure incidents or concerns to the Nursery Manager.
- Inform management of relevant allergies or individual needs affecting PPE selection.

PPE must be suitable for the task and replaced when damaged or contaminated.

12. Dealing with blood and bodily fluids

Staff must take appropriate precautions whenever dealing with blood or bodily fluids to reduce the risk of infection.

Staff must:

- Wear suitable disposable gloves and any additional PPE required.
- Provide first aid using appropriate precautions.
- Cover their own cuts or broken skin with a waterproof dressing.
- Use the nursery's approved cleaning and disinfection products in accordance with the manufacturer's instructions.
- Clean spills promptly using the appropriate spill-management procedure.
- Dispose of contaminated materials safely in accordance with nursery procedures.
- Wash their hands thoroughly after removing PPE and completing the task.

Staff must not use neat sterilising fluid or a homemade bleach solution unless specifically authorised by the product instructions and the nursery's risk-assessed cleaning procedure. Cleaning chemicals must never be mixed.

Any accidental exposure to blood, including a needlestick injury or contact with eyes, mouth or broken skin, must be reported immediately and managed according to the nursery's exposure procedure, with urgent medical advice sought where necessary.

13. Accidents involving staff, visitors and volunteers

All accidents involving staff, visitors and volunteers must be reported promptly to the Nursery Manager and recorded in the appropriate accident record.

The nursery will ensure that:

- Appropriate first aid is provided.
- Emergency medical assistance is sought where necessary.
- The circumstances of the accident are recorded factually.
- Any hazards are identified and addressed.
- Relevant statutory notifications are made where required.
- Records are stored securely and reviewed to identify recurring hazards.

Staff must be informed of the location of first-aid equipment and the arrangements for obtaining first aid at work.

Accident records must be reviewed regularly and at least half-termly for staff, visitor and volunteer incidents, with urgent risks addressed immediately.

14. Reporting accidents and incidents to Ofsted

The Nursery Manager or Registered Provider is responsible for ensuring that Ofsted is notified of events that meet the current reporting requirements.

This includes applicable serious childcare incidents and other notifiable events specified in Ofsted guidance. Notifications must be made as soon as possible and always within the applicable deadline.

Food poisoning affecting two or more children may require notification in accordance with current Ofsted requirements. Serious injuries, illnesses and deaths must be assessed against the current statutory framework and official reporting guidance.

Not every minor accident or injury requires an Ofsted notification.

15. Electronic storage of accident forms

All children's accident forms are completed through the Ovivio app.

At the end of the day, nursery iPads are locked in a secure cupboard. Staff must ensure that devices are not left accessible to unauthorised individuals and that confidential records are not visible to other parents, visitors or children.

Staff use authorised accounts, protect login details and follow nursery procedures for secure access to electronic records.

The Nursery Manager is responsible for ensuring that accident records remain accessible to authorised staff when needed, are backed up or retained in accordance with the nursery's arrangements and are managed in line with data protection requirements.

16. Emergency and safeguarding contacts

The nursery must maintain a current contact list in an accessible location for staff.

- **Emergency services:** 999
- **Ofsted:** Use the current official serious childcare incident reporting service:
<https://www.gov.uk/guidance/report-a-serious-childcare-incident>
- **RIDDOR:** <https://www.hse.gov.uk/riddor/report.htm>
- **Newham MASH:** 0203 373 4600
- **Newham LADO:** 0203 3730751

Staff must follow the nursery's Safeguarding and Child Protection Policy for referrals and safeguarding concerns. Contact details must be checked regularly and whenever the relevant authority changes its arrangements.