



# **First Aid and Medical Needs**

**Last Updated: April 2026**

## **First Aid and Medical Needs**

### **Purpose of this policy**

This policy outlines how MENT4 manages first aid and responds to medical needs. It is designed to ensure that staff and young people receive appropriate support in the event of illness, injury or medical concerns. Providing timely and appropriate care helps reduce risk and supports the wellbeing of everyone involved in MENT4 activities.

### **Core principles**

When dealing with first aid or medical situations, staff must:

- prioritise safety and wellbeing
- act calmly and appropriately
- work within their level of training
- seek additional help where needed
- follow safeguarding and reporting procedures

Staff must not attempt to provide treatment they are not trained or authorised to give.

### **First aid arrangements**

MENT4 will ensure that:

- appropriate first aid arrangements are in place for activities
- staff know how to access first aid support
- first aid kits are available where required
- emergency procedures are clear

At external venues, staff should familiarise themselves with the venue's first aid arrangements.

### **Responding to illness or injury**

If a young person or staff member becomes unwell or injured, staff should:

- remain calm
- assess the situation
- provide basic first aid if trained
- seek help from a qualified first aider if available
- contact emergency services if required
- inform a line manager or relevant lead
- ensure the person is safe and supervised

Staff must not leave an unwell or injured person alone.

### **Emergency situations**

In serious or life threatening situations, staff must:

- call emergency services immediately
- follow emergency instructions
- ensure the safety of others
- inform MENT4 as soon as possible

Emergency situations may include:

- serious injury
- loss of consciousness
- breathing difficulties
- severe allergic reactions
- seizures
- significant mental health crisis

### **Medical information**

Where relevant, MENT4 may hold medical information about young people, such as:

- allergies
- medical conditions
- medication needs
- emergency contact details

Staff should be aware of any relevant medical needs before working with a young person.

This information must be handled confidentially and only shared where necessary.

### **Medication**

Staff must not administer medication to young people unless:

- it has been agreed in advance
- appropriate consent has been obtained
- clear instructions are provided
- the staff member is authorised to do so

In most cases, young people should manage their own medication or this should be handled by a parent, carer or appropriate professional.

### **Allergies and specific needs**

Staff should be aware of known allergies or medical conditions and take reasonable steps to reduce risk.

This may include:

- avoiding certain foods or environments
- checking ingredients
- being aware of symptoms
- knowing how to respond in an emergency

### **Mental health and wellbeing**

Medical needs may include mental health.

If a young person appears distressed or unwell, staff should:

- remain calm and supportive
- listen without judgement
- avoid escalating the situation
- seek support from a line manager or safeguarding lead
- follow safeguarding procedures where required

Serious mental health concerns must be treated as safeguarding matters.

### **Recording and reporting**

All medical incidents must be reported and recorded in line with MENT4 procedures.

This includes:

- injuries
- illness during sessions
- first aid provided
- emergency responses

Accurate recording helps ensure appropriate follow up and supports safeguarding.

### **Communication with parents and carers**

Where appropriate, parents or carers should be informed of medical incidents involving their child.

This should be done in line with MENT4 procedures and safeguarding guidance.

### **Infection control**

Staff should take reasonable steps to reduce the spread of infection.

This may include:

- maintaining good hygiene
- using protective equipment where needed
- not attending work when unwell
- following public health guidance

### **Staff wellbeing**

Staff should not work if they are too unwell to do so safely.

Staff should:

- report illness in line with MENT4 procedures
- seek medical advice where needed
- avoid putting others at risk

### **Final note**

First aid and medical situations require calm, clear and responsible action.

By following procedures and acting within their role, staff help ensure that everyone receives appropriate care and support.

**Luke Peters**  
**Executive Director**

A handwritten signature in blue ink, appearing to be "L. Peters".

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