

Unit 235 Respond to health emergencies

Unit Summary

Take appropriate action to assist with health emergencies in a hospital, GP practice or other healthcare environment. A health emergency may be severe bleeding, cardiac arrest, shock, faints or loss of consciousness, epileptic seizure, choking and difficulty with breathing, falls – potential and actual, fractures, burns and scalds, poisoning, electrocution

Skills

You will apply the following skills:

- Communicating
- Questioning
- Listening
- Interpersonal skills
- Decision making
- Team working
- Problem solving

Performance indicators

You will:

Take action in a health emergency

1. Call for assistance immediately
2. Start action appropriate to the condition
3. Provide support to the individual with the health emergency
4. Assist colleagues with the ongoing care of the individual with the health emergency
5. Make the immediate vicinity as private and safe as possible
6. Offer appropriate support to others involved in the incident once the initial danger has passed
7. Keep accurate records of incidents in line with your organisation's procedures

Knowledge

You will know:

- the purpose of calling for assistance immediately and who to call
- the different kinds of emergency there may be in the work environment and the action you would take for each of these (severe bleeding, cardiac arrest, shock, faints or loss of consciousness, epileptic seizure, choking and difficulty with breathing, falls – potential and actual, fractures, burns and scalds, poisoning, electrocution)
- the signs and symptoms of the different emergency conditions and how these may differ in relation to an individual's age and for people from different ethnic groups
- the reasons why acting beyond your own capabilities may further endanger life
- The kinds of support that you can offer to individuals with health emergencies (e.g. verbal, physical) and how and when to use these
- The kinds of assistance that you can offer to colleagues dealing with a health emergency and when to use these
- How to make the immediate vicinity as private and safe as possible
- How health emergencies might affect others in the vicinity and ways of supporting them effectively once the initial danger has passed
- Potential health risks to others from an emergency, such as contamination from blood and other body products
- Your own capabilities to deal with an emergency
- How to move and handle people and objects safely
- Your organisation's policy in relation to health emergencies and your responsibilities within this
- Legislative requirements for completing records of emergencies