



INFORMATION TO GIVE 999
Location/address & postcode if known
Name of person making the call
Type of emergency (what has happened & number of casualties)
Age, Gender & current condition of casualty (conscious/breathing/awake or not & if any serious bleeding or chest pain)
Details of injury & how it happened
Fire/leaking gas or other hazard
Name of casualty

KEY TERMS	
Airway	Emergency
Pulse	First aid
Severity	Casualty
Hypoglycaemia	Consent
AED	Risk
Rationale	Conscious
DR ABC	
CPR (30:2)	
Recovery position	

Consciousness & Breathing
POSSIBLE CAUSES:
 Heart attack; shock; severe bleeding; drowning; choking; stroke; head injury; electric shock; alcohol poisoning; hypoglycaemia; etc.
WHAT TO DO FIRST:
 Are they conscious or not - gently shake shoulders speak to them.
SEVERITY:
 Life threatening if unconscious/not breathing; if breathing severity depends on nature of injury.
SYMPTOMS:
 Unresponsive/no movement if unconscious; Shallow, rapid breath & unconscious; Responds normally to sound/touch-conscious.
SEQUENCE:
 Conscious → Check for injuries & recovery position
 Unconscious → Check airway & breathing if not breathing shout 'help' call 999 & start CPR
 Breathing → Check for injuries & recovery position
 Think not breathing → Open airway, look/listen (10secs), check pulse.
 Not breathing & no pulse → Obtain & use AED if available, CPR (chest compressions first) until emergency services arrive & take over.
RATIONALE:
 Prevent unconsciousness; enable breathing/keep airway open; detect shock, no choking; transfer to hospital.

Choking
POSSIBLE CAUSES:
 A foreign object stuck in throat, blocks it & prevents breathing.
SEVERITY:
 Mild - casualty may be able to clear blockage; Severe - casualty won't be able to speak, breath, cough & will eventually lose consciousness.
SYMPTOMS:
 Coughing, spluttering & gasping for breath; Difficulty speaking, coughing & breathing.
SEQUENCE:
 Encourage to cough; Up to 5 back slaps; Up to 5 abdominal thrusts; Repeat (call emergency); May lose consciousness.
RATIONALE:
 Dislodge object; Enable breathing; Transfer if thrusts unsuccessful; re-start breathing (CPR)

Asthma Attack
POSSIBLE CAUSES:
 Triggers can be allergies; a cold; cigarette smoke; poor air quality.
SEVERITY:
 Mild - inhaler; Severe - casus exhaustion; If worsens - may stop breathing & lose consciousness.
SYMPTOMS:
 Difficulty breathing (esp. out); Wheezing & diff. speaking; Cyanosis; Distress & anxiety.
SEQUENCE:
 Support use of inhaler; Encourage slow breaths; Call emergency help; Loss of consciousness-CPR.
RATIONALE:
 Ease breathing; detect shock; Prevent unconsciousness; Transfer to hospital if necessary.

Burns or Scalds
POSSIBLE CAUSES:
 Dry burn - fire, hot object contact (e.g. saucepan, oven, cigarette), friction (rope burn e.g.); Scald - boiling water, steam, hot liquids/fat; Electrical burns; Cold injury - frostbite, freezing metals or vapours like nitrogen; Chemical burns - paint stripper, oven cleaner; Radiation burns - sunburn, sunlamp overexposure.
SEVERITY:
 May range from minor burns/scalds to major life threatening burns/scalds.
SYMPTOMS:
 Pain; Reddening, swelling, blistering; Skin damaged area; Breathing difficulties if airway affected; Signs of shock
SEQUENCE:
 Cool burn; Call emergency help; Remove constrictions; Cover burn.
RATIONALE:
 Stop burning/remove pain; Minimise infection risk; Minimise shock risk; Transfer to hospital if necessary.

Shock
POSSIBLE CASUES:
 Circulatory system fails so vital organs are deprived of oxygen; Severe trauma (e.g. severe burns), severe blood loss (external or internal), allergic reaction, sever vomiting & diarrhoea (causing fluid loss), hyperthermia, heart attack, acute heart failure & drug overdose.
SEVERITY:
 Can be life threatening, as vital organs don't get enough oxygen due to reduced blood circulation re trauma.
SYMPTOMS:
 Rapid pulse & sweating; pale skin, cold & clammy. Other possible symptoms - grey-blue skin (cyanosis); Rapid & shallow breathing; fingernail/earlobe when pressed won't regain colour immediately; low bp; weak pulse; nausea/vomiting; thirst; loss of consciousness.
SEQUENCE:
 Treat cause (e.g. bleeding, etc.); Loosen tight clothing; Keep them warm; Call emergency help; Monitor vital signs until help arrives.
RATIONALE:
 Treat cause appropriately; Improve blood flow/Minimise risk of shock; Reduce risk of unconsciousness; No food/drink in case of anaesthetic.

Bleeding
POSSIBLE CAUSES:
 Incised wound (from sharp object such as knife); Stab wound (knife penetrating body); Puncture wound (standing on nail, pricked by needle); Graze (caused by fall).
SEVERITY:
 Incised wound - straight, deep cut; stitches needed; blood vessel cut (profuse bleeding); tendons/nerves may be damaged. Stab wound - danger of injury to vital organs/life threatening. Puncture - may be deep, dirt & germs may be introduced, high infection risk Graze - usually superficial, raw & tender; any embedded particles may cause infection.
SEQUENCE:
 Apply pressure; Raise & support; Lay casualty down; Bandage in place; Apply direct pressure; Call emergency help.
RATIONALE:
 Control bleeding & blood flow; Detect/minimise shock; Minimise cross-infection; No food/drink (in case of anaesthetic); Transfer to hospital if necessary.