



British Heart  
Foundation

# HEARTSTART TOOLKIT FOR COMMUNITY SCHEMES

Training a nation of life savers

# The British Heart Foundation

**It's our mission to stop heart and circulatory diseases in their tracks. We fund pioneering research to help save lives and beat heartbreak.**

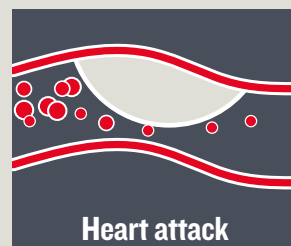
The scientists we support are constantly pushing up the survival rates from heart attacks and our pioneering research has helped to transform the lives of people living with heart and circulatory conditions.

## A NATION OF LIFE SAVERS

We have a vision to create a nation of life savers. As part of that, we're doing everything we can to make sure the British public know how to perform CPR and can use public access defibrillators (PADs). That way, when someone has a cardiac arrest, bystanders become life savers and someone's mum, dad, friend or child is given a second chance at life.

### Heart attack and cardiac arrest: what's the difference?

A cardiac arrest and a heart attack are not the same thing. A heart attack is when part of the person's heart muscle is not getting enough blood. They need to go to hospital. A cardiac arrest is when a person's heart has suddenly stopped working. They will be unconscious and need CPR straight away.



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In the UK  
**MORE THAN**

**30,**  
**000**

times a year someone's mum,  
dad, grandparent or friend  
has an out-of-hospital

**CARDIAC ARREST**

In the UK  
**LESS THAN**

**1 in**

**10**

**PEOPLE SURVIVE**

One of the reasons for this low survival rate is simple: not enough people know emergency life saving skills.

# Heartstart

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## COURSE OVERVIEW

Heartstart is one of the main ways we provide emergency life saving training in schools and communities. Since 1996 Heartstart has shared these skills with millions of people and, thanks to schools like yours, that number is growing all the time.

**Heartstart is a flexible two-hour course. It increases survival rates by showing people how to:**

- deal with an unconscious person
- recognise a heart attack and a cardiac arrest
- perform cardiopulmonary resuscitation (CPR)
- deal with choking
- respond to serious bleeding
- use a defibrillator.

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## A LIFE SAVING REVOLUTION

Around 80% of these out-of-hospital cardiac arrests happen in the home – often surrounded by families and loved ones so it's important that someone knows what to do. The full course including the CPR session can be taught to children aged 10 and above, although younger children can still learn parts that do not include CPR.

It is important that trainers stick to the Heartstart course and do not add in their own material – for example, trainers should not add in more detailed aspects of first aid.

**The course itself is split into two stages:**

**Stage 1:**

Develops practical skills for assessing and assisting casualties, including CPR.

**Stage 2:**

Looks at heart attack signs and symptoms, choking and serious bleeding.

**I REMEMBERED  
MY TRAINING**



**AND KEPT THE MAN  
ALIVE**



**until the paramedics  
arrived to take him  
to hospital.**

**Jo, Lifesaver**



# Stage 1

## You need a minimum of 85 minutes to deliver stage 1

Instructors should use the BHF Skills for life video (available on DVD or at [bhf.org.uk/skillsforlife](http://bhf.org.uk/skillsforlife)) to support their training.

### Time

### Content

10 minutes

#### Introduction

- aims of the course
- the Chain of Survival
- the difference between heart attack and cardiac arrest

10 minutes

#### The conscious casualty

- checking for danger
- checking for response
- calling 999/112

25 minutes

#### The unconscious casualty

- shouting for help
- opening the airway
- checking for normal breathing
- recovery position
- getting help from the ambulance service

40 minutes

#### Cardiac arrest

- checking for normal breathing
- chest compressions and rescue breathing
- defibrillator awareness
- hands-only CPR



# Stage 2

## You need at least 45 minutes to deliver stage 2

There are several ways you can deliver this stage, including:

- Hands on training
- Video-led instruction with questions and answers
- Demonstration and discussion
- Discussion group.

### Time

### Content

10 minutes

#### Suspected heart attack

- the signs and symptoms of a heart attack
- dealing with a suspected heart attack

10 minutes

#### Choking

- recognition of choking
- back blows
- abdominal thrusts
- differences in infants and children

10 minutes

#### Serious bleeding

- dealing with serious bleeding
- applying pressure

10 minutes

#### Summary

- general summary/giving out certificates
- reporting life saving skills used
- other useful information

5 minutes

#### Introduction to public access defibrillators

- what is a defibrillator?
- community first responders

# Putting learning into action

The Heartstart programme also covers emergency situations as shown below, giving you the skills and knowledge to act quickly.



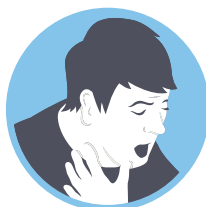
## Unconscious

If someone is unconscious they could be in cardiac arrest. Follow the DRS ABCD checklist and contact the emergency services.



## Chest pain

A dull ache, tightness, a sense of heaviness in the chest or a feeling like indigestion can be signs of a heart attack. If someone is suffering from these symptoms, sit them down, keep them calm and call for help.



## Choking

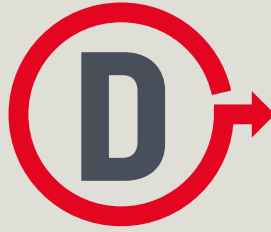
If someone can't breathe, is going blue or clawing at their neck they could be choking on something stuck in their throat. You need to dislodge whatever is stuck by giving them up to 5 back blows. If this doesn't work, give them up to 5 abdominal thrusts.



## Bleeding

Serious bleeding can be life threatening. You need to stop them losing blood by pressing down on the wound to restrict the blood flow.

# Emergency! Think:



## **Danger**

Check for danger. Always put your own safety first and check for risks before helping the casualty.



## **Response**

Can the person respond or are they unconscious? Ask them 'can you hear me?'



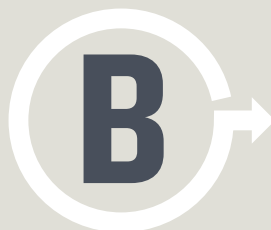
## **Shout**

Call out for help – it helps if you can get someone else to call 999 or 112 while you are dealing with the emergency.



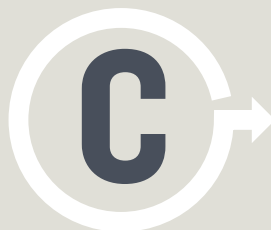
## **Airway**

Make sure their airway is open and unblocked. If they are unconscious, tilt the head back and lift their chin to open the airway.



## **Breathing**

Check if they are breathing normally. If they are, put them in the recovery position by lying them on their side with their knee bent, their hand tucked under their cheek and their head tilted to keep their airway clear.



## **CPR**

If they are not breathing, start CPR by repeatedly giving 30 chest compressions and then 2 rescue breaths. Always ask a bystander to call 999 or 112.



## **Defibrillation**

Ask someone to find out where the nearest defibrillator is and get them to bring it to you as quickly as they can.

# Re-affiliation

To support Heartstart schemes across the country, we need to know who is delivering training and how many participants are being trained. This helps us to make sure all schemes provide life saving training in a consistent, safe and effective way whilst following the guidelines of the Resuscitation Council (UK). We can only provide insurance cover for schemes that report trainee figures every year. You will be asked to report your figures online every year.

## CHANGES TO YOUR SCHEME

When your scheme was originally established, a number of details were agreed. If you make changes to your team, it is important to report this to us:

### Scheme type

Heartstart schemes provide training for:

- The general public
- Employees
- Cardiac patients, families and friends
- Other specific groups.

## Keeping a record of your team

### Scheme team and personnel

You must keep a record of your core Heartstart team including:

- Scheme Director
- Scheme Coordinator
- Training Supervisor
- One or more Instructors

If your scheme intends to train groups of children or vulnerable adults more than once a year, you'll also need a Safeguarding Lead Officer in your team (see page 19 for more information).

## Reporting numbers of trainees

It's really important to track and report how many people your scheme trains and how many Instructors you have. That way we know how many people across the UK are able to respond in an emergency.



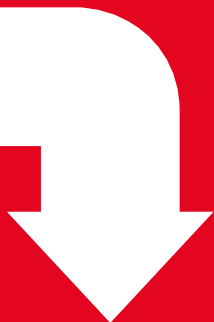
**Record forms are available at [bhf.org.uk/heartstart](https://bhf.org.uk/heartstart). Please use these for each group you train or keep a simple register.**

## To re-affiliate

To access support, all Heartstart schemes must re-affiliate each year and include their total figures for the previous year. We will email you every autumn and include a link to online registration. We cannot insure your scheme unless the scheme is re-affiliated every year.

**HEARTSTART**

**TEACHES HOW TO**



# **RESPOND IN AN EMERGENCY.**



If something happens to someone you love, you need to be able to give them a fighting chance.

**Kate, Heartstart  
instructor**



# Keep up the momentum

Heartstart schemes like yours are vital – they make sure the British public know what to do in an emergency and are ready to save lives. We know that community schemes rely on the hard work and commitment of volunteers – their skills, commitment and expertise have resulted in millions of people being trained in life saving skills since 1996.

Since 1996



**Heartstart  
volunteers  
have trained**

**Millions**  
of people in life saving skills.

# Your Heartstart team

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## YOUR CORE TEAM

### Scheme Director

The Scheme Director's role is to make sure your scheme complies with the conditions of affiliation – as set out in the Appendix to this Toolkit. The Director also advises on a range of issues relating to resuscitation training and practice.

### Scheme Coordinator

The Scheme Coordinator is the main point of contact for all communication between your scheme and the BHF. They are responsible for:

- Organising and publicising the Heartstart course.
- Keeping records of Instructor assessments for the previous three years provided by your Training Supervisor.
- Keeping records of course deliveries on class record forms provided by your Instructors.
- Making sure you have enough equipment to support the course delivery.

Your scheme must inform us immediately if the Scheme Coordinator changes their contact details.

The Scheme Coordinator can be a volunteer with a commitment to life saving training. They should be aware that, for public schemes their name, email phone number, address and postcode will be posted on the BHF website. We will also use these details for administration purposes and for sending out Heartstart mailings.

### Training Supervisor

Your Scheme must have a Training Supervisor who is approved by the BHF and suitably qualified and experienced to train, assess and support Instructors. Without one, you cannot deliver the Heartstart course.

They are responsible for:

- training and assessing your scheme's Instructors.
- acting as an advisor and overseeing the quality of life saving training.
- keeping the scheme up to date and in line with Resuscitation Council (UK) guidelines (available at [resus.org.uk](http://resus.org.uk)).

Training Supervisors can come from a variety of backgrounds and can include:

- NHS Resuscitation Officers
- local ambulance services personnel
- first aid instructors
- Health and Safety Executive (HSE) approved first aid trainers.

Your scheme must submit details of new prospective Training Supervisors, please complete a Training Supervisor Nomination Form available at [bhf.org.uk/heartstart](http://bhf.org.uk/heartstart)

## Instructors

The role of the Instructor is to deliver the Heartstart course. Only Instructors who have been trained, assessed and approved by the Training Supervisor can teach the Heartstart course. The number of Instructors you need will depend on the size of your class. We recommend a ratio of one Instructor per six trainees.

**Instructors can come from a variety of backgrounds and can include:**

- volunteers who are interested in first aid training
- healthcare workers
- people with a commitment to fight heart disease.



Your Instructors should be re-trained every year to keep their skills up to date. Your Training Supervisor can deliver this training. See page 20 for resources to support this.

## FINDING VOLUNTEERS

Often the best way to recruit volunteers is to ask people already interested in the scheme. Look out for motivated participants, and also put a request for help out anywhere you advertise courses – including on the scheme’s social media.

**You can also find new volunteers to support your scheme at:**

- [www.ncvo-vol.org.uk](http://www.ncvo-vol.org.uk)
- [www.do-it.org.uk](http://www.do-it.org.uk)

## SUPPORT TEAMS

There are a number of other activities that can help your scheme run smoothly. Consider recruiting volunteers to help you with the following roles:

### Secretary

- Responsible for arranging meetings and taking notes.
- Circulating information to members of your core team and other scheme members.

### Treasurer

- If you’re dealing with donations, sponsorship or other sources of funding you need a Treasurer to keep financial records, deposit donations and deal with expenses.

### Volunteers

- Volunteers can help your scheme run smoothly in a number of ways. This may include setting up training courses, helping to secure equipment and venues, or helping out with general admin.

### Safeguarding Lead Officer

- If you train groups of children or vulnerable adults more than once a year, you will need to appoint a Safeguarding Lead Officer. (See page 19 for more information.)
- This could be the Scheme Director, Training Supervisor or Scheme Coordinator. They will become the main contact with us on this subject.



# Recruitment and training

Instructors can be recruited in a number of ways:

- Invite suitable course trainees to become Instructors.
- Contact people already working within your community.
- There may be a BHF-affiliated Heart Support Group in your area, and its members may be interested in helping out.
- If your scheme is aligned with a business, recruit your Instructors through the workforce.
- First Aid at Work graduates may be keen to take their qualification to the next level.
- Community first responders may want to maintain their skills and knowledge by becoming an Instructor.

## TRAINING YOUR INSTRUCTORS

All Instructors must keep their training up to date. They should attend a session with their Training Supervisor every 12 months. Scheme Coordinators should advise regarding refresher training.

## RESOURCES FOR INSTRUCTORS

Once Instructors have completed their training course, your Training Supervisor will need to complete an Instructor assessment form. Once Instructors have passed the course, they can be presented with a Heartstart Instructor Certificate.



**For these resources and more,  
go to [bhf.org.uk/heartstart](https://bhf.org.uk/heartstart)**



All schemes must take responsible steps to keep children and vulnerable adults safe while attending Heartstart training. The Heartstart Safeguarding code of conduct statement and summary is available at [bhf.org.uk/heartstart](https://bhf.org.uk/heartstart) and must be followed when recruiting new team members.

# The right venue

**Heartstart training sessions are successfully held in a range of locations throughout the community. Some schemes train in the same venue regularly, while others visit groups in their own spaces.**

Essentially you need a safe, clean space. You may also want to consider parking and disability access.

**Typical venues include:**

- local community centres
- leisure centres
- church halls
- public venues hosted by local authorities
- trainees' own workplaces.

Make sure your kit is stored somewhere secure and dry.

**Children aged**



**10 years**

**and up can be taught the CPR session.**

# Funding and finances

**We provided the initial investment for Heartstart schemes but groups need to be self-sufficient in terms of funding.**

Most Instructors invite participants to make cash donations to their scheme at the end of each training session. Others work in partnership with local groups who are able to provide fundraising support.

Heartstart training must be free – donations can only be voluntary and schemes must be non-profit making.

Schemes should keep funds to a minimum and only aim to generate sufficient funds to organise, develop and deliver training sessions.

**When planning, groups need to budget for:**

- replacement manikins
- consumables (for example, cleaning wipes and replacement airways)
- stationery
- any venue costs
- Instructor travel expenses.

Schemes should keep accurate accounts and maintain good practice in the administration of funds. All funds raised or donated must be held in your scheme's name and bank account. Where a scheme is supported by an organization – for example a local ambulance service or private company, any funds raised or donated must be kept separately and be easily identifiable. A copy of latest accounts should be provided to the BHF on request.

# Promoting your Heartstart scheme

If you need to make more people aware of your scheme, there are lots of ways to advertise and build interest.

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## LOCAL NEWSPAPERS AND RADIO STATIONS

Call local journalists and invite them to training sessions. Offer to provide them with photos and key facts about how many people you train. If you have any stories of trainees saving a member of your community, make sure the local media know about these too.

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## LOCAL MPS AND BUSINESSES

Get in touch with key members of the community and make them aware of the scheme. Invite them to a training session and then ask them to help you increase the number of life savers in your area.

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## ONLINE AND SOCIAL MEDIA

Most schemes have a Facebook account, Twitter account and so on. Make sure your participants post and tweet about their training after the event. Set up hashtags with the name of your area and #lifesaving #CPR and #Heartstart. If you have spaces left on training sessions, post 'only a few free places left' on Facebook and other community notice boards. Ask for shares and retweets.

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## BRITISH HEART FOUNDATION

At the BHF, we're always keen to hear about your scheme and how it's going. If there's anything we can help with, contact us at [lifesavers@bhf.org.uk](mailto:lifesavers@bhf.org.uk)

# General guidance

See appendices for the full conditions of affiliation.

It's important that the Heartstart course is delivered in an environment that is safe for everyone involved.

## HEALTH AND SAFETY

Your scheme must follow manufacturers' recommendations for the hygienic use, maintenance and storage of manikins.

You must follow the Heartstart health and safety policy and make sure that your Instructors are aware of and follow the guidelines in the policy.



Download Heartstart health and safety policy:  
[bhf.org.uk/heartstart](https://bhf.org.uk/heartstart)

## CHILD PROTECTION

Your scheme must ensure that it complies with the current Heartstart child protection policy. This applies even if your scheme doesn't currently work with children or vulnerable adults. All Instructors must have an up-to-date copy of the policy.

## PUBLIC LIABILITY AND PERSONAL ACCIDENT INSURANCE COVER

The BHF provides free public liability and personal accident insurance cover for your scheme's Instructors. Your scheme must comply with up-to-date policy terms.

Please be aware that the policy is limited to Instructors aged 18-75 and all Instructors must have an up-to-date version of the policy. Cover is dependent on schemes meeting the requirements of annual re-affiliation.

Schemes are advised to arrange their own insurance against loss or damage.



More information on Heartstart Insurance:  
[bhf.org.uk/heartstart](https://bhf.org.uk/heartstart)

# Heartstart resources

Order these great resources to support learning and celebrate participants' achievement.

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## TO ORDER ANY OF THE FOLLOWING ITEMS:

Call the BHF orderline on 0300 200 2222

Email [orderline@bhf.org.uk](mailto:orderline@bhf.org.uk)

Visit [bhf.org.uk/publications](http://bhf.org.uk/publications)

### Skills for Life DVD

This 42-minute DVD is great for teaching emergency life saving skills to children of secondary school age or young adults. It uses a series of short films to demonstrate the recovery position, CPR, suspected heart attack, choking and serious bleeding.

Order code: DVD17/0317

### Ordinary Day DVD

Designed to support emergency life saving skills amongst primary age children, this DVD shows how to respond to choking, serious bleeding, a suspected heart attack and cardiac arrest.

Order code: DVD12/0317

### Heartstart community leaflets

These great leaflets get straight to the heart of why life saving is so important and how Heartstart works. With a blank space for your own details, they are great tool for promoting community schemes.

Order code: HSC6/0117

### Heartstart Reminder Card

This handy fold-up card fits neatly in a wallet or purse and is perfect for older teenagers and adults wanting to keep the main points of the training fresh.

Order code: M7/0117

## Heartstart Attendance Certificates

Order up to 500 certificates to celebrate your participants' learning and hand out to all those who complete the training.

Order code: HSC103/18

## Heartstart Instructor Certificate

Provide your Instructors with a certificate to show their training course is in order and up to date.

Order code: HSC2/1016

## Heartstart Empty Belly Poster (Size A4)

Editable poster to promote your scheme. The design includes a blank area for personalisation so you can add your venue details and more.

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## TO DOWNLOAD THE FOLLOWING:

- Heartstart course
- Heartstart instructor training course
- Heartstart Instructor assessment sheet
- Heartstart training supervisor nomination form
- PDF versions of print resources and more

 **Go to [bhf.org.uk/heartstart](https://bhf.org.uk/heartstart)**

## Heartstart Safeguarding code of conduct statement and summary

Tips, guidance and legal guidelines to follow if your scheme will involve training children or vulnerable adults.

## Resuscitation Council (UK) Guidance

Guidelines and advice on the legal status of those attempting resuscitation.



Available at <https://www.resus.org.uk/cpr/legal-status-of-those-attempting-cpr>

## APPENDIX

# Conditions of affiliation

**The conditions of affiliation are designed to ensure that Heartstart schemes provide emergency life saving training in a consistent, safe and effective way. They follow the guidelines of the UK Resuscitation Council.**

1. By completing the Heartstart re-affiliation form you agree to adhere to these terms and conditions.
2. Affiliation is free and is granted by the British Heart Foundation ("BHF") for up to 12 months. A Heartstart scheme ("Scheme") may apply for renewal on an annual basis.
3. Trainers must only use and teach the Heartstart course content and not add in their own material or attempt to include more detailed aspects of first aid.
4. All Heartstart courses must be offered free of charge to trainees. A donation to support the continuation of the scheme can be requested but any such donation shall not be a condition of providing the training.
5. Schemes shall keep accurate accounts and maintain good practice in the administration of its funds, and in particular:
  - a. All funds raised or donated must be held in your scheme's name and bank account.
  - b. Where a scheme is supported by an organization— for example a local ambulance service or private company, any funds raised or donated must be kept separately and be easily identifiable.
  - c. Schemes shall only generate sufficient funds to allow for the Scheme's operation administration and development unless such funds are raised specifically for the benefit of donations to BHF or a local cause which supports the aims of the BHF.
  - d. A copy of latest accounts should be provided to the BHF on request.
6. The Scheme shall notify BHF in order to obtain its approval in relation to the proposed appointment of any new Training Supervisor.
7. The Scheme shall notify BHF in relation to the appointment of any new Scheme Coordinator.
8. The Scheme shall keep a record of training figures and report yearly total of trainees and current Instructors annually on the reaffiliation application.
9. The Scheme Coordinator shall:
  - a. Keep training records for the previous three years.
  - b. Keep records for three years to show that Instructors have successfully completed the training course.
10. Your Scheme must inform the BHF immediately if the Scheme Coordinator changes their contact details.
11. Instructors must be trained, assessed and approved by the Training Supervisor. Instructors should attend a session with their Training Supervisor every 12 months.
12. The Scheme shall adhere to the Heartstart guidance on Health and Safety and Safeguarding (together the "Policies") annexed to this Toolkit. Any failure to comply with the Policies will result in termination of the Scheme by BHF subject to condition 18(c) below.
13. The Scheme can use the phrase "Affiliated to the BHF" on publications, posters and websites provided it is not for the purposes of fundraising. Schemes cannot use the BHF name except in this phrase.



14. The BHF logo and charity numbers cannot be used at any time.
15. The BHF extends its own insurance cover to include public liability insurance and provides personal accident insurance on behalf of the Scheme for when the Scheme is carrying out activities that directly support BHF and provides this free of charge as a benefit of affiliation. Insurance cover is renewed as part of the annual re-affiliation process. In order to benefit from this cover:
  - a. all Schemes are required to adopt and adhere to the Insurance terms as specified in the Heartstart insurance policy cover.
  - b. Schemes are required to maintain an up to date register of Instructors. This will provide evidence of Scheme membership in the event of an insurance claim involving a group member.
  - c. if the Scheme uses instructors that are not Heartstart accredited, or uses other third parties as part of its activities, then it must ensure they are suitably qualified / competent, as well as ensuring they have their own insurance cover. A copy of the instructor's qualification and insurance should be provided to BHF on request.

The Scheme is required to advise the BHF Insurance and Risk Manager on 0207 554 0107 immediately of any claim or potential claim and to follow the process for making a claim as detailed in the Heartstart insurance policy cover.
16. The Scheme acknowledges and agrees that it is solely responsible for its compliance with all laws and regulations in relation to the Scheme, its operation and carrying out of all the Scheme's activities, including but not limited to data protection legislation.
17. In the event the Scheme ceases its training activity, it shall notify the BHF who will try to arrange for the donation of all Scheme equipment and other related materials to another Scheme or organization.
18. Termination:
  - a. Affiliation can be terminated either by the BHF or the Scheme, giving one month's written notice.
  - b. Affiliation may also be terminated on account of any adverse publicity that could affect the public reputation of the BHF.
  - c. If the Scheme does not meet the conditions of affiliation the BHF may terminate the affiliation immediately by serving notice of termination if:
    - i. the contravention cannot be corrected, or if it can be corrected, is not corrected within one month of instruction to do so.
    - ii. the Scheme says or writes anything that could bring either itself, the Heartstart programme or the BHF into disrepute or in any material way damage the good name of the BHF.
  - d. On termination, the Scheme must remove all references to its affiliation to Heartstart from any materials used by the Scheme and the public liability and personal accident insurance provided by the BHF shall also be withdrawn immediately.
19. These terms and conditions and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales. The Scheme and BHF irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these terms and conditions or their subject matter or formation (including non-contractual disputes or claims).



**British Heart  
Foundation**

Heartstart is part of nation of life savers, the British Heart Foundation's vision to increase survival rates for out of hospital cardiac arrests and save the lives of thousands of people across the UK every year.

For over 50 years our research has saved lives. We've broken new ground, revolutionised treatments and transformed care.

But heart and circulatory disease still kills one in four people in the UK. That's why we need you. With your support, your time, your donations, our research will beat heart disease for good.

Text FIGHT to 70080 to donate £3\*