

MUSIC AND NIGHTCLUB COVER

We have a great deal of experience at dealing with medical cover requirements and incidents within Music and Live Entertainment Venues. We're also well versed at covering outdoor music and entertainment events, providing medical cover to open air events.

Our team are experienced at dealing with most of the incidents usually occurring at these venues, often being able to treat casualties at scene instead of needing to call an ambulance.

We work to Nationally Recognised "Home Office" guidelines when it comes to treatment and handling of casualties and Drug Related Incidents. This ensures that your medical team would always be working under best practice guidance.

We work closely with your staff and security provider to build a close working relationship, which in turn gives you a seamless service between your contractors.

SPORTING EVENTS

MedAid Services have provided regular cover to:

- Football and Rugby
- Boxing and Martial Arts Events,
- American Football Events,
- Cross Country and on Road Running Events,
- Cycle Events from Sportive to Off Road MTB Challenges
- Duathlon and Triathlon Events
- Trail / Road Marathons
- Roller Derby
- BMX and Skateboard Events
- Motorsport Events

We have a great deal of experience at assessing and dealing with sporting injuries and have crews available to work to the standards of most governing body regulations.

LONG-TERM EVENTS AND CONTRACTS

MedAid Services are equipped and able to accommodate most long term requests for cover. We are also able to provide additional extra services, such as First Aid Kit Maintenance & Supply and First Aid training services.

Contact us to discuss your ongoing medical provisions, we'll be more than happy to provide you with a no-obligation quote.

WHAT TO EXPECT FROM MEDAID SERVICES

Before Your Event

Once you contact us to advise us you'd like us to quote for your event, we will send you an Event Enquiry Form. Once received back we will use our risk assessment tool to produce a quotation with the recommended level of cover for your event. If this quotation is acceptable, you can sign it and return it to us. We will then forward a confirmation of cover.

During Your Event

Our staff will make themselves known to the Event Organiser as soon as they arrive at the site. At this time, they will liaise with you directly to ensure a smooth, streamlined service. One member of our staff will be designated as "In Charge" of the medical provision and will act as a point of contact between you and ourselves. Any issues will be dealt with swiftly by this person.

A Patient Report Form is completed for every casualty treated by our staff. These are kept in secure archives as per Data Protection Policies and legislation.

After The Event

You will receive a summary report of all casualties treated at the event. We will also send you your invoice, based on the quotation. Finally, we'd like to send you an Evaluation form; we'd like to know how we did, what we did well and how we could improve our service to you.

If you have any questions, or would like to discuss a potential event, please contact us.

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INTRODUCTION

“MedAid Services is a private, independent medical services provider with the vision of providing the highest quality service to our customers by giving accurate advice, regular communication, engaged training and excellent value and care to our customers through saving lives, minimising further injury and taking healthcare to the patient in a timely manner.”

MedAid Services was established in 2011 and provide first aid and medical services to a wide range of clients. Over the past few years we have built up an excellent reputation in providing high quality first aid and medical services all over England and Wales.

Our primary base is on the England/Wales border in Shropshire which is where all our administration takes place, however we have the ability to provide a competitively priced, high quality service almost anywhere in England and Wales.

We have extensive experience of providing highly qualified first aid and medical personnel to a wide variety of events. We're able to provide a whole range of medical resources and have the ability to efficiently and cost effectively cover events from a simple community event right up to mass gatherings and more.

Our team maintains their qualifications to high nationally and internationally recognised standards and; where possible, they are registered with appropriate governing bodies (such as the Health and Care Professions Council (HCPC) for Paramedics).

MedAid Services has a rapidly expanding customer base, located throughout the UK, ranging from local and national charities to sporting organisations, National Live Music promoters and Festivals.

For peace of mind, MedAid Services are fully insured with “Employers Liability”, “Public/Product Liability” and “Medical Indemnity Cover” and all Vehicles are insured for “Ambulance Purposes” and for “Emergency (Blue Light) Cover” as required.

We are not the biggest medical service provider, and we don't want or need to be. But what we do want is to provide the highest quality service and care to our customers and patients.

MISSION STATEMENT

Our mission is to provide the highest quality service to our customers by giving accurate advice, regular communication, engaged training and excellent value and care to our customers through saving lives, minimising further injury and taking healthcare to the patient in a timely manner.

SECURITY

All MedAid Services team members are subject to a DBS (Disclosure and Barring (Formerly CRB)) check, prior to being allowed to work on our behalf; everyone is also re-checked on a regular basis, whether working in a direct care setting or in support of our organisation.

All team members are issued with Photo ID Cards bearing their Photo, Full Name and Qualification and a contact number for verification of the person's identity.

OUR STAFF

Our team are fully trained and are experienced staff at all levels. They are smartly dressed, uniformed and carry photographic ID cards. Staff also undergo DBS checks. We are available 24 hours a day, 365 days a year. And most of all, we are **professional** and **friendly**. Our clinical staff fall into one of the following roles:

First Aider

Our first aiders are trained to a high standard completing a three day First Aid at Work course and undertaking observation shifts with experienced medics.

Advanced First Aider

Our advanced first aiders are trained to a high standard completing a three day First Aid at Work course, Oxygen Administration and Automated External Defibrillation.

Medic and Emergency Care Assistant

Our medics are trained to a high standard completing a three day First Aid at Work course as well as the First Person on Scene Basic (2 Day) or Intermediate (5 Day) course along with Medical Gases (which includes the use of oxygen and Entonox and OP and NP airway insertion) and have experience of working within the event industry. Some of our medics and ECAs are also trained in Sports Injury Management for sporting events. Our Emergency Care Assistants have additional skills in “Ambulance Care” and “Moving and Handling Casualties”, which give them enough knowledge and skills to work with and assist an Ambulance crew.

Emergency Medical Technician

Our Emergency Medical Technicians have completed a recognised EMT-Basic or Ambulance Technician Course as a minimum requirement, or have significant experience as an Emergency Care Assistant (minimum 5 years) and completed additional training and CPD. EMT's also have experience with working at public and private events.

Additional Staff

Technician - our technicians also work for the NHS as frontline staff responding to 999 calls on a daily basis.

Paramedic - these are registered with the Health and Care Professions Council (HCPC) and have experience of both responding to 999 calls as well as within the event industry.

The amount and type of crews required at your event are often based on recommendations under the health and safety executive's “Guide to Event Safety”, also known as the “Purple Guide”, however, we do use common sense and our years on experience when making our recommendations.

AVAILABLE RESOURCES

MedAid Services have a number of vehicles and resources at our disposal to assist in the delivery of care to the sick and injured at your events. Any resource not owned by MedAid Services are hired at lower rates from our partners with these savings being passed on to our clients.

Fully Equipped Emergency Ambulances

Our ambulance is equipped to the same standard as that of the NHS Emergency Ambulances.

Rapid Response Vehicle

Our RRV is overtly marked as an ambulance to ensure the vehicle is identifiable and stands out. The RRV is used for covering large distances quickly or as a focal point at small events where an Ambulance is not necessary.

Stretcher Capable 4x4 Ambulance

Our 4X4 Ambulance is ideal for those hard to reach places and off-road events. It contains a stretcher and similar equipment as to that is carried in a fully equipped ambulance.

Medical Response Cycles

Our Medical Response Cycles which are fully overtly marked, can carry a large amount of equipment. These units are especially useful at events where vehicle access can be difficult or to provide that crucial response at large gatherings.

Static First Aid Treatment Units

We have a number of temporary structures (such as 3m x 3m Marquee/Tents) which can be deployed. These usually consist of at least one Stretcher/Bed along with the necessary equipment suitable for the event.

Medical Command Unit

Our Medical Command Unit is fitted with computers, telephone and radios to allow the medical provision to be controlled from a single, contained location.

SHORT NOTICE EVENT COVER

MedAid Services are able to consider cover of short notice bookings, for example, where another provider has pulled out due to unforeseen circumstances or where a requirement for cover has only been realised in a very short space of time. As we don't rely on the goodwill of volunteers, we can have staff available at almost any time, especially for midweek events and transport requirements, even out of normal office hours.

Feel free to call us at any time. We appreciate that the majority of events, and problems occur outside of normal office hours, so we have an Urgent Booking Form on our website which once submitted, will go to our on-call manager.