

HEALTHCARE NEEDS POLICY

Introduction

The Welsh Government Statutory Guidance, 'Supporting Learners with Healthcare Needs' is designed to assist local authorities, governing bodies, education settings, education and health professionals and other organisations to support learners with healthcare needs and ensure minimal disruption to their education.

Local authorities and governing bodies **must** have regard to this statutory guidance when carrying out their duties in promoting the welfare of children who are learners at the education setting, including meeting their healthcare needs. The guidance also applies to activities taking place off-site as part of normal educational activities.

This policy has been developed by Ceredigion Learning Services in accordance with the Welsh Government Guidance and sets out how education establishments maintained by Ceredigion will support learners with healthcare needs. It also serves as a model policy which should be adopted by schools, PRUs and Specialist Resource Centres in Ceredigion.

This policy should be read with the overarching statutory guidance which can be found at the following address: <http://learning.gov.wales/resources/browse-all/supporting-learners-with-healthcare-needs/?skip=1&lang=en>

Key principles

Learners with healthcare needs should be properly supported so that they have full access to education, including trips and physical education.

Governing bodies must ensure that arrangements are in place to support learners with healthcare needs.

Governing bodies should ensure that education setting staff consult the relevant professionals, learners and parents to ensure the needs of learners with healthcare needs are properly understood and that they are effectively supported.

Legal requirements

Ceredigion recognises its duty to make arrangements for the provision of suitable education at school or otherwise for children of compulsory school age who may or may not otherwise receive it for any period due to illness, exclusion from school or otherwise.

A local authority must make arrangements for ensuring that their education functions are exercised with a view to safeguarding and promoting the welfare of children.

The governing body recognises its duty to promote the well-being of learners in school, including those learners with healthcare needs.

This policy is issued in accordance with the legal framework outlined in the Welsh Government Guidance Document, Supporting Learners with Healthcare Needs (pages 3-5, 27-30).

The governing body is committed to promoting the well-being of learners and will oversee the development and implementation of arrangements to achieve this aim.

The governing body and the school have considered the points outlined on pages 6-11 of the statutory guidance when developing arrangements and procedures for promoting the well-being of learners

In accordance with the Welsh Government statutory guidance the local authority and the governing body have considered the following points in developing this policy and its procedures:

- Staff should understand and work within the principles of inclusivity.
- Lessons and activities should be designed in a way which allows those with healthcare needs to participate fully.
- Staff should understand their role in supporting pupils with healthcare needs and appropriate training should be provided.
- Staff should feel confident they know what to do in a healthcare emergency.
- Staff should be aware of the needs of their pupils through the appropriate and lawful sharing of the individual pupil's healthcare needs.
- Whenever appropriate, pupils should be encouraged and supported to take responsibility for the management of their own healthcare needs.

Any staff member within the education setting may be asked to provide support to learners with healthcare needs, including assisting or supervising the administration of medicines. This role is entirely voluntary. Staff members must receive sufficient and suitable training and achieve the necessary level of competence before they take on the responsibility. No staff member can be required to administer or supervise medication unless it forms part of their contract, terms and conditions or a mutually agreed job plan.

All staff and governors will be aware of the unacceptable practice guidance as outlined on page 27 of the Statutory Guidance and inserted in this policy at appendix 7.

Creating an accessible environment

Physical access to school building/s

In accordance with its duty under the Equality Act 2010, the school's accessibility plan will outline the arrangements for increasing the extent to which disabled learners are able to take advantage of education and benefits, facilities or services provided or offered by the schools.

Reasonable adjustments - auxiliary aids or services

The school will make reasonable adjustments to ensure that learners with healthcare needs and/or disabilities have access to auxiliary aids, equipment or services. The school, with support from the Ceredigion Local Authority, will ensure that equipment is serviced regularly.

Day trips and residential visits

The governing body and the school will ensure that pupils with healthcare needs and/or disabilities receive equal opportunities with regard to day trips and residential visits. The school may contact the Ceredigion Health and Safety Service for any additional advice and support in this regard. For off-site activities, in compliance with the Data Protection Act 1998, the school may share

information with relevant third parties where necessary. This may include information about the healthcare needs of learners, what to do in an emergency and any additional support, medication or equipment needed.

Social interactions e.g. clubs and social activities

The school will consider the needs of learners with healthcare needs during structured and unstructured social activities, such as during breaks, breakfast clubs, productions, after-hours clubs and residential activities. In accordance with its Anti-bullying Policy the school will seek to remove barriers to social inclusion which may be present for children with healthcare needs.

Exercise and physical activity

The school will make appropriate adjustments to ensure that sports and other activities are made accessible to all learners. The school may seek guidance from Ceredigion Actif when considering how participation in sporting and other activities may affect learners with healthcare needs. Staff will consider the healthcare needs of individuals who may require medication or food with them during physical activity.

Food management

Consideration will be given to the dietary needs of learners, e.g. those who have diabetes, coeliac disease, allergies and intolerances.

We encourage a whole school community approach to food and fitness. The head teacher, staff and governing body will ensure that food provided in the school and advice given to pupils promotes a healthy and active lifestyle. Additionally, School uses non-food rewards such as praise, stickers, games and star charts rather than confectionery. Please see our food and fitness policy for more details.

Undertaking any necessary risk assessments

Staff will be made aware of risk assessments in place and when a risk assessment may be required. Where relevant the school will consult with the Ceredigion Health and Safety Service for further advice and support.

Arrangements for qualifications, examinations and assessments

The school will ensure that necessary adjustments, adaptations or additional time for learners with healthcare needs are made in good time for assessments and examinations. This will follow the guidance in the WG National Assessments administration handbook and the JCQ's Access Arrangements and Reasonable Adjustments regulations. The school will liaise with the home or hospital tutor and with Ceredigion Learning Services to minimise the loss of learning when a learner is unable to attend school, especially where the learner is moving from an education setting or home to the hospital on a regular basis.

Applications for special arrangements for learners for qualification examinations and national curriculum assessments will be submitted to the awarding bodies as early as possible. It is unacceptable practice to request adjustments or additional time at a late stage unless the pupil is new to the school and clearly meets the criteria.

Education other than at school (EOTAS)

Where a learner is absent from school for a period of 15 days or less, the school will provide work to be completed at home, if the learner's condition permits, and support the learner to catch up on their return.

In cases where the pupil has a medical condition which does not allow them to attend school, tuition will be provided for a specified period of time. The local authority will have received information from a consultant / paediatrician which should confirm that the pupil is unable to access mainstream and give an indication of time scales and appropriate educational provision. Any plan will be reviewed on a regular basis to ascertain whether there has been any change in the pupil's circumstances and to consider when or whether the pupil is able to return to school. Tuition will be provided either in the home or at an alternative venue, depending on the medical condition that has been identified. Pupils with emotional or mental health needs might attend an educational centre as part of a strategy to gradually reintegrate back to school. The schools will adopt a flexible approach which may involve part-time attendance or flexible hours. A tutor may deliver sessions in school as part of a reintegration process.

Sharing information

The school will ensure that information relating to healthcare needs are kept up-to-date through clear communication with staff, parents and other key stakeholders detailed in the learner's Individual Health Care Plan (IHP).

Information sharing techniques used by the school will be agreed with the learner and the parent in advance to protect confidentiality.

The governing body has ensured that clear communication arrangements are in place in relation to the healthcare needs of pupils.

The school's Managing Healthcare Needs Policy will be made available to parents/carers via the school website. The healthcare needs policy and any related policies will be made readily available in an accessible format.

The school will discuss with the learner and their parent/carer how information about their healthcare needs can be shared. Information will be shared with and made accessible to Teachers, and support staff (Teaching Assistants), catering staff.

Parents/carers will be required to sign a consent form which will clearly detail the bodies, individuals and methods through which their learner's medical information will be shared.

Wherever possible, the school will discuss with the learner and the parent/carer how we can share information about the healthcare needs. A record of the parents/carers consent will be kept on file and will be updated to record when medical information has been shared.

The school will ensure that learners know who to inform if they feel ill or require support.

If and when a pupil is placed with another service or another setting for some time (e.g. PRU), the school will ensure that the appropriate healthcare needs information is shared in with the consent of the learner and their parent/carer.

Procedures and record keeping for the management of learners' healthcare needs

Parents at this school are asked if their child has any medical conditions on the enrolment form. This school uses an IHP to record the support an individual pupil needs around their medical condition. IHPs are regularly reviewed, at least every year or whenever the pupil's needs change. School staff are made aware of and have access to the IHP for the pupils in their care. This school makes sure that the pupil's confidentiality is protected. This school seeks permission from parents before sharing any medical information with any other party. This school keeps a record of all medication administered. This school makes sure that all staff providing support to a pupil and other relevant teams have received suitable training and ongoing support, to make sure that they have confidence to provide the necessary support and that they fulfil the requirements set out in the pupil's IHP. This should be provided by the specialist nurse/school nurse/other suitably qualified healthcare professional and/or the parent. The specialist nurse/school nurse/other suitably qualified healthcare professional will confirm their competence, and this school keeps an up-to-date record of all training undertaken and by whom. New paperwork will be completed whenever there are changes to an IHP, medication or dosage.

The administration of all medication will be formally recorded using the form in appendix 5

Storage, access and the administration of medication and devices

Surplus medication will not be stored at the school. Any exception, where this is in the best interests of the learner, must be detailed in a Learner's IHP.

The school will only accept prescribed medicines and devices that:

- are in date (it is the parents responsibility to ensure that they are in date)
- have contents correctly and clearly labelled
- are labelled with the learner's name
- are accompanied with written instructions for administration, dosage and storage
- are in their original container/packaging as dispensed by the pharmacist (with the exception of insulin which is generally available via an insulin pen or a pump).

The school will not accept medicines that have been taken out of the original packet/container.

Storage

The person with ultimate responsibility for ensuring that medicines are stored safely in the school is Mr Mike Carruthers, Headteacher.

The designated person will ensure that medication is stored securely and appropriately in accordance with the table below.

Table 1 – storage of medication (including controlled drugs)

Note: we will never store medication under any circumstances in a first aid box.

Medication type	Location
Non-emergency medication	<ul style="list-style-type: none"> All non-emergency medication will be kept in a secure place with appropriate temperature or light controls. If it is a controlled drug, additional security measures and controls are advisable.
	Location(s) = Staffroom
Refrigerated	<ul style="list-style-type: none"> Some medicines need to be refrigerated. The refrigerator temperature will need to be regularly monitored to ensure it is in line with storage requirements. Medicines can be kept in a refrigerator containing food, but should be in an airtight container and clearly labelled. A lockable medical refrigerator should be considered if there is a need to store large quantities of medicine.
	Location(s) = Staffroom
Emergency medication	<ul style="list-style-type: none"> Emergency medication must be readily available to pupils who require it at all times during the day or at off-site activities. All staff will be made aware of the location of emergency medication. Medicines and devices such as asthma inhalers, blood glucose testing meters and adrenaline auto-injectors (pens) should be readily available to pupils and not locked away. This is particularly important to consider when outside of the education setting's premises, e.g. on trips. If the emergency medication is a controlled drug it should be kept as securely as possible so as to minimise the risk of unauthorised access while also allowing quick access if this might be necessary in an emergency. For example, keys should not be held personally by a member of staff. Where staff administer emergency medication to a pupil, this will be recorded.
	Location(s) = Staffro0m
	Asthma inhalers will be stored in a clean dust free container

Access

The school will ensure that a learner is told and know where their medication is stored and know how to access it.

All staff will be informed where a learner's medication is stored and how they can access it in accordance with the Data Protection Act 1998.

Disposal

When no longer required, medication will be returned to the parents/carers to arrange for their safe disposal.

Sharp boxes will always be used for the disposal of needles and other sharps.

Administration

The administration of all medication will be recorded using the form in appendix 5.

Where a pupil is under 16, assistance or administration of prescribed or non-prescribed medicines requires written parent/carer consent, unless Gillick competence is recorded.

Parents/carers must complete a medical form before the school will administer ANY medication to their child, including when it forms part of an IHP.

One consent form must be completed for each medication. A new form must be completed when dosage changes are made.

It is necessary for the delegated person to formally agree to the request to administer medication and the completed and signed paperwork must in place before it can be administered.

In the delegated person's absence Nerys Jones or Rhiannon Salisbury will take on this responsibility.

In line with WG guidance only suitably trained staff will administer medication in accordance with the pupil's current IHP and/or the completed administration of medication consent form.

If the trained or approved members of staff who are usually responsible for administering medication to a pupil are not available, the pupil's IHP will set out how alternative arrangements to provide support will take place.

Lead person to approve medication administration requests:	Headteacher
In headteacher/delegated persons absence named person to approve medication administration requests:	Mrs Rhiannon Salisbury

The normal process of administering medication should not raise child protection concerns, and there are no regulations that indicate that a second member of staff must be available to supervise the process of administering medication. It would be good practice if possible to have two members of staff present but it is acknowledged that few schools will have the staffing resources to provide two members of staff for administering medication. All staff members should have appropriate DBS checks carried out to ensure the safety of the children. If there is known risk of false allegation by a child then a single practitioner should not undertake the administering of medication alone. If concerns or allegations of abuse are raised school must follow their child protection policy.

When medication administration procedures require an adult of the same gender as the pupil and a second signature we will endeavour to address this, and it will be noted in the IHP and/or medication consent form.

If the treatment is invasive or intimate we will follow our intimate care guidance unless alternative arrangements are agreed, and this will be recorded in or attached to the pupils IHP.

When administering the medication to a pupil, the staff will re-check the following each time:

- a. Check consent form first.
- b. Medication must be in its original container/packet* with the label attached;
- c. If prescribed, it must have been dispensed by a pharmacist;
- d. Must have the expiry date and be in date;
- e. Must have the name of the child;
- f. Must have the name of the medicine;
- g. Must have the dosage size and frequency;
- h. The medication has been stored according to the storage instructions;
- i. How much medication is left
- j. Check the maximum dosage
- k. Check the amount and time of any prior dosage administered.

If there is a problem, contact headteacher/delegated person and then parent/carer.

**Some medicines, such as insulin, may not be within the original packaging but in a pen or a pump.*

The member of staff administering medication will monitor that the drug has been taken.

Some schools may choose to hold some non-prescribed medication (e.g. paracetamol).

By exception there might be occasions when this medication is required unexpectedly during the school day. In this eventuality as long as written consent is received this can be given e.g. consent via email and appendix 2 must be completed and returned to school as soon as possible.

The process for non-prescribed medication is the same as all other medication; but will be dealt with on an individual case by case.

Pupils are not permitted to carry non-prescribed medication in school unless prior consent has been obtained (appendix 2).

Self-medication

Unless there is an agreed plan for the pupil to self-medicate (16 years and above or Gillick competent), all medication will be administered by a member of staff. The formal request for a pupil to self-medicate (included in appendix 2) from the parents / carers must be made before such practice is allowed. In other cases, it will be supervised in accordance with the IHP.

In line with good practice, pupils will be asked to only carry enough medication for that day.

Without exception, pupils must not share their medication for any reason with another pupil. This will be made clear to all pupils. This will be treated as misuse in line with our substance misuse policy.

Emergency procedures

- The school will ensure that the location of a learner's healthcare records and emergency details are known to staff.

- A learner's IHP will clearly define what constitutes an emergency and will explain what to do. Staff will be made aware of the emergency symptoms and procedures.

- In situations requiring emergency assistance, 999 will be called immediately.

- Where a learner needs to be taken to hospital, a staff member will remain with the learner until a parent arrives. This includes accompanying them in an ambulance to hospital.

- The staff member will take the appropriate healthcare records with them.

- Other pupils in the school will be told what to do in an emergency, i.e. inform a member of staff immediately.

Refer to Appendix 1 Contacting emergency services for the procedure to follow when contacting emergency services.

Training

Training may involve an input from the pupil and their parent/carers, but they will not be used as the sole provider of training

If a pupil has a healthcare need, the school will seek input and advice from the school nurse / specialist nurse / other healthcare professionals and the local authority in relation to training and support for staff.

Training will be rigorous to ensure that a sufficient number of staff are competent to support a pupil's healthcare needs e.g. should the usual member of staff be absent.

The training provider will sign to confirm that training has been provided and that the staff member(s) are competent to provide for the healthcare needs of the pupil.

All staff will be made aware of the school's Managing Healthcare Needs Policy, common conditions and staff roles in carrying out healthcare arrangements.

New and temporary staff will be made aware of the preventative and emergency measures that are in place so that they can recognise the need for intervention and act quickly. This will be done during staff induction.

The school will ensure that staff sign the policy to say that they have read, understood and comply with it.

The school's training records, will be stored and maintained in the office (Appendix 4).

School transport

The decision to provide and arrange home to school transport will be made in accordance with Ceredigion's Home to School/College Transport Policy.

The school will liaise with the Ceredigion SEN Department, Learning Services when making arrangements for home to school transport.

The parent/carer will need to complete a travel needs assessment form which can be obtained at the following address:

<http://www.ceredigion.gov.uk/English/Resident/Schools-Education/School-College-Transport/Pages/default.aspx>

Reviewing policies, arrangements and procedures

All policies will be reviewed by the Governing Body on an annual basis.

Insurance arrangements

This school, by adopting this county model policy/national guidance is therefore covered by the local authority's insurance arrangements in respect of managing pupils' healthcare needs.

Complaints procedure

A learner or a parent/carer who is not satisfied with the School's health care arrangements is entitled to make a complaint.

The governing body's complaints procedure describes how complaints can be escalated from teacher to headteacher, then to the governing body and then to the local authority. The complaints procedure is outlined in (state where) and can be obtained from (insert location e.g. website address/details of how to obtain a copy).

Individual healthcare plans (IHPs)

An IHP sets out what support is required by a learner. Not every learner with healthcare will require an IHP. In most cases, especially concerning short-term illnesses such as those requiring a course of antibiotics, an IHP may not be necessary. In such circumstances it may be sufficient to follow the procedure outlined in Section 7 and to use the form in (append 5).

An IHP will be required when healthcare needs are complex, fluctuating, long term or where there is a high risk that an emergency intervention will be needed. This means that IHP may be needed even if a medical condition is normally well controlled.

For pre-school children and for learners transferring between settings, an IHP will be created or amended using the advice and support of agencies, such as health, the local authority, the disabled children's team, staff at the previous setting in addition to the learner and parent/carer. This early preparation will help ensure that an IHP is in place at the start of the new term.

IHPs will be easily accessible to all who need to refer to it while maintaining the required levels of privacy. In our school, the member of staff with overall responsibility for healthcare needs in the school is Mike Carruthers, Headteacher. They have responsibility for the development of the IHP in conjunction with the relevant health specialists.

The aim of the IHP is to capture the steps which need to be taken to help a pupil manage their condition and overcome any potential barriers to participating fully in education.

When devising the IHP, the school will need to involve some or all of the following:

- the pupil
- the parents/carers
- input or information from previous education setting
- appropriate healthcare professionals
- social care professionals
- the headteacher and/or delegated responsible person for healthcare needs across the setting
- teachers and support staff, including catering staff

- any individuals with relevant roles such as a first aid coordinator, a well-being officer, and SENCo.

The following diagram outlines the process for identifying whether an IHP is needed.

Identify learners with healthcare needs

- Learner is identified from the admission form or other route.
 - Parent/Carer, learner or healthcare professional informs education setting of healthcare need (or any changes in healthcare needs).
 - Discussions during the transition process
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Gather information

- If there is potential need for an IHP, the education setting should discuss this with the parent/Carer and the learner. It may be necessary to consult with relevant healthcare professionals. This will support the decision making process about whether an IHP is needed.
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Establish if an IHP should be made

- The headteacher or delegated person should organise a meeting with appropriate staff, the parents, the learner and appropriate clinicians to determine if the learner's healthcare needs require an IHP, or whether this would be inappropriate or disproportionate. If consensus cannot be reached, the headteacher should take the final decision, which can be challenged through the complaints procedure.
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If it is decided that an IHP should be made...

- The headteacher or delegated person, under the guidance of the appropriate healthcare professionals, parents/carers and the pupil should develop the IHP in partnership. This includes instigating, coordinating, facilitating meetings, documentation and overall communication in the school.
- The headteacher or delegated person to facilitate necessary risk assessments and interventions are done to ensure the child's safety.
- The headteacher or the delegated person will identify appropriate staff to support the pupil including identifying any training needs and the source of training.
- The headteacher or the delegated person will make arrangements for training by relevant and appropriately qualified specialists.
- The headteacher or delegated person will circulate the IHP and any subsequent updates to: parent/carers, headteacher, class teacher/SENCo (as appropriate), and the relevant healthcare professional. NB consent from parent/carers and pupil must be obtained to do this.
- The headteacher or delegated person will set an appropriate review date and define any other triggers for review, section 5.

If the relevant health professional has provided an IHP and this covers all aspects contained in

However, if it is determined that an IHP is required and one has not yet been developed, we will complete the IHP together with the pupil, parent/carer and relevant health professional. It may not be necessary to complete all sections of this template.

Where a pupil has a special educational need (SEN) the IHP will be linked or attached to any Statement of SEN/SAPRA, one page profile or learning and skills plan (post 16). A personal evacuation plan and risk assessment may also be attached.

The IHP will explain how information is shared and who will do this. This individual can be a first point of contact for parents/carers and staff and will liaise with external agencies as and when necessary.

Pupils who are competent* to do so will be encouraged to take responsibility for managing their own healthcare needs, which includes medicines and procedures. This should be reflected within the pupil's IHP.

*Gillick – where possible, the learner should be supported to build understanding and confidence to increasingly self-manage healthcare needs, depending on their ability to do so. This is sometimes referred to as 'Gillick competence'.

Where possible, pupils will be allowed to carry their own medication and relevant devices, or be able to quickly access their medication. Some pupils may require an appropriate level of supervision.

If a pupil refuses to follow their IHP or take their medicine or carry out a necessary procedure, staff should not force them to do so, but follow the setting's defined arrangements, agreed in the IHP. Parents/carers will be informed as soon as possible so that an alternative arrangement can be considered and health advice will be sought where appropriate.

The governing body will ensure that all IHPs are reviewed at least annually or more frequently should the IHP state otherwise or should there be new evidence that the needs of the pupil have changed.

In this review we will involve all key stakeholders where appropriate including – the pupil, parent/carer, education and health professionals and other relevant bodies.