



**BALHAM NURSERY SCHOOL AND  
CHILDREN'S CENTRE**

**POLICY FOR SUPPORTING  
CHILDREN AT SCHOOL WITH  
MEDICAL NEEDS 2017-2018**

**Signed:** ..... (Chair of Governors)

**Dated:** .....

**Signed:** ..... (Headteacher)

**Dated:** .....

**Review Date:** Spring Term 2018

## **BALHAM NURSERY SCHOOL & CHILDREN'S CENTRE**

### **Policy for Supporting Children at School with Medical Conditions**

#### **Policy statement**

Section 100 of the Children and Families Act 2014 places a duty on governing bodies of maintained schools, proprietors of academies and management committees of PRUs to make arrangements for supporting pupils at their school with medical conditions.

The governing body will ensure that all pupils with medical conditions in our School are supported to enable them to have full access to all aspects of the education provided and the same opportunities as other pupils, including access to school trips and physical education.

All pupils with medical conditions, in terms of either physical or mental health, will be properly supported so that they can play a full and active role at school, remain healthy and achieve their academic potential.

The School will consult and work in partnership with health and social care professionals, pupils (where appropriate) and parents to ensure the needs of pupils with medical conditions are effectively met.

The School will ensure that there is a focus on the needs of each individual pupil and how their medical condition impacts on their school life.

The School will ensure staff are provided with appropriate training to provide whatever support pupils require, including training in what to do in an emergency.

All staff have a clear understanding that medical conditions should not be a barrier to learning and that they have a duty of care to pupils.

The named person with overall responsibility for pupils with medical needs is Emma Williams, Headteacher.

Medicine will only be given to children when their parents have completed a Request for Administration of Medication in School form and when the medicine has been prescribed by a doctor or other medical professional and has to be administered four times a day or more, or is used to treat a chronic condition.

Calpol, Liquid Nurofen and Piriton may be given to children when parents have given their consent by completing and signing the relevant section of the School's Contact Form. Usually these medications will only be administered by staff if a child becomes ill in school and after speaking with the child's parent to obtain verbal consent (as well as checking for written consent on the Contact Form). If the child's parent is unavailable, a qualified First Aider will consult with the Headteacher/Deputy Headteacher or another member of the SLT. The decision to give the medication will be on a case by case basis, taking into account the best interests and well-being of the child. Staff will always check that the correct

dosage for the child's age is administered. Children with special needs will be accommodated in accordance with written medical recommendations.

Medicines must not be in the possession of children, they must be handed to the Headteacher, Deputy Headteacher or Senior Administration Officer on duty in Reception. Any medication will be kept securely in the Reception Office. If any medication is required to be stored in a refrigerator, suitable, secure, arrangements will be made.

Medicine must only be administered by an employee of the School, the child's parents or an appropriate health professional. All medicine dispensed will be noted on the School's Accident/Incident & Medication form, copies of which are kept in each class and further copies can be obtained from a member of the Admin staff. Staff will also make a note and sign the Medication Diary kept in the Reception Office of the child's name, dosage and time given as well as the name of the medication.

Children who suffer from asthma need to have access to their medication as quickly as possible. For this reason, their medication is kept in a clearly marked plastic wallet in the Medicines Box in the Reception Office. Staff are aware of the location and will assist children in the administration of their medication as and when required. Staff will follow the same procedure as detailed above in terms of completion of the Accident/Incident & Medication Form and Medication Diary.

## **Introduction**

Parents\* of children with medical conditions are often concerned that their child's health will deteriorate or not be effectively managed when they attend school. This is because pupils with long-term and complex medical conditions may require on-going support, medicines or care while at school to help them manage their condition and keep them well. Others may require monitoring and interventions in emergency circumstances. It is also the case that children's health needs may change over time, in ways that cannot always be predicted, sometimes resulting in extended absences. It is therefore important that parents feel confident that the school will provide effective support for their child's medical condition and that the children feel safe.

In addition to the educational impacts, there are social and emotional implications associated with medical conditions. Children may be self-conscious about their condition and some may be bullied or develop emotional disorders such as anxiety or depression around their medical condition.

Long-term absences due to health problems affect children's educational attainment, impact on their ability to integrate with their peers and affect their general wellbeing and emotional health. Reintegration back into school should be properly supported so that children with medical conditions fully engage with learning and do not fall behind when they are unable to attend. Short-term and frequent absences, including those for appointments connected with a pupil's medical condition (which can often be lengthy), also need to be effectively

managed and appropriate support put in place to limit the impact on the child's educational attainment and emotional and general wellbeing.

Some children with medical conditions may be considered to be disabled under the definition set out in the Equality Act 2010. Where this is the case the governing body must comply with their duties under that Act.

Some children may have special educational needs (SEN) and a statement or Education, Health and Care (EHC) plan which brings together health and social care needs as well as their special education provision.

\* The term 'parent' implies any person or body with parental responsibility such as foster parent, carer, guardian or local authority.

### **Consultation and Communication**

This policy has been developed in consultation with key stakeholders within the school and within local health and social care agencies, as well as pupils and parents.

The key stakeholders in our School are:

- pupils with medical conditions
- parents
- the school's Governors
- Headteacher
- SENCo
- teachers
- members of staff trained in first aid
- all other school staff
- local healthcare professionals
- Wandsworth Borough Council

The School recognises the importance of providing feedback to those involved in the development process and is committed to acknowledging input from others and taking account of suggestions or advice received.

In order to ensure full implementation of this policy, pupils (where appropriate), parents, staff and relevant health and social care partners will be informed about it, copies will be provided as appropriate, access to the policy signposted and available on the school's website as well as regular reminders being put in place.

In addition a staff training programme will be provided, which will take account of the need for specialist training (when required) for some key members of the staff team, as well as generic training for all staff. In addition, all new staff, including supply and temporary staff, will be informed of the policy and their responsibilities (Appendix A).

## **Staff Awareness, Training and Support**

All staff in the school are made aware of any pupils with additional medical needs and the systems in place to support them. This information is regularly updated.

All staff understand their duty of care to pupils at all times and in the event of an emergency. Health are providing guidance re specific issues if a child is acutely ill.

Action required in an emergency for the common serious conditions is displayed in prominent locations for staff

All staff supporting pupils with medical needs will receive relevant training. Training provided will be planned in conjunction with the school lead and relevant external medical professionals. Training for staff will be at a level which ensures staff members are competent and have confidence in their ability to support pupils effectively and to fulfill the requirements set out in their individual healthcare plans.

Training will be refreshed on an annual basis or as required. Staff will receive a certificate detailing the training they have received and a record (on SIMS.net and on file) is kept by the school detailing training provided and who attended. The record is reviewed annually to ensure staff are suitably trained.

There will always be a paediatric first aider on site who has received training in the following:

- Epipen / severe allergic reaction
- Headlice
- Epilepsy
- Diabetic coma
- Asthma management

If there is a need for a child to be taken to hospital the parent will be informed, a member of staff (wherever possible someone familiar to the child) will always accompany the child and stay with them until a parent or responsible family member arrives. The school will ensure a copy of the child's healthcare plan is taken to the hospital with the child wherever possible.

Where escorts for home to school transport are employed by the school they will be given the same training as school staff, know what to do in a medical emergency and be made aware of any pupils in their care who have specific needs.

All staff accompanying children on off-site visits will be made aware of pupils with medical conditions involved in the trip and any relevant information necessary.

## **Notification that a pupil has a medical condition, process for ensuring support is put in place and individual healthcare plans**

Notification may come through a statement of SEN, an Education, Health and Care (EHC) plan, from a medical practitioner or from the parent of the child.

When a pupil is starting at our school and has an identified medical condition, we will ensure that arrangements are in place in time for the start date.

In other cases, such as a new diagnosis we would expect to have arrangements in place within two weeks of notification or admission.

The usual process for supporting a pupil with medical needs will be by establishing an Individual Healthcare plan. Individual Healthcare plans help to ensure that pupils with medical needs are effectively supported. The plan provides clarity about what needs to be done, when and by whom. The plan is helpful in the majority of cases and especially for long-term and complex medical conditions, although not all children will require one. The level of detail within the Individual Healthcare plan will depend on the complexity of the child's condition and the degree of support needed. The school recognises that different children with the same health condition may require very different support.

Individual Healthcare plans may be initiated by a member of school staff or a healthcare professional involved in providing care to the child. Where the child has SEND the Individual Healthcare plan will be linked to the child's statement or EHC plan.

Individual Healthcare Plans will include the following information:

- The medical condition, its triggers, signs, symptoms and treatments
- The pupil's resulting needs, including medication (its side-effects and its storage) and other treatments, dose, time, facilities, equipment, testing, dietary requirements and environmental issues e.g. crowded places
- Specific support for the pupil's educational, social and emotional needs, including how absences will be managed,
- Who will provide this support, their training needs and cover arrangements in their absence
- Who in the school needs to be aware of the child's condition and the support required
- Written permission for medication to be administered by a member of staff or appropriate healthcare professional,
- Separate arrangements or procedures required for school trips/ that will ensure the child can participate e.g. risk assessments
- Where confidentiality issues are raised by the parent/child, the designated individuals to be entrusted with information about the child's condition

- What to do in an emergency, including who to contact and contingency arrangements

Responsibility for the wellbeing of the pupil will not be left to one person; a team of people will be identified to ensure that the pupil's health, safety and emotional well being are supported. Close liaison between the school and the relevant healthcare providers will be developed to ensure that the needs of the pupil are fully catered for and reasonable adjustments made to ensure inclusion.

A flow chart setting out the process for identifying and agreeing the support a child needs is at Appendix B.

Individual healthcare plans are used by the school to ensure that pupils with medical conditions are effectively supported to access the curriculum and all school life.

They are developed in the context of assessing and managing risks to the child's education, health and social well-being and to minimise time out of school/learning.

Where a child is absent from school for over 15 days in an academic year due to illness the school will review the plan, taking into account information received from health practitioners involved in their care and a referral made (if appropriate) to the LA medical provision. For Wandsworth resident children, this is the Home and Hospital Tuition Service, children resident in other boroughs will be referred to the equivalent service in their LA.

### **Record keeping, Healthcare Plan register and reviews**

The governors will ensure that robust records are kept relating to pupils with medical conditions including

- their Individual Healthcare Plans, key staff involved and the review processes
- administration of medication
- training
- emergency procedures
- parental permission forms

Parents are asked if their child has any health conditions or health issues and if so these should be recorded appropriately when the child is admitted to the school. Parents are expected to update the school if their child's medical needs change.

Individual healthcare plans are used to create a centralised register of pupils with medical needs. An identified member of staff has responsibility for maintaining and updating the register, and will contact parents if any further information or clarification is required.

The healthcare register will be securely kept, all staff will respect pupil confidentiality and permission will be sought from parents and pupils before any medical information is shared with any other party. The school seeks permission from parents to allow the healthcare plan to be sent ahead to emergency care staff, should an emergency happen during school. This permission is included in the healthcare plan.

Apart from the central copy, which is held securely in the Headteacher's Office, specified members of staff (agreed by the pupil and parents) securely hold copies of pupils' Healthcare Plans. These copies are updated at the same time as the central copy.

All members of staff who work with groups of pupils have access to the Healthcare Plans of pupils in their care.

When a member of staff is new to a pupil group, for example due to staff absence, the school makes sure that they are made aware of (and have access to) the Healthcare Plans of pupils in their care.

All individual healthcare plans will be reviewed annually as a minimum.

Staff at the school will also use opportunities such as teacher-parent conferences to ensure information held is accurate and updated where needed.

Parents will always be provided with a copy of the pupil's current plan.

An anonymised overview report on the support for pupils with medical conditions will be presented to governors annually. The report will be prepared by the Headteacher/Deputy Headteacher and will summarise key issues emerging from the plans and processes in place including issues re access to the curriculum.

### **Consent to administer medicines, storage and administration of medication at school**

Medicines will only be administered at the school when it would be detrimental to a child's health or school attendance not to do so

If a pupil requires regular prescribed or non-prescribed medication at school, parents are asked to provide consent on their child's Healthcare Plan giving the pupil (where appropriate) or staff permission to administer medication on a regular/daily basis, if required. A separate form is used with parents for pupils taking short courses of medication as detailed above.

The school understands the importance of medication being taken as prescribed.

No child under 16 will be given prescription or non-prescription medicines without their parent's written consent.

Only prescribed medicines that are in-date, labelled with the child's name, provided in the original container as dispensed by a pharmacist and include instructions for administration, dosage and storage are acceptable. The exception to this is insulin which must still be in date, but will generally be available to schools inside an insulin pen or a pump, rather than in its original container.

All medicines will be stored safely and in accordance with instructions, taking account of temperature requirements etc.

We will ensure that children know who they should go to in order to access their medicines immediately. Where relevant, they should know who holds the key to the storage facility. Medicines and devices such as asthma inhalers, blood glucose testing meters and adrenalin pens should be always readily available to children and not locked away.

Specific arrangements will be put in place for any school trips where a child requires medication

Controlled drugs that have been prescribed for a pupil will be securely stored in a non-portable container and only named staff will have access. We will ensure that controlled drugs are easily accessible in an emergency.

A member of staff may administer a controlled drug to the child for whom it has been prescribed providing they have received specialist training/instruction. This requires bespoke management for each individual case due to strict rules which apply to the use of controlled drugs.

We will ensure an adequate number of staff members have received training in administering medication to meet the needs of pupils

If a trained member of staff, who is usually responsible for administering medication, is not available, this school makes alternative arrangements to provide the service. This is always addressed in the risk assessment for off-site activities.

We will keep a record of all medicines administered to individual children, stating what, how and how much was administered, when and by whom. Parents will be informed when a child has been unwell and/or medication has been required/administered

Parents at this school understand that if their child's medication changes or is discontinued, or the dose or administration method changes, that they should **notify the school immediately**

If a pupil refuses their medication, this will be recorded and the parent notified. If necessary advice will be sought from the relevant health professional

When no longer required, medicines will be returned to the parent to arrange for safe disposal. Sharps boxes will always be used for the disposal of needles and other sharps

There is an identified member of staff who ensures the correct storage of medication at school. The identified member of staff will check for expiry dates three times a year. Medication will not be stored at school over the summer

holiday period.

It is the parent's responsibility to ensure new and in date medication comes into school on the first day of the new academic year in the event their child is returning to our school, and/or whenever required.

All school staff have been informed through training that they are required, under common law duty of care, to act like any reasonably prudent parent in an emergency situation. 'Emergency' is defined as a potentially life-threatening situation. This may include taking action such as administering medication. It is crucial that accurate information about any action taken is passed to acute / ambulance services on arrival.

### **School Outings**

Parents are sent a / school outings form to be completed and returned to school shortly before their child leaves for an extended day visit. This form requests up-to-date information about the pupil's current condition and their overall health. This provides essential and up-to-date information to relevant staff and school supervisors to help the pupil manage their condition while they are away.

All School Outings forms are taken by the relevant staff member on visits where medication is required. These are accompanied by a copy of the pupil's Healthcare Plan.

All parents of pupils with a medical condition attending a school outing are asked for consent, giving staff permission to administer medication in the morning if required.

If the form includes current issues of medication - a discussion is held with the parent about how the medical condition will be managed whilst on the trip.

### **An inclusive school environment which is favourable to pupils with medical conditions, including the physical environment, as well as social, sporting and educational activities**

The school is committed to providing a physical environment that is accessible to pupils with medical conditions and this includes school outings and journeys.

The school ensures the needs of pupils with medical conditions are adequately considered to ensure their involvement in structured and unstructured social activities, including during breaks. .

All staff at this school are aware of the potential social problems that pupils with medical conditions may experience. Staff use this knowledge to try to prevent and deal with problems in accordance with the school's anti-bullying and behaviour policies.

Staff use opportunities to raise awareness of medical conditions amongst pupils and to help create a positive social environment.

The school understands the importance of all pupils taking part in sports, games and activities.

The school ensures all classroom teachers, make appropriate adjustments to sports, games and other activities to make physical activity accessible to all pupils. However we also ensure all classroom teachers, understand that pupils should not be forced to take part in an activity if they feel unwell.

Teachers are aware of pupils in their care who have been advised to avoid or to take special precautions with particular activities, and all, classroom teachers are aware of the potential triggers for pupils' medical conditions when exercising and how to minimize these triggers.

The school ensures all pupils have the appropriate medication or food with them during physical activity and that pupils take them when needed.

The school ensures all pupils with medical conditions are actively encouraged to take part in group games.

This school ensures that pupils with medical conditions can participate fully in all aspects of the curriculum and ensures that appropriate adjustments and extra support are provided.

If a pupil is missing a lot of time at school, they have limited concentration or they are frequently tired, all teachers at this school understand that this may be due to their medical condition.

Teachers at this school are aware of the potential for pupils with medical conditions to have special educational needs (SEN). Pupils with medical conditions who are finding it difficult to keep up with their studies are referred to the SEN coordinator. The school's SEN coordinator consults the pupil, parents and the pupil's healthcare professional to ensure the effect of the pupil's condition on their schoolwork is properly considered.

Risk assessments are carried out prior to any out-of-school visit and medical conditions are considered during this process. Factors we consider include: how all pupils will be able to access the activities proposed, how routine and emergency medication will be stored and administered, and where help can be obtained in an emergency.

### **Health and safety, including common triggers that can make medical conditions worse or can bring on an emergency**

The school has a list of common triggers for the common medical conditions at this school. The school will write a trigger reduction schedule, when necessary and is actively working towards reducing or eliminating health and safety risks. The school is committed to reducing the likelihood of medical emergencies by identifying and reducing triggers both at school and on out-of-school visits.

School staff have been given training on medical conditions. This training includes detailed information on how to avoid and reduce exposure to common triggers for common medical conditions.

Healthcare Plans are used to identify individual pupils who are sensitive to particular triggers. The school will produce a detailed action plan to ensure these individual pupils remain safe throughout the school day.

Full health and safety risk assessments are carried out on all school outings before they are approved, taking into account the needs of pupils with medical conditions

All medical emergencies and significant incidents are reviewed to ascertain whether and/or how they could have been avoided. Appropriate changes to policy and procedures will be implemented after each review.

### **Roles and responsibilities**

This school works in partnership with all interested and relevant parties including the school's governing body, all school staff, parents, community healthcare professionals and pupils to ensure the policy is planned, implemented and maintained successfully.

The **Governors** will ensure that arrangements are in place to support pupils with medical conditions and that they are enabled to access the fullest possible participation in all aspects of school life. Governors will ensure all staff have received the appropriate level of training and are competent to support pupils. Governors will receive annual updates as to the effective working of the policy, will review this carefully and ensure implementation of any changes or recommendations arising from the review.

The **Headteacher (the Lead for children with medical conditions)** has lead responsibility for the implementation and review of the policy and will ensure that

- the school is inclusive and welcoming
- the policy is in line with national guidance and expectations, is put into action and maintained
- liaise with other interested and relevant parties (including parents and pupils, school health, community and acute health services, the local authority services etc)
- ensure information help by the school is accurate and up to date and good communication and information sharing systems are in place
- ensure pupil confidentiality is respected
- assess the training and development needs of staff and arrange for them to be met
- ensure all staff are aware of the policy, including supply teachers and new staff
- delegate tasks appropriately to named members of staff
- monitor and review the policy at least once a year, with input from, parents, staff and external stakeholders and update it as and when necessary

- report back to governors and to all key stakeholders about the implementation of the medical conditions policy.

**All staff** at the school have a responsibility to

- be aware of and understand the school's medical conditions policy
- be aware of the potential triggers, signs and symptoms of common medical conditions and know what to do in an emergency
- know which pupils in their care have a medical condition and be familiar with the content of the pupil's Healthcare Plan
- allow all pupils to have immediate access to their emergency medication when necessary
- maintain effective communication with parents including informing them if their child has been unwell at school
- ensure pupils who carry their medication with them have it when they go on a school visit or out of the classroom
- be aware of pupils with medical conditions who may be experiencing bullying or need extra social support
- ensure all pupils with medical conditions are not excluded unnecessarily from activities they wish to take part in, and understand the impact a medical condition may have on a pupil and make any reasonable adjustments to accommodate this (e.g. that pupils have the appropriate medication or food with them during any exercise and are allowed to take it when needed, and are not forced to take part in an activity if they are unwell)
- be aware that medical conditions can affect a pupil's learning and provide extra help when pupils need it, including help to catch up with work when the pupil has been unwell
- use opportunities across areas of the curriculum to raise pupil awareness about medical conditions

**Specific responsibilities of key staff**

- the **special educational needs co-ordinator** for the school will keep an overview of any pupils whose medical needs impact on their learning, will advise staff working directly with them and ensure appropriate strategies are put in place to support them
- **staff with first aid training** will give immediate help to casualties with common injuries or illnesses and those arising from specific hazards with the school and when necessary ensure that an ambulance or other professional medical help is called.
- **designated lead for medication** will ensure all medication is correctly stored and labelled, regularly reviewed, in date and that parents provide new medication as needed.

**School nurse / school health team** will be involved in the healthcare planning for pupils with medical needs as appropriate. This may include

- informing the school of pupils in need of a health care plan
- initiating healthcare plans when relevant
- contributing to healthcare plans and their review
- ensuring parental consent is obtained and recorded

- help in providing regular training for school staff in managing the most common medical conditions at school
- advising on training on less common conditions, including providing information about where the school can access other specialist training
- collating relevant health information to support pupil, family and school to inform the healthcare plan
- supporting pupils and parents as appropriate

**Individual doctors and specialist healthcare professionals** caring for pupils who attend this school have a responsibility to:

- complete the pupil's Healthcare Plans provided by parents
- where possible, and without compromising the best interests of the child, try to prescribe medication that can be taken outside of school hours
- offer every child or young person (and their parents) a written care/self-management plan to ensure children and young people know how to self manage their condition
- ensure the child or young person knows how to take their medication effectively
- ensure children and young people have regular reviews of their condition and their medication
- provide the school with information and advice regarding individual children and young people with medical conditions (with the consent of the pupil and their parents)
- understand and provide input in to the school's medical conditions policy

**Acute health care service personnel** have a responsibility to:

- have an agreed system for receiving information held by the school about children and young people's medical conditions, to ensure best possible care
- understand and provide input in to the school's medical conditions policy

**The pupils at this school (who are able to)** have a responsibility to:

- treat other pupils with and without a medical condition equally
- tell their parents, teacher or nearest staff member when they are not feeling well
- let a member of staff know if another pupil is feeling unwell
- treat all medication with respect
- know how to gain access to their medication in an emergency
- if mature and old enough, know how to take their own medication and to take it when they need it
- ensure a member of staff is called in an emergency situation.

**The parents\* of a child at this school** have a responsibility to:

- tell the school if their child has a medical condition
- ensure the school has a complete and up-to-date Healthcare Plan for their child
- inform the school about the medication their child requires during school hours
- inform the school of any medication their child requires while taking part in

- outings
- tell the school about any changes to their child's medication, what they take, when, and how much
- inform the school of any changes to their child's condition
- ensure their child's medication and medical devices are labelled with their child's full name
- provide the school with appropriate spare medication labelled with their child's name
- ensure that their child's medication is within expiry dates
- keep their child at home if they are not well enough to attend school
- ensure their child has regular reviews about their condition with their doctor or specialist healthcare professional
- ensure their child has a written care/self-management plan from their doctor or specialist healthcare professional to help their child manage their condition.

\* The term 'parent' implies any person or body with parental responsibility such as foster parent, carer, guardian or local authority.

### **Unacceptable practices**

The DfE guidance 2014 lists the following unacceptable practices. This policy is designed to ensure that these issues are avoided and that there is an ongoing dialogue between school, pupils and parents so that all pupils and parents feel confident in the processes in place in the school.

"Unacceptable practice:

- to prevent children from easily accessing their inhalers and medication and administering their medication when and where necessary;
- to assume that every child with the same condition requires the same treatment;
- to ignore the views of the child or their parents; or ignore medical evidence or opinion, (although this may be challenged);
- to send children with medical conditions home frequently or prevent them from staying for normal school activities, including lunch, unless this is specified in their individual healthcare plans;
- if the child becomes ill, to send them to the school office unaccompanied or with someone unsuitable;
- to penalise children for their attendance record if their absences are related to their medical condition e.g. hospital appointments;
- to prevent pupils from drinking, eating or taking toilet or other breaks whenever they need to in order to manage their medical condition effectively;
- to require parents, or otherwise make them feel obliged, to attend school to administer medication or provide medical support to their child, including with toileting issues. No parent should have to give up working because the school is failing to support their child's medical needs

- to prevent children from participating, or create unnecessary barriers to children participating in any aspect of school life, including school trips, e.g. by requiring parents to accompany the child. “

### **Complaints Procedure**

In the event that parents or children are dissatisfied with the support provided by the school they should, in the first instance, discuss their concerns directly with the Headteacher. If, for whatever reason, this does not resolve the issue, parents may make a formal complaint via the school's complaints procedure as set out in the Balham Nursery School & Children's Centre Complaints Policy. Parents should only make a formal complaint to the Department for Education if the issues come within the scope of section 496/497 of the Education Act 1996 and after all other attempts at resolution have been exhausted.

### **Policy review**

This policy is regularly reviewed and updated, at least annually and taking account of guidance issued by the government. The school will seek feedback from all stakeholders both within the school and other partners. The views of pupils with medical conditions and their parents will be actively sought and are central to the evaluation and review process.

## **APPENDIX A**

### **Communication plan to ensure full implementation of this policy**

a. Pupils are informed and regularly reminded about the medical conditions policy:

- at several intervals in the school year
- during appropriate school activities

b. Parents are informed and regularly reminded about the medical conditions policy:

- by including on the School's website (which is available all year round), the policy statement and signposting access to the policy at the start of the school year when communication is sent out about Healthcare Plans
- in the school newsletter periodically throughout the school year
- through school-wide communication about results of the monitoring and evaluation of the policy.

c. School staff are informed and regularly reminded about the medical conditions policy:

- through copies handed out at the first staff meeting of the school year and before Healthcare Plans are distributed to parents
- at scheduled medical conditions training
- through the key principles of the policy being displayed in several prominent staff areas at this school
- through school-wide communication about results of the monitoring and evaluation of the policy
- all supply and temporary staff are informed of the policy and their responsibilities.

d. Relevant local health staff are informed and regularly reminded about the school's medical conditions policy:

- by letter accompanied with a printed copy of the policy at the start of the school year
- CCG and school/community nurse.
- through communication about results of the monitoring and evaluation of the policy.

e. Governors agree the policy and regularly review it (at least every 2 years)

f. All other external stakeholders are informed and reminded about the school's medical conditions policy:

- by letter accompanied with a printed copy of the policy summary at the start of the school year and through communication about results of the monitoring and evaluation of the policy.

## APPENDIX B

School made aware of medical condition by parents or health professionals by

- New child enrolling in the Nursery
- New diagnosis for existing child

Headteacher/delegated lead coordinates meeting to agree Individual Healthcare Plan (IHP)

- Attendees should include:
- Parent, Child (if appropriate), Specialist Nurse, School Nurse, GP, Physiotherapist, OT or SALT (if involved), Paediatrician/Consultant (where possible, if not then a report), Key School staff

Clarify medical condition and healthcare needs of the child

- Develop IHP and agree who will write it
- Identify School staff training needs

Specialist Nurse/School Nurse delivers training

- Staff signed off as competent

IHP Implemented

- IHP circulated to all relevant staff

IHP Reviewed

- Annually or when condition changes
- IHP updated and re-circulated
- Additional training provided for staff if necessary