



Independent School for Girls Aged 2 to 18
and Boys Aged 2 to 11

WELLNESS CENTRE - MEDICAL CARE POLICY

Harrogate Ladies' College family of Schools:

Highfield Pre School, Highfield and College

SLT Responsibility: Joanna Fox

Governor Committee Review: Pupil Welfare

Date of Last Review: September 2024

Review Cycle: Annual

PRINCIPAL: Sylvia F. Brett BA (Dunelm), MA (London). **COLLEGE VISITOR:** Baroness Harris of Richmond.
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Since 1893

Policy statement

This is the medical care policy of Harrogate Ladies' College, which comprises of the College, Highfield and Pre-school (the School). This policy is addressed to all staff and covers the school's medical care arrangements including the administration of medication to pupils in the care of the school by staff.

This policy should be read in conjunction with the First Aid policy and will be reviewed annually.

The Wellness Centre

The Health Centre is staffed by one part-time registered general nurse, a paramedic, plus a full-time health care assistant. There is a local GP who holds clinics twice weekly in the Wellness Centre.

Boarding house staff also are qualified in first aid in the work place as are many of the academic and non-teaching staff (see *First Aid Policy* for current list of first aid trained staff).

The Wellness Centre accommodation is within the school grounds, affording the best possible facility with easy access for pupils and staff.

The Wellness Centre comprises: treatment room, three single bedrooms (one with en-suite accessible facilities) separate bath and toilet facilities and a kitchen.

There is a separate room which is used for the school counsellor, who visits the school one day a week for both boarders and day pupils. There is also a room available for GP for face to face clinic sessions.

Aims:

1. Provide a professional medical and nursing service of the highest quality in a caring, supportive and confidential atmosphere.
2. Be a health promoting support system providing knowledge and guidance to ensure a healthy school community in a state of complete physical, social and mental wellbeing.

Objectives:

1. Be aware of the need to preserve a high standard of nursing care.
2. Be aware of responsibilities, including legal, moral and multi-cultural.
3. Ensure records are accurate and up to date.
4. Record all accidents/incidents using the internal electronic accident form and report as legislation requires.
5. Be aware of the importance of preventative health care and what this involves.
6. Recognise the importance of communication and be able to discuss with other professionals, staff, pupils and parents in an effective manner.
7. Be aware of the need to seek and give advice and support.
8. Preserve confidentiality.
9. Be aware of the importance of continued education and updating of nursing/medical skills (continued professional development).

This policy applies to all members of our school community, including boarders and those in our EYFS setting.

10. Always be available with an open mind to listen with care and concern to the needs of the community.
11. Ensure all teaching or other relevant staff, are aware of pupils with health problems and understand the action that must be taken should an emergency arise.

Responsibilities:

The responsibilities and duties of the health care staff are many and varied. The following list, which cannot be definitive, gives some indication of the role of the health care team:

1. Nursing care – of both in- and out-patients
2. Confidential care and support
3. Administration of first aid
4. Health education and promotion
5. Medical examinations – both boarders and day pupils
6. Doctor's/Wellness Centre surgeries
7. Communication – pupils/staff/parents/guardians where appropriate
8. Recording of treatments
9. Safety of drugs, NHS records and other medical records
10. Immunisations – liaising with immunisation team
11. Health and safety (accident reporting)
12. Administration and recording of medication
13. Pastoral support of pupils

Surgeries

The Wellness Centre staff are available Monday – Friday between 8.15 am – 5.00 pm. There are four clinics daily; pupils are encouraged to visit during clinic times, to minimise class disruption having arranged the appointment prior to visiting, either by direct contact (email or telephone) or through a staff member.

If boarding pupils are, in the opinion of the doctor or Wellness Centre team, unfit to participate in PE/games lessons, an email is sent to PE staff and added to iSAMS. This gives them permission to be excused from physical exercise on the date stated. Day pupils who are not able to participate in physical exercise are expected to bring a letter from their parents to excuse them from such activities.

All treatments, medication and advice given are recorded on iSAMS for each individual child, whether the pupil is a boarder or day pupil and house staff and parents are informed accordingly.

All hard copy medical notes history forms are stored in a locked filing cabinet and are confidential to the medical department. NHS notes for boarders who belong to the college are kept on the GP computer system.

Medicals

This policy applies to all members of our school community, including boarders and those in our EYFS setting.

A medical history form is sent to all new pupils' parents and should be filled in with the help of the family doctor, where necessary, and submitted onto the Parent Portal before the pupil is admitted to the school.

All new boarders are registered with the school's GP (Spa Surgery, Mowbray Square Medical Centre, Harrogate).

The Wellness Centre team will ask new boarders to attend an appointment at the Wellness Centre so he/she can record height, weight, eyesight and colour vision. During this appointment, the new pupil is given the opportunity to discuss any concerns they may have, for example any mental health issues they may have had in the past. Confidentiality is explained and pupils are made aware that in certain situations, and for their own safety, it may be necessary for details to be shared with certain staff members. Currently, we carry out the same tests for the day pupils, and report any concerns to parents. Medicals are also given to reception children and year 6 pupils prior to leaving for secondary school.

The role of the Wellness Centre staff is to promote good health and discussion on healthy lifestyles as part of this process during all health checks. The staff will always be aware of, and sensitive to, the needs of each individual pupil and colleague.

Immunisations

In the autumn term, all boarders with underlying medical conditions e.g. asthma, are offered the flu vaccine for which consent is required. School leaving boosters of diphtheria/tetanus/polio and Meningitis ACWY are offered to all pupils in year 9 and HPV vaccination to those in year 8, whether day or boarding pupil. Arrangements for any other immunisations that are needed, e.g. for overseas trips, can be made as requested or deemed necessary, once the parents are consulted and positive consent given. Any vaccine given is recorded in their NHS records.

All the immunisations are carried out by the Harrogate District NHS Child Immunisation Team (with the assistance of the Wellness Centre staff if required.) Pupils are always asked to stay for ten minutes following an injection so any signs of reaction can be noted.

A link is sent to an online consent form via email from the school to parents/guardians of the pupils offered immunisations. Consents are directly received by the immunisation team.

All correct procedures are followed during the disposal of unused vaccines/needles/syringes as per NHS guidelines.

Immunisation session

- immunisation nurses record immunisation information on the NHS system, which links with the GP records

Wellness Centre

Boarders who are ill are cared for during the school day in the Wellness Centre and return to their respective houses after school, depending on the severity of the illness.

Basic nursing care is provided by the Wellness Centre staff during the day.

During the pupil's stay, meals and drinks are provided. The school GP will visit as necessary, to see a pupil during a face-to-face clinic pre-arranged with the Wellness Centre staff. Normally there are two doctor's clinics each week: Tuesday from 08.30am and Thursday from 08.30am. Boarders who want to see the doctor off the school premises may do so and an appointment can be arranged via the nursing team. Taxis are arranged from the Wellness Centre for hospital appointments, and every pupil under 16 is accompanied by a staff member.

Parents are informed by the Wellness Centre staff if a day pupil is not able to attend school for the rest of the day; they can then be collected to go home.

When boarders are admitted to the Wellness Centre, their parents are informed unless the illness is not serious. Pupils from the United Kingdom sometimes return home to recuperate if required or wished.

All admissions and discharges are noted and all nursing procedures, medication and treatments are recorded on iSAMS.

Hospital treatment

If a boarder requires hospital treatment, a member of the Wellness Centre team or a member of staff accompanies the pupil. The parents or guardians would always be contacted if a pupil attended hospital and/or received hospital treatment.

An ambulance would be called for in an emergency.

Day pupils' parents are contacted if hospital treatment is required and encouraged to take their own child to casualty. If it is an emergency situation, the pupil will be taken to the hospital and the parents contacted as soon as possible.

Day pupils with a history of severe allergic reactions are asked to provide their own adrenaline injections, such as Epipens, keeping a check on expiry dates. It is the Wellness Centre staff's responsibility to check that these drugs are in date and replaced before expiry for boarding pupils.

Counselling

Counselling skills are an important part of the Wellness Centre staff's role; both pupils and staff frequently require these skills. Time must be available to enable the Wellness Centre staff to carry out this part of their role adequately.

Counselling should be conducted in a quiet, private place where interruptions will not occur.

Counselling should be confidential, but no guarantees of absolute confidentiality should be given and staff should be aware of the circumstances where child protection and welfare concerns may need to take precedence over confidentiality. Where there are concerns, the Wellness Centre staff should consult with the DSL before proceeding with any course of action.

Access to outside professional help is available when required and the Harlow counselling service visits on a weekly basis. The School's Designated Mental Health Lead (DMHL) is also available to support pupils across the whole school.

As long as the school considers that pupils are sufficiently competent to do so, pupils under sixteen may see the counsellor for the first assessment without their parent's express consent, but if further visits are required, pupils are encouraged to discuss with their parents, if appropriate.

The appointment to see the counsellor is usually made through the Wellness Centre staff, however, the pupils can make referrals themselves by emailing the Harlow.

The Wellness Centre team is aware of the need for continuing professional development and attends courses/conferences to keep up to date with information about relevant topics, e.g. eating disorders, drug and child abuse, female issues, mental health issues etc.

The school also has a separate *Counselling and Independent Listener Policy*.

Communication

Communication is a vital part of the Wellness Centre staff's' role. If a day pupil should become unwell during school hours, the parents are called or emailed whenever possible, and the pupil returns home with their parent. However, as many parents are working, it is feasible to wait and see whether a rest and symptomatic treatment can restore a child for return to class. Should it seem that the pupil is unable to attend school for the rest of the day, then parents are telephoned and suitable arrangements are made.

In the case of an EYFS pupil, parents will be informed of any accident, injury or first aid treatment given on the same day.

Boarders who fall ill are admitted to the Wellness Centre during the daytime; the parents or guardians are always informed of serious illness and the Wellness Centre staff liaise with house staff on a daily basis if the period of illness continues. Boarding staff and reception are informed when a pupil is admitted and unable to attend lessons.

After the school holidays, the medical staff must be informed by email of anything that had arisen medically during the holidays concerning any of the pupils. Liaison between parents, staff and the Wellness Centre staff will be beneficial to the pupil. If a pupil has any emotional problems, although told in confidence, they are encouraged to involve parents wherever possible.

All boarding pupil medical appointments are written in a diary. An email is sent to House informing them of which pupil has an appointment, with timings and location of appointment. A taxi is booked by the Wellness Centre staff and a member of the Wellness Centre team will attend with the pupil if under 16 years or if deemed necessary. Where a pupil is escorted to an appointment, with the pupil's agreement, the member of staff will ensure that appropriate information is fed back to the Wellness Centre staff and doctor and an email will be sent to parents or anyone else who reasonably requires such information.

A daily list is provided for the Wellness Centre of absentees; this provides information of previous illness, should the child attend the centre shortly after.

A log on iSAMS is used to notify boarding staff of treatment given and instructions for follow up treatment by them. Information is given of a review date, if the patient is to be seen again at the Wellness Centre. The house staff also use this iSAMS log to inform Wellness Centre of any medicines administered in house.

Procedure in case of safeguarding concerns

If the Wellness Centre staff are notified of, or suspect safeguarding issues, he/she must take the following steps:

1. Obtain any information relevant to the case and record as soon as possible on CPOMS.
2. follow procedures in the Safeguarding Policy.

Health and safety

One of the responsibilities of the Wellness Centre staff is to record and report accidents and dangerous occurrences as outlined by the Health and Safety at Work etc. Act 1974.

All accidents are recorded electronically on the School's accident reporting form. Regulation health and safety (First Aid) boxes are in strategic places around the college, the size of which is dependent upon the demand. These boxes are checked and replenished each term, or sooner if required, and signed when completed.

The College minibuses have their own first aid boxes, which are handed in to the Wellness Centre for checking and restocking.

On hired bus trips, the accompanying staff takes one or two first aid boxes. These boxes are only given to trained staff for administering medication and/or first aid treatment while away from the School. They are then returned to the Wellness Centre where they are checked and replenished.

First aid kits are available at various sites around the school; these are checked each term and replenished as required.

First Aid kits are lent to staff members for school trips.

Administration of medication

The Administration of Medication Policy aims to provide staff, parents and pupils with a sound basis for ensuring the proper and safe administration of both prescribed and over the counter (OTC) medications at HLC.

Our aim is to implement and maintain an efficient management system for the administration of medicines to all pupils in our care.

The school is committed to ensuring that physical and mental health and wellbeing of pupils is promoted. This includes ensuring all pupils with medical conditions can access and enjoy the same opportunities at the school as any other pupil and to ensuring that they are able to play a full and active role in school life, remain healthy and achieve their academic potential.

Liaising with parents

HLC promotes on-going communication with parents in order to ensure that the specific medical needs of all pupils in our care are known and met.

Parents must inform the Wellness Centre staff if their child develops any medical condition, especially those which will require either prescription or non-prescription medication to be taken at school and of any changes to the medication required. Parents will be required to complete a consent form for the administration of any new prescription drug their child has been prescribed.

This policy applies to all members of our school community, including boarders and those in our EYFS setting.

Individual health care plans

The Wellness Centre staff will, where required, produce an individual health care plan (IHCP) for a pupil, particularly those with long-term or complex health needs.

The IHCP shall be presented to the parents for approval prior to its implementation, to ensure the school hold accurate information about the medical condition of any pupil with long-term needs.

Once the IHCP is approved, the Wellness Centre staff shall be responsible for its maintenance and implementation.

Where appropriate, the ICHP should be linked with a pupil's statement of special educational needs (SEN) and / or education, health and care plan (EHCP). Where a pupil has SEN but does not have a statement or EHC, their SEN should be mentioned in their IHCP.

Pupils with specific medical conditions

The school has guidance and protocols in place to deal with common medical conditions such as anaphylaxis, asthma, epilepsy and diabetes.

The Wellness Centre staff and school doctor will ensure that boarders have the necessary medication for their specific medical conditions, which will be administered in accordance with the terms of this policy.

Day pupils with specific medical conditions should supply their own emergency medications. A consent form will be required to be completed by their parent noting dosage and instructions.

Emergency medications will either be stored safely by the school for pupils' use or be kept by pupils, if they have been deemed to be sufficiently competent to do so.

Unacceptable practice

Staff should use their discretion and training with regards to each individual pupil's medical needs, by reference to their ICHP and / or EHC, as appropriate.

However, staff should be aware that the following practices are generally unacceptable:

- Preventing access to medication and relevant devices (such as inhalers), where this is reasonably required;
- Assuming that all pupils with the same conditions require the same treatment;
- Frequently sending pupils with medical conditions home or preventing them from taking part in normal school activities, unless this is provided for in their ICHP / EHC or by their medical advisors;
- Sending unwell pupils unaccompanied to the school office or medical room;
- Penalising pupils for their attendance record, if their absences are related to their medical condition (e.g. hospital appointments);
- Preventing pupils from drinking, eating or taking toilet or other breaks when required to enable them to manage their medical condition effectively;

- Requiring parents, or otherwise making them feel obliged, to attend the school to administer medication or otherwise provide medical support to a relevant pupil during the school day;
- Preventing pupils from participating in, or creating unnecessary barriers to children participating in all aspects of school life.

Training

The Wellness Centre staff are responsible for the administration of medicine within the school and will delegate duties as appropriate to other members of staff who have received training.

The school shall ensure that members of staff who are required to administer medicines are appropriately trained to manage medicine as part of their duties. There must be a designated, appropriately trained person for the administration and management of medicines in each boarding house and for staff taking school trips. Training will be given to staff who will administer medications, highlighting issues such as indications, contra-indications, side-effects, dosage, precautions regarding administration, clear reasons for not giving the drug and duration of treatment before nursing or medical advice is sought. Specific training for controlled medicines will be provided as required eg boarding house staff and/or trip staff. The trained Wellness Centre staff will sign the confirmation stating the member of staff is proficient in the procedure. Any staff undertaking administration of medicines training signs the form to agree they have received the training.

Medical records and consent

Parents of all pupils at the school are required to complete a medical consent form fully, **before** the pupil joins the school. In this form, parents consent to the administration of non-prescription (paracetamol/ibuprofen/anti-histamine) medication.

Parents are also required to complete the relevant health questionnaire **prior** to the pupil joining the school.

Parents of pupils who require medication prescribed by a doctor are required to discuss this with the Wellness Centre staff.

Staff at the school will generally not administer any medication to a pupil without obtaining prior written permission from his or her parents. The prescription and the name of the drug must be in English, in order for mistakes to be avoided. This requirement will not prevent a pupil of sufficient understanding and intelligence to understand fully what is proposed, from giving or withholding consent to medical treatment or from seeking advice or treatment in confidence.

Where parents have provided written permission for medication to be administered, staff will document on iSAMS each and every occasion that any medication is administered.

Medication

Any medication will be administered and recorded as per the *Administration of Medicines Policy*.

Whilst boarders have access to the internet, the School has a robust filtering system which prevents them ordering medication online. They are also educated about the need to ensure the Wellness Centre staff are fully informed about the medication they are taking, in order to prevent harm. This includes over-the-counter medication they have purchased and medication brought from home.

Boarding house staff reinforce this education at frequent intervals and when new pupils arrive.

This policy applies to all members of our school community, including boarders and those in our EYFS setting.

Asthma register and emergency inhalers

General information on how to recognise and respond to an asthma attack is contained in the Department of Health's guidance on the use of emergency salbutamol inhalers in schools (Sept 2014) which can be found at <https://www.gov.uk/government/publications/emergency-asthma-inhalers-for-use-in-schools>

The Wellness Centre staff will hold, and be responsible for restocking, the emergency inhalers (which may be bought without prescription). An emergency inhaler may be used if a pupil's prescribed inhaler is not available (for example, because it is broken or empty) or in the event of an asthma attack.

Only pupils who have been diagnosed with asthma and/or who have been prescribed a reliever inhaler (and permission granted from the parent /guardian on the medical form) may use an emergency inhaler.

The Wellness Centre staff will maintain an up-to-date register of pupils who have been diagnosed with asthma and /or who have been prescribed a reliever inhaler and, in respect of whom, parental consent to the use of the emergency inhaler has been obtained. The register should be reviewed regularly to take into account pupils' changing asthma care needs. A copy of the register is to be stored with the emergency inhalers.

Parents are to notify the school as soon as practicable that a particular pupil has been diagnosed with asthma and /or has been prescribed a reliever inhaler. Notification should be accompanied by a completed consent form signed by the parents, a copy of which is available from the Wellness Centre team on request. Completed consent forms should be stored on the pupil's file and, where appropriate, the IHCP updated accordingly.

If an emergency inhaler is used by a pupil the Wellness Centre staff will notify the relevant parents as soon as practicable.

Emergency inhaler boxes are held in College reception, Highfield reception, Pre-prep kitchen/dining area.

NB See also the Asthma Protocol within the Wellness Centre Protocols document.

Storage of medication

Medicines are always securely stored in accordance with individual product instructions.

Medication arriving into general stock must be recorded to enable audit trail.

All medicines shall be stored in the original container in which they were dispensed, together with the prescriber's instructions for administration. Any unlabelled medications or medication removed from its original container will be either returned to parents or destroyed.

Spare emergency medication such as reliever inhalers and adrenaline pens will be kept in the Wellness Centre. In the case of medication which is not required in an emergency, the pupil will be told where their medication is stored and who holds the key.

Pupils who do not carry and administer their own medication, must be aware of which members of staff will administer their medication. The Wellness Centre staff will ensure the pupils are aware.

If a pupil is prescribed a controlled drug, it will be kept in safe custody in a locked, non-portable container, according to regulations (as below), and only named staff will have access.

Parents should collect all medicines belonging to their pupil at the end of each term and are responsible for ensuring that any date-expired medication is collected from the school.

Certain medications must be stored in the refrigerator – see individual medication instructions.

Controlled drugs

The storage of controlled drugs (**CDs**) shall comply with the Misuse of Drugs (safe custody) Regulations (1973). In this summary, this shall include:

- A secure, lockable cupboard should be used which contains only controlled drugs.
- Only registered nurses and trained paramedics with authorised access should hold the keys to the cupboard in the Wellness Centre.
- Separate records or the administration of controlled drugs should be kept in an appropriate, bound record book with numbered pages.
- The balance remaining should be checked at each administration and monthly by two trained staff.
- There is a clear protocol for the disposal of unused controlled drugs which should be returned to the pharmacy.
- CDs collected from pharmacy must be entered into the ledger and witnessed as soon as they are brought into the Wellness Centre. If this is not immediately possible, CDs must be locked into the CD cabinet until a convenient time.
- CDs taken home by pupils during school holidays must be documented by two trained staff as being taken off the premises. The pupil can act as second witness if only one trained member of staff is on duty, but must sign the ledger.
- The lead nurse, in conjunction with the GP, is responsible for the ordering and receipt of CDs.

It is the lead nurse's responsibility to:

- Order repeat prescriptions.
- Ensure that CDs are delivered safely from the dispensary.
- Ensure that safe practice is carried out by all staff and that correct systems are in place, including any training necessary.

All medications must be transported to and from the dispensary in a safe and secure way.

At each point where a CD moves from the authorised possession of one person to another, a signature for receipt should be obtained by the person handing over the drug. (House staff – log book for weekend doses etc)

Wherever possible, CDs must be transported in a secure, lockable or sealed, tamper-evident container.

Emergency procedures

In the event of an emergency related to the administration of medicine, a member of the Wellness Centre staff should be called as soon as possible, if not already present. If the Wellness Centre staff do not consider that she or she is able to deal with the presenting condition, then they should continue any first aid or medical procedures required whilst another person summons emergency medical care. This does not, however, affect the ability of any person to contact the emergency services in the event of a medical emergency. **Staff should always dial 999 for the emergency services in the event of a serious medical emergency** before implementing the terms of the policy and make clear arrangements for liaison with the ambulance services of the school site.

Off-site visits and sporting events

If a pupil attending an off-site visit or sporting event requires medication but does not self-medicate, they will be accompanied by a member of staff who has received appropriate training to administer the medication in accordance with this policy. If the pupil is deemed not to be sufficiently competent, a member of staff shall carry the medication, individually labelled, administer, record & notify Wellness Centre

Secure storage for medicines must be available at all short-term accommodation used by the school.

Foreign medications

Foreign medications must not be administered without authorisation from the school doctor or a prescription from the pupil's home doctor in English, regardless of parental instructions.

Disposal of medications

Controlled drugs

CDs should be destroyed in the HLC surgery in such a way that the drug is denatured or destroyed so that it cannot be retrieved, reconstituted or used. Destruction must occur in a timely fashion, so that excessive quantities are not stored awaiting destruction.

All destruction must be documented in the appropriate section of the CD register.

It must be witnessed and signed by a second competent professional. (Check current guidelines for procedures for disposal)

Non-controlled drugs

All non-controlled drugs within the school's possession must be counted and disposed of in the yellow incineration box by two competent professionals. Both professionals must sign the specific medicine disposal record book stating date, name of patient and reason for disposal.

Monitoring and Review

The policy will be reviewed annually by the Wellness Centre staff, the Senior Deputy and the Governors' Pupil Welfare Committee.

The implementation of this policy will be monitored by the Governors' Pupil Welfare Committee.

Version control

Date of last review of this policy	September 2024
Date for next review of this policy	September 2025
Policy owner (SLT)	Senior Deputy
Policy owner (Proprietor)	Dame Francine Holroyd