

# Medications and Medical Conditions in Primary Schools Policy

**Signed:**

**Chair: S. Gribbin**

**CEO: R. Swindells**

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## Medications and Medical Conditions in Primary Schools Policy

This policy applies to all primary schools within Collective Vision Trust.

### Introduction - Supporting pupils with medical conditions

The Children and Families Act 2014 places a duty on the local governing committee of this academy to make arrangements for supporting children at their premise with medical conditions. The Department of Education have produced statutory guidance 'Supporting Pupils with Medical Conditions' and we will have regard to this guidance when meeting this requirement.

We will endeavour to ensure that children with medical conditions are properly supported so that they have full access to education, including school trips and physical education. The aim is to ensure that all children with medical conditions, in terms of both their physical and mental health, are properly supported in school so that they can play a full and active role in school life, remain healthy and achieve their academic potential.

It is our policy to ensure that all medical information will be treated confidentially by the Executive Headteacher, Headteacher, Head of School and staff. All administration of medicines is arranged and managed in accordance with the Supporting Pupils with Medical Needs guidance document. All staff have a duty of care to follow and co-operate with the requirements of this policy.

Where children have a disability, the requirement of the Equality Act 2010 will apply.

Where children have an identified special need, the SEN Code of Practice will also apply.

We recognise that medical conditions may impact social and emotional development as well as having educational implications.

### Key Roles and Responsibilities

**Statutory Requirement:** The Trust Board should ensure that the Trust's policy clearly identifies the roles and responsibilities of all those involved in the arrangements they make to support children at school with medical conditions.

The Trust Board is responsible for:

- Fulfilling its statutory duties under legislation.
- Ensuring that arrangements are in place to support pupils with medical conditions.
- Ensuring that pupils with medical conditions can access and enjoy the same opportunities as any other pupil at the school.
- Working with the LA, health professionals, commissioners and support services to ensure that pupils with medical conditions receive a full education.
- Ensuring that, following long-term or frequent absence, pupils with medical conditions are reintegrated effectively.
- Ensuring that the focus is on the needs of each pupil and what support is required to support their individual needs.
- Instilling confidence in parents and pupils in the school's ability to provide effective support.
- Ensuring that all members of staff are properly trained to provide the necessary support and are able to access information and other teaching support materials as needed.
- Ensuring that no prospective pupils are denied admission to the school because arrangements for their medical conditions have not been made.
- Ensuring that pupils' health is not put at unnecessary risk. As a result, the Trust Board holds the right to not accept a pupil into school at times where it would be detrimental to the health of that pupil or others to do so, such as where the child has an infectious disease.
- Ensuring that policies, plans, procedures and systems are properly and effectively implemented.

The Executive Headteacher, Headteacher and Head of School is responsible for:

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- The overall implementation of this policy.
- Ensuring that this policy is effectively implemented with stakeholders.
- Ensuring that all staff are aware of this policy and understand their role in its implementation.
- Ensuring that a sufficient number of staff are trained and available to implement this policy and deliver against all IHPs, including in emergency situations.
- Considering recruitment needs for the specific purpose of ensuring pupils with medical conditions are properly supported.
- Having overall responsibility for the development of IHPs.
- Ensuring that staff are appropriately insured and aware of the insurance arrangements.
- Contacting the school nurse where a pupil with a medical condition requires support that has not yet been identified.

Parents will be responsible for:

- Notifying the school if their child has a medical condition.
- Providing the school with sufficient and up-to-date information about their child’s medical needs.
- Being involved in the development and review of their child’s IHP (individual health plan).
- Carrying out any agreed actions contained in the IHP.
- Ensuring that they, or another nominated adult, are contactable at all times.

Pupils will be responsible for:

- Being fully involved in discussions about their medical support needs, where applicable.
- Contributing to the development of their IHP, if they have one, where applicable.
- Being sensitive to the needs of pupils with medical conditions.

Teachers and Support Staff are responsible for:

- Providing support to pupils with medical conditions, where requested, including the administering of medicines, but are not required to do so.
- Taking into account the needs of pupils with medical conditions in their lessons when deciding whether or not to volunteer to administer medication.
- Receiving sufficient training and achieve the required level of competency before taking responsibility for supporting pupils with medical conditions.
- Knowing what to do and responding accordingly when they become aware that a pupil with a medical condition needs help.
- The following shows the specific training in place in each of our schools:

School	Training
Churchfields	At Churchfields Primary, four support staff and the PE staff have received first aid training and a member of the support staff has had additional training on supporting a child with medical needs.
Chesterton Primary	At Chesterton Primary, our support staff have received first aid training. Any member of school staff should know what to do and respond accordingly when they become aware that a pupil with a medical condition needs help.
Crackley Bank	Crackley Bank Primary has a group of named fully certified first aiders, displayed around the buildings. All early years’ staff have received paediatric first aid training. Records are kept in the school office and updates arranged by the administrators in school.
Bursley	At Bursley Academy 16 members of staff have Paediatric First Aid training and 11 have Emergency First Aid training. Additionally, all staff have received Astham training, the office support staff have completed courses on the administration of medication including anaphylaxis and six members of staff have received PEG (percutaneous endoscopic gastronomy) training to aid a child with a PEG tube.
Cheswardine	Cheswardine Primary has a group of named fully certified first aiders, displayed around the buildings and every member of staff has received emergency first aid at work training in January 2022. All

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	early years' staff have received paediatric first aid training. Records are kept in the school office and updates arranged by the administrators in school. All staff have received updated anaphylaxis and asthma training. Our administrator and a trained TA are responsible for maintaining records for medical support. Three of our staff have been trained in gastro- ectopic feeding processes for one specific child.
Hinstock	Hinstock Primary has a group of named fully certified first aiders, displayed around the buildings and every member of staff has received emergency first aid at work training in January 2022. All early years' staff have received paediatric first aid training. Records are kept in the school office and updates arranged by the administrators in school. All staff have received updated anaphylaxis and asthma training. Our administrator and a trained TA are responsible for maintaining records for medical support.
Woore	At Woore Primary and Nursery School we have 1 member of staff who has completed the First Aid at Work training and other members of staff who have current paediatric First Aid certification which includes the use of a defibrillator. All members of staff have completed the Asthma and anaphylaxis training in September 2024. Records are stored in the administrator's office.

The School Nursing Service / Community NHS Nurses is responsible for:

- Notifying the school at the earliest opportunity when a pupil has been identified as having a medical condition which requires support in school.
- Supporting staff to implement IHPs and providing advice and training.
- Liaising with lead clinicians locally on appropriate support for pupils with medical conditions.

### Identifying children with Health Conditions

**Statutory Requirement: The Trust Board will ensure that the policy sets out the procedures to be followed whenever a school is notified that a pupil has a medical condition.**

We will aim to identify children with medical needs on entry to the school by working in partnership with parents / carers and health professionals. We will use a 'Health Questionnaire' to obtain the information required for each child's medical needs to ensure that we have appropriate arrangements in place prior to the child commencing at the school to support them accordingly. We will regularly communicate this procedure through our newsletters to parents.

Where a formal diagnosis is awaited or is unclear, we will plan to implement arrangements to support the child, based on the current evidence available for their condition. We will ensure that every effort is made to involve some formal medical evidence and consultation with the parents.

### Individual Healthcare Plans (IHPs)

**Statutory Requirement: The Trust Board ensure that the school's policy covers the role of individual healthcare plans, and who is responsible for their development in supporting children at school with medical conditions.**

We recognise that Individual Healthcare Plans are recommended in particular where conditions fluctuate or where there is a high risk that emergency intervention will be needed, and are likely to be helpful in the majority of other cases, especially where medical conditions are long term and complex. However, not all children will require one. The school, healthcare professional and parent will agree based on evidence when a healthcare plan would be inappropriate or disproportionate. If no consensus can be reached, the Executive headteacher / headteacher or their nominated representative will make the final decision.

Where children require an individual healthcare plan it will be the responsibility of the member of staff who has been delegated by the Executive Headteacher / Headteacher to work with parents and relevant healthcare professionals to write the plan.

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A healthcare plan (and its review) may be initiated in consultation with the parent/carers, by a member of school staff or by a healthcare professional involved in providing care to the child. The school will work in partnership with the parents/carers, and a relevant healthcare professional eg. school, specialist or children's community nurse, who can best advise on the particular needs of the child to draw up and/or review the plan. Where a child has a special educational need identified in a statement or Educational Health Care (EHC) plan, the individual healthcare plan will be linked to or become part of that statement or EHC plan.

If a child is returning following a period of hospital education or alternative provision (including home tuition), that we will work with relevant professionals and key staff to ensure that the individual healthcare plan identifies the support the child will need to reintegrate effectively.

**Statutory Requirement: The Trust Board should ensure that all plans are reviewed at least annually or earlier if evidence is presented that the child's needs have changed. Plans should be developed with the child's best interests in mind and ensure that the school assesses and manages the risks to the child's education, health and social well-being and minimise disruption.**

The designated member of staff meets will be responsible in conjunction with parents/carers, for drawing up, implementing and keeping under review the individual healthcare plan for each pupil and making sure relevant staff are aware of these plans.

**Statutory Requirement: When deciding what information should be recorded on individual healthcare plans schools should consider the following:**

- the medical condition, its triggers, signs, symptoms and treatments;
- the pupil's resulting needs, including medication (dose, side effects and storage) and other treatments, time, facilities, equipment, testing, access to food and drink where this is used to manage their condition, dietary requirements and environmental issues eg crowded corridors, travel time between lessons;
- specific support for the pupil's educational, social and emotional needs – for example, how absences will be managed;
- the level of support needed (some children will be able to take responsibility for their own health needs) including in emergencies. If a child is self-managing their medication, this should be clearly stated with appropriate arrangements for monitoring;
- who will provide this support, their training needs, expectations of their role and confirmation of proficiency to provide support for the child's medical condition from a healthcare professional; and cover arrangements for when they are unavailable;
- who in the school needs to be aware of the child's condition and the support required;
- arrangements for written permission from parents and the Executive Headteacher / Headteacher / Head of School for medication to be administered by a member of staff, or self-administered by the pupil during school hours;
- separate arrangements or procedures required for school trips or other school activities outside of the normal school timetable that will ensure the child can participate, eg risk assessments;
- where confidentiality issues are raised by the parent/child, the designated individuals to be entrusted with information about the child's condition; and
- what to do in an emergency, including whom to contact, and contingency arrangements. Some children may have an emergency healthcare plan prepared by their lead clinician that could be used to inform development of their individual healthcare plan

### Staff training

**Statutory Requirement: The Trust Board should ensure that this policy clearly sets out how staff will be supported in carrying out their role to support children with medical conditions, and how this will be reviewed. It should specify how training needs will be assessed and by whom training will be commissioned and provided.**

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**This policy is clear that any member of school staff providing support to a child with medical needs should have received suitable training.**

**Staff must not administer prescription medicines or undertake any health care procedures without the appropriate training (updated to reflect any individual healthcare plans)**

All new staff will be inducted on the policy when they join the school through their Staff Information Pack. Records of this training will be stored in the individual's personnel file.

All nominated staff will be provided awareness training on the school's policy for supporting children with medical conditions which will include what their role is in implementing the policy. This training will be carried out annually.

The awareness training will be provided to staff by Inset Day training at the beginning of each academic year.

Where required we will work with the relevant healthcare professionals to identify and agree the type and level of training required and identify where the training can be obtained from. This will include ensuring that the training is sufficient to ensure staff are competent and confident in their ability to support children with medical conditions. The training will include preventative and emergency measures so that staff can recognise and act quickly when a problem occurs and therefore allow them to fulfil the requirements set out in the individual healthcare plan.

Any training undertaken will form part of the overall training plan for the school and refresher awareness training will be scheduled at appropriate intervals agreed with the relevant healthcare professional delivering the training.

### **The Child's role**

**Statutory Requirement: The Trust Board will ensure that the Trust's policy covers arrangements for children who are competent to manage their own health needs and medicines.**

Where possible and in discussion with parents, children that are competent will be encouraged to take responsibility for managing their own medicines and procedures. This will be recorded in their individual healthcare plan. The healthcare plan will reference what will happen should a child who self-administers refuse to take their medication (this will normally be informing the parent/carer at the earliest opportunity). However, in this setting, it is usual for children to be supported by a member of staff when taking their medication.

If a pupil refuses to take medicine or carry out a necessary procedure, staff will not force them to do so. Instead, the procedure agreed in the pupil's IHP will be followed. Following such an event, parents will be informed so that alternative options can be considered.

### **Managing medicines on the school premises**

**Statutory Requirement: The Trust Board will ensure that the Trust's policy is clear about the procedures to be followed for managing medicines.**

The administration of medicines is the overall responsibility of the parents/carers. Where clinically possible we will encourage parents to ask for medicines to be prescribed in dose frequencies which enable them to be taken outside of school hours. However, the Executive headteacher / Headteacher is responsible for ensuring children are supported with their medical needs whilst on site, therefore this may include managing medicines where it would be detrimental to a child's health or school attendance not to do so.

We will not give prescription or non-prescription medicines to a child under 16 without their parent's/carer's written consent (a 'parental agreement to administer medicines' form will be used to record this). Documented tracking system to record all medicines received in and out of the premises will be put in place.

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The name of the child, dose, expiry and shelf life dates will be checked before medicines are administered.

On occasions where a child refuses to take their medication the parents will be informed at the earliest available opportunity.

We will only accept prescribed medicines that are in date, labelled, provided in the original container as dispensed by the pharmacist and include instructions for administration, their dosage and storage. Insulin is the exception, which must still be in date but will generally be available to schools inside an insulin pen or a pump, rather than its original container.

As the children in this school are too young or immature to take personal responsibility for their inhaler, with parent's consent, staff will make sure that inhalers are stored in a safe but readily accessible place, and clearly marked with the child's name.

Controlled drugs will be securely stored in a non-portable container which only named staff will have access to. We will ensure that the drugs are easily accessible in an emergency situation. A record will be kept of any doses used and the amount of the controlled drug held in school. We will never administer aspirin or medicine containing Ibuprofen to any child under 16 years old unless prescribed by a doctor.

All other pain relief medicine will not be administered without first checking maximum dosages and when previously taken. We will always inform parents.

Emergency medicines will be stored in a safe location but not locked away to ensure they are easily accessible in the case of an emergency.

Types of emergency medicines include:

- Injections of adrenaline for acute allergic reactions
- Inhalers for asthmatics
- Injections of Glucagon for diabetic hypoglycaemia
- Other emergency medication as appropriate to individual conditions ie. Rectal diazepam or Buccal Midazolam for major seizures will be stored in accordance with the normal prescribed medicines procedures (see storage section).

### Storage

All medication other than emergency medication will be stored safely in a locked cabinet, where the hinges cannot be easily tampered with and cannot be easily removed from the premises.

Where medicines need to be refrigerated, they will be stored in a fridge in a secure location in a clearly labelled airtight container. There must be restricted access to a refrigerator holding medicines.

Children will be made aware of where their medicines are at all times and be able to access them immediately where appropriate. Where relevant they should know who holds the key to the storage facility.

Medicines such as asthma inhalers, blood glucose testing meters and adrenaline pens will always be readily available to children and not locked away. We will also ensure that they are readily available when outside of the school premises or on school trips.

Storage of medication whilst off site will be maintained at steady temperature and secure. There will be appropriately trained staff present to administer day to day and emergency medication and copies of individual health care plans will be taken off site to ensure appropriate procedures are followed.

### Disposal

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It is the responsibility of the parents/carers to dispose of their child’s medicines. It is our policy to return any medicines that are no longer required including those where the date has expired to the parents/carers. Parents/carers will be informed of this when the initial agreements are made to administer medicines. Medication returned to parent/ carers will be documented on the tracking medication form.

Sharps boxes, if required, will be in place for the disposal of needles. Collection and disposal of these will be arranged locally.

### Medical Accommodation

Below are the details of the medical accommodation in each school:

School	Medical Accomodation
Churchfields	The school has a designated medical room as part of the disabled toilet
Chesterton Primary	The school does not have a designated medical room, space can be made in the School Office or the Breakfast Club.
Crackley Bank	The school has a designated medical room.
Bursley	The school does not have a designated medical room, space is made in the school office or the staff room.
Cheswardine	The school office or staff room is used.
Hinstock	The school office or staff room is used.
Woore	The school office and staff room is used.

### Record Keeping

**Statutory Requirement: The Trust Board should ensure that the school keeps written records of all medicines administered to children.**

A record of what has been administered including how much, when and by whom, will be recorded on a ‘record of prescribed medicines’ form. The form will be kept on file. Any possible side effects of the medication will also be noted and reported to the parent/carers

### Emergency procedures

**Statutory Requirement: The Trust Board will ensure that this policy sets out what should happen in an emergency situation.**

Where a child has an individual healthcare plan, this will clearly define what constitutes an emergency and provide a process to follow. All relevant staff will be made aware of the emergency symptoms and procedures. We will ensure other children in the school know what to do in the event of an emergency ie. informing a teacher immediately if they are concerned about the health of another child.

Where a child is required to be taken to hospital, a member of staff will stay with the child until their parents arrives, this includes accompanying them to hospital by ambulance if necessary (taking any relevant medical information, care plans etc that the school holds).

### Day trips / off site activities

**Statutory Requirement: The Trust Board should ensure that their arrangements are clear and unambiguous about the need to support actively pupils with medical conditions to participate in school trips and visits, or in sporting activities, and not prevent them from doing so.**

We will ensure that teachers are aware of how a child’s medical condition will impact on their participation in any off site activity or day trip, but we will ensure that there is enough flexibility for all children to participate according to their own abilities within reasonable adjustments.



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We will consider what reasonable adjustments we might make to enable children with medical needs to participate fully and safely on visits. We will carry out a risk assessment so that planning arrangements take account of any steps needed to ensure that pupils with medical conditions are included. We will consult with parents and pupils and take advice from the relevant healthcare professional to ensure that pupils can participate safely.

### Other issues

The following table shows other items available in each school:

School	Other Items
Churchfields	<p><b>Defibrillators</b> – There is a defibrillator located within the school main office. It is a Mediana model HeartOn A15 serial No: 471492350254.</p> <p>All staff members and pupils will be made aware of the defibrillator's location and what to do in an emergency. A risk assessment regarding the storage and use of defibrillators at the school will be carried out and reviewed annually.</p> <p>No training will be needed to use the defibrillator, as voice and/or visual prompts guide the rescuer through the entire process from when the device is first switched on or opened; however, staff members will be trained in cardiopulmonary resuscitation (CPR), as this is an essential part of first-aid and defibrillator use.</p> <p>The emergency services will always be called where a defibrillator is used or requires using.</p> <p>Where possible, defibrillators will be used in paediatric mode or with paediatric pads for pupils under the age of eight.</p> <p><b>Inhalers</b> There are emergency inhalers available at the school office. Their use will be recorded.</p> <p><b>Allergens, anaphylaxis and adrenaline auto-injectors (epipens)</b> The school has a separate allergy policy that details the controls, care and use of adrenaline auto-injectors. Staff and parents should refer to that.</p>
Chesterton Primary	<p>There are emergency inhalers available at the school office. Their use will be recorded.</p> <p><b>Defibrillators</b> - The school has a defibrillator. It is stored in the medical resource area. All staff know where this is and have received training as part of their paediatric first aid training but also rely on the voice activated support.</p> <p>There are epipens in school which are prescribed for a certain child. There is also have a sharps box which is stored in a safe place away from children's reach in the classroom needed.</p>
Crackley Bank	<p><b>Defibrillators</b> - The school has a Mediana HeartOn A15 automated external defibrillator (AED). The AED will be stored in the medical room in an unlocked, alarmed cabinet.</p> <p>All staff members and pupils will be made aware of the AED's location and what to do in an emergency. No training will be needed to use the AED, as voice and/or visual prompts guide the rescuer through the entire process from when the device is first switched on or opened; however, staff members will be trained in cardiopulmonary resuscitation (CPR), as this is an essential part of first-aid and AED use.</p> <p>The emergency services will always be called where an AED is used or requires using.</p>
Bursley	<p><b>Defibrillators</b> – the school has 2 x Mediana defibrillators located in the school entrance hall and the corridor at the bottom end of the school library.</p> <p>All staff member's are aware of the AED's locations and what to do in an emergency.</p> <p>No training will be needed to use the AED, as voice and/or visual prompts guide the rescuer through the entire process from when the device is first switched on or opened.</p> <p>The emergency services will always be called where an AED is used or requires using.</p> <p>2 Emergency Asthma stations are in place and situated in the corridor by the library and the school office.</p>
Cheswardine	<p><b>Defibrillators</b> – school has an accessible defibrillator supplied by Lyreco and produced by Mediana: Medianahearton AED A15. The defibrillator is easily accessible just outside each school's office.</p> <p>All staff members and pupils will be made aware of the defibrillator's location and what to do in an emergency. A risk assessment regarding the storage and use of defibrillators at the school will be carried out and reviewed annually.</p> <p>No training will be needed to use the defibrillator, as voice and/or visual prompts guide the rescuer through the entire process from when the device is first switched on or opened; however, staff members will be trained in cardiopulmonary resuscitation (CPR), as this is an essential part of first-aid and defibrillator use.</p> <p>The emergency services will always be called where a defibrillator is used or requires using.</p> <p>Where possible, defibrillators will be used in paediatric mode or with paediatric pads for pupils under the age of eight.</p>

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	<p><b>Inhalers</b> There are emergency inhalers available at the school office. Their use will be recorded.</p> <p><b>Allergens, anaphylaxis and adrenaline auto-injectors (epipens)</b> The school has an adrenaline auto injector that it keeps for emergency use in the school office.</p>
Hinstock	<p><b>Defibrillators</b> – school has an accessible defibrillator supplied by Lyreco and produced by Mediana: Medianahearton AED A15. The defibrillator is easily accessible just outside the school’s office.</p> <p>All staff members and pupils will be made aware of the defibrillator’s location and what to do in an emergency. A risk assessment regarding the storage and use of defibrillators at the school will be carried out and reviewed annually.</p> <p>No training will be needed to use the defibrillator, as voice and/or visual prompts guide the rescuer through the entire process from when the device is first switched on or opened; however, staff members will be trained in cardiopulmonary resuscitation (CPR), as this is an essential part of first-aid and defibrillator use.</p> <p>The emergency services will always be called where a defibrillator is used or requires using.</p> <p>Where possible, defibrillators will be used in paediatric mode or with paediatric pads for pupils under the age of eight.</p> <p><b>Inhalers</b> There are emergency inhalers available at the school office. Their use will be recorded.</p> <p><b>Allergens, anaphylaxis and adrenaline auto-injectors (epipens)</b> The school has an adrenaline auto injector that it keeps for emergency use in the school office.</p>
Woore	<p><b>Defibrillators</b> – The school has an accessible defibrillator which is easily accessible in the school reception area.</p> <p>All staff members are made aware of the defibrillator’s location and what to do in an emergency. Although most first aiders have been training in the use of a defibrillator, no training is required as voice and/or visual prompts guide the rescuer through the entire process from when the device is first switched on or opened.</p> <p>The emergency services will always be called where a defibrillator is used or requires using.</p> <p>Where possible, defibrillators will be used in paediatric mode or with paediatric pads for pupils under the age of eight.</p> <p><b>Inhalers</b> There is 1 emergency inhaler available in the library area. Its use will be recorded.</p> <p><b>Allergens, anaphylaxis and adrenaline auto-injectors (epipens)</b> The school does not currently have its own adrenaline auto injector, although we are looking to purchase one as we have a pupil recently prescribed with their own.</p>

### Unacceptable practice

**Statutory Requirement: The Trust Board will ensure that this policy is explicit about what practice is not acceptable.**

Staff are expected to use their discretion and judge each child’s individual healthcare plan on its merits, it is not generally acceptable practice to:

- prevent children from easily accessing their inhalers and medication and administering their medication when and where necessary;
- assume that every child with the same condition requires the same treatment;
- ignore the views of the child or their parents; or ignore medical evidence or opinion (although this may be challenged);
- 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, send them to the school office unaccompanied or with someone unsuitable;
- penalise children for their attendance record if their absences are related to their medical condition, eg. hospital appointments;
- prevent pupils from drinking, eating or taking toilet or other breaks whenever they need to in order to manage their medical condition effectively;

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- refuse to allow pupils to eat, drink or taking toilet or other breaks whenever they need to in order to manage their medical condition effectively;
- 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; or
- prevent children from participating, or create unnecessary barriers to children participating in any aspect of school life, including school trips eg. by requiring parents to accompany the child.

### Complaints

**Statutory Requirement: The trust Board will ensure that this policy sets out how complaints may be made and will be handled concerning the support provided to pupils with medical conditions.**

Should parents or children be dissatisfied with the support provided they can discuss their concerns directly with the the Executive Headteacher, Headteacher or Head of School. If for whatever reason this does not resolve the issue, they may make a formal complaint via the trust's complaints procedure.