



**Policy Title:** **Supporting Students with Medical Conditions**

**Ref No:** **P82**

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If you wish to discuss any aspect of this policy the member of staff you should see is:

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# **Uckfield College**

## **Supporting Students with Medical Conditions Policy**

### **Document summary**

The College follows ESCC model policy and it has been produced to help schools and early years settings develop an effective management system to support students/young people with medical conditions, in accordance with the DfE's 'Supporting students at school with medical conditions' statutory guidance.

### **1) Introduction**

1.1 This policy is written in line with the requirements of:

- Student and Families Act 2014 - section 100
- Supporting students at college with medical conditions: Statutory guidance for governing bodies of maintained colleges and proprietors of academies in England, Department for Education (DFE), December 2015
- 0-25 SEND Code of Practice, DFE January 2015
- Mental Health and behaviour in colleges: departmental advice for college staff, DFE March 2015
- Equalities Act 2010
- Colleges Admissions Code, DFE December 2014

1.2 This policy should be read in conjunction with the following college policies: *Anaphylaxis policy, Asthma Policy, Diabetes Policy, Epilepsy Policy, Administration of Medicine Policy.*

1.3 This policy was developed for *Students with medical conditions with Principal, SLT, Line Managers, Student Support Assistant* and will be reviewed annually.

### **2) Definitions of Medical Conditions**

2.1 Students medical needs may be broadly summarised as being of two types:

**Short-term** affecting their participation at college because they are on a course of medication.

**Long-term** potentially limiting access to education and requiring on-going support, medicines or care while at college to help them to manage their condition and keep them well, including monitoring and intervention in emergency circumstances. It is important that parents feel confident that the college will provide effective support for their student's medical condition and that student's feel safe.

2.2 Some students with medical conditions may be considered disabled under the definition set out in the Equality Act 2010. Where this is the case governing bodies must comply with their duties under that Act. Some may also have special educational needs (SEN) and may have a statement or Education,

Health and Care (EHC) plan which brings together health and social care needs, as well as their special educational provision. For student with SEN, this policy should be read in conjunction with the Special educational needs and disability (SEND) code of practice which explains the duties of local authorities, health bodies, colleges and colleges to provide for those with special educational needs. For students who have medical conditions that require EHC plans, compliance with the SEND code of practice will ensure compliance with this policy in respect to those student.

### **3) The Role of the Governing Body**

3.1 The Governing Body remains legally responsible and accountable for fulfilling their statutory duty for supporting students at college with medical conditions. The Governing Body fulfil this by:

- Ensuring that arrangements are in place to support students with medical conditions. In doing so we will ensure that such student can access and enjoy the same opportunities at college as any other student;
- Taking into account that many medical conditions that require support at college will affect quality of life and may be life-threatening. Some will be more obvious than others and therefore the focus is on the needs of each individual student and how their medical condition impacts on their college life;
- Ensuring that the arrangements give parents and students confidence in the college's ability to provide effective support for medical conditions, should show an understanding of how medical conditions impact on a student's ability to learn, as well as increase their confidence and promote self-care. We will ensure that staff are properly trained to provide the support that students need;
- Ensuring that the arrangements put in place are sufficient to meet our statutory duties and ensure that policies, plans, procedures and systems are properly and effectively implemented;
- Developing a policy for supporting students with medical conditions that is reviewed regularly and accessible to parents and college staff (this policy);
- Ensuring that the policy includes details on how it will be implemented effectively, including a named person who has overall responsibility for policy implementation (see section below on policy implementation);
- Ensuring that the policy sets out the procedures to be followed whenever the college is notified that a student has a medical condition (see section below on procedure to be followed when notification is received that a student has a medical condition);

- Ensuring that the policy covers the role of individual healthcare plans, and who is responsible for their development, in supporting students at college with medical conditions and that they are reviewed at least annually or earlier if evidence is presented that the student's needs have changed (see section below on individual healthcare plans);
- Ensuring that the policy clearly identifies the roles and responsibilities of all those involved in arrangements for supporting students at college with medical conditions and how they will be supported, how their training needs will be assessed and how and by whom training will be commissioned and provided (see section below on staff training and support);
- Ensuring that the policy covers arrangements for students who are competent to manage their own health needs and medicines (see section below on the student's role in managing their own medical needs);
- Ensuring that the policy is clear about the procedures to be followed for managing medicines including the completion of written records (see section below on managing medicines on college premises);
- Ensuring that the policy sets out what should happen in an emergency situation (see section below on emergency procedures);
- Ensuring that the arrangements are clear and unambiguous about the need to actively support students with medical conditions to participate in college trips and visits, or in sporting activities, and not prevent them from doing so (see section on day trips, residential trips and sporting activities);
- Ensuring that the policy is explicit about what practice is not acceptable (see section on unacceptable practice);
- Ensuring that the correct level of insurance is in place and appropriate to the level of risk (see section on liability and indemnity);
- Ensuring that the policy sets out how complaints may be made and will be handled concerning the support of students with medical conditions (see section on complaints).

#### **4) Policy Implementation**

4.1 The statutory duty for making arrangements for supporting students at college with medical conditions rests with the governing body. The governing body have delegated the implementation of this policy to the staff below, however, the governing body remains legally responsible and accountable for fulfilling our statutory duty.

- 4.2 The overall responsibility for the implementation of this policy is given to the Principal. They will also be responsible for ensuring that sufficient staff are suitably trained and will ensure cover arrangements in cases of staff absences or staff turnover to ensure that someone is always available and on-site with an appropriate level of training.
- 4.3 SLT will be responsible for preparing risk assessments for offsite visits and other college activities outside of the normal timetable and for the monitoring of individual healthcare plans. The Support Services Co-ordinator is responsible for briefing supply teachers.
- 4.4 Student Support Assistant will be responsible in conjunction with parents/carers, for drawing up, implementing and keeping under review the individual healthcare plan for each student and making sure relevant staff are aware of these plans.
- 4.5 All members of staff are expected to show a commitment and awareness of student's medical conditions and the expectations of this policy. All new members of staff will be inducted into the arrangements and guidelines in this policy upon taking up their post.

## **5) Procedure to be Followed When Notification is Received that a Student has a Medical Condition**

- 5.1 This covers notification prior to admission, procedures to cover transitional arrangements between colleges or alternative providers, and the process to be followed upon reintegration after a period of absence or when students' needs change. For students being admitted to the College for the first time with good notification given, the arrangements will be in place for the start of the relevant college term. In other cases, such as a new diagnosis or a student moving to the College mid-term, we will make every effort to ensure that arrangements are put in place within two weeks.
- 5.2 In making the arrangements, we will take into account that many of the medical conditions that require support at college will affect quality of life and may be life-threatening. We also acknowledge that some may be more obvious than others. We will therefore ensure that the focus is on the needs of each individual student and how their medical condition impacts on their college life. We aim to ensure that parents/carers and students can have confidence in our ability to provide effective support for medical conditions in college, so the arrangements will show an understanding of how medical conditions impact on the student's ability to learn, as well as increase their confidence and promote self-care.
- 5.3 We will ensure that staff are properly trained and supervised to support students' medical conditions and will be clear and unambiguous about the need to actively support students with medical conditions to participate in offsite visits, or in sporting activities, and not prevent them doing so. We will

make arrangements for the inclusion of students in such activities with any adjustments as required unless evidence from a clinician such as a GP states that this is not possible. We will make sure that no student with a medical condition is denied admission or prevented from attending the college because arrangements for supporting their medical condition have not been made. However, in line with our safeguarding duties, we will ensure that all students' health is not put at unnecessary risk from, for example, infectious disease. We will therefore not accept a student in college at times where it would be detrimental to the health of that student or others.

- 5.4 The College does not have to wait for a formal diagnosis before providing support to students. In cases where a student's medical condition is unclear, or where there is a difference of opinion, judgements will be needed about what support to provide based on available evidence. This would normally involve some form of medical evidence and consultation with parents/carers. Where evidence conflicts, some degree of challenge may be necessary to ensure that the right support can be put in place, these discussions will be led by DOY/PaL and then an individual healthcare plan will be written in conjunction with the parent/carers by the Student Support Assistant and put in place.

## **6) Individual Healthcare Plans**

- 6.1 Individual healthcare plans will help to ensure that we effectively support students with medical conditions. They will provide clarity about what needs to be done, when and by whom. They will often be essential, such as in cases where conditions fluctuate or where there is a high risk that emergency intervention will be needed. They are likely to be helpful in the majority of other cases too, especially where medical conditions are long-term and complex. However, not all students will require one. The college, healthcare professional and parent/carer should agree, based on evidence, when a healthcare plan would be inappropriate or disproportionate. If consensus cannot be reached the Principal, is best placed to take a final view.
- 6.2 Individual healthcare plans will be easily accessible to all who need to refer to them, while preserving confidentiality. Plans will capture the key information and actions that are required to support the student effectively. The level of detail within the plan will depend on the complexity of the student's condition and the degree of support needed. This is important because different students with the same health condition may require very different support. Where a student has SEN but does not have a statement or EHC plan, their special educational needs should be mentioned in their individual healthcare plan.
- 6.3 Individual healthcare plans (and their review) should be drawn up in partnership between the college, parents/carers and a relevant healthcare professional e.g. college, specialist or student's community nurse, who can

best advise on the particular needs of the student. Students should also be involved whenever appropriate. The aim should be to capture the steps which the College should take to help manage their condition and overcome any potential barriers to getting the most from their education. Partners should agree who will take the lead in writing the plan, but responsibility for ensuring it is finalised and implemented rests with the college.

- 6.4 We will ensure that individual healthcare plans are reviewed at least annually or earlier if evidence is presented that the student's needs have changed. They will be developed and reviewed with the student's best interests in mind and will ensure that we assess and manage the risks to the student's education, health and social wellbeing, and minimises disruption. Where a student is returning to college following a period of hospital education or alternative provision, we will work with the local authority and education provider to ensure that the individual healthcare plan identifies the support the student will need to reintegrate effectively.
- 6.5 Where home to college transport is being provided by East Sussex County Council, we will support the development of any risk assessments and share the individual healthcare plan with the local authority and driver/escort. Where students have a life threatening condition or a medical need that requires an emergency response, individual healthcare plans should be carried on the vehicle detailing the procedure to be followed in the event of an emergency.
- 6.6 Individual healthcare plans will suit the specific needs of each student, but will all include the following information:
- The medical condition, its triggers, signs, symptoms and treatments;
  - The student'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 e.g. crowded corridors, travel time between lessons; Specific support for the student's educational, social and emotional needs - for example, how absences will be managed, requirements for extra time to complete exams, use of rest periods or additional support in catching up with lessons, counselling sessions.
  - The level of support needed (some students will be able to take responsibility for their own health needs) including in emergencies. If a student 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 student's

medical condition from a healthcare professional; and cover arrangements for when they are unavailable;

- Who in the college needs to be aware of the student's condition and the support required;
- Arrangements for written permission from parents/carers and the Head teacher, for medication to be administered by a member of staff, or self-administered by the student during college hours;
- Separate arrangements or procedures required for off-site visits or other college activities outside of the normal college timetable that will ensure the student can participate e.g., risk assessment;
- Where confidentiality issues are raised by the parent/student, the designated individual is to be entrusted with information about the student's condition; and
- What to do in an emergency, including whom to contact, and contingency arrangements. Some students may have an emergency healthcare plan prepared by their lead clinician that could be used to inform development of their individual healthcare plan.

## 7) Roles and responsibilities

- 7.1 Please refer to the section on policy implementation for the functions that have been delegated to different members of staff.
- 7.2 In addition we can refer to the **local authority Schools Nursing Team** for support with drawing up Individual Healthcare Plans, provide or commission specialist medical training, liaison with lead clinicians and advice or support in relation to students with medical conditions.
- 7.3 Other **healthcare professionals, including GPs and paediatricians should notify the local authority Schools Nursing Team** when a student has been identified as having a medical condition that will require support at college. Specialist local health teams may be able to provide support, and training to staff, for students with particular conditions (e.g. asthma, diabetes, epilepsy).
- 7.4 **Students** with medical conditions will often be best placed to provide information about how their condition affects them. They should be fully involved in discussions about their medical support needs and contribute as much as possible to the development of, and comply with, their individual healthcare plan.
- 7.5 **Parents/carers** should provide the college with sufficient and up-to-date information about their student's medical needs. They may, in some cases be the first to notify the college that their student has a medical condition.



Parents are key partners and should be involved in the development and review of their student's individual healthcare plan, and may be involved in its drafting. They should carry out any action they have agreed to as part of its implementation, e.g. provide medicines and equipment and ensure they or another nominated adult are contactable at all times.

- 7.6 East Sussex County Council will work with us to support students with medical conditions to attend full time. Where students would not receive a suitable education in a mainstream college because of their health needs, the local authority has a duty to make other arrangements. FLESS (Flexible Learning Educational Support Service) is an East Sussex service which supports colleges in the education of student and will provide teaching in a range of settings if a young person is unable to attend college for 15 days or more because of health needs (whether consecutive or cumulative across the year).
- 7.7 **Providers of health services** should co-operate with colleges that are supporting student with medical conditions. They can provide valuable support, information, advice and guidance to colleges, and their staff, to support student with medical conditions at college.
- 7.8 The **Ofsted** common inspection framework came into effect on 1<sup>st</sup> September 2015, aimed at promoting greater consistency across inspection remits. Inspectors must consider how well a college meets the needs of the full range of students, including those with medical conditions. Key judgements will be informed by the progress and achievement of these students alongside those of students with special educational needs and disabilities, and also by students' spiritual, moral, social and cultural development. Colleges are expected to have a policy dealing with medical needs and to be able to demonstrate that it is being implemented effectively.

## 8) **Staff training and support**

- 8.1 Whole college awareness training will be arranged so that staff are aware of the college's policy for supporting students with medical conditions and their role in implementing that policy, the list of students holding a healthcare plan is shared on the staff bulletin and any changes updated.

The following staff have received specific/specialist training:

First Aid at Work (3 day) – renewed every 3 years

- Student Support Assistant
- Student Services Assistants
- Student Services Co-ordinator
- Examinations Manager
- Administrator to the Leadership Team
- Personnel Assistant
- Support Services Co-ordinator
- Performing Arts Technician

Administration of Medicines- – renewed every 2 years

- Student Support Assistant
  - Student Services Co-ordinator
  - Administrator to the Leadership Team
  - Senior Learning Assistant
- Emergency First Aid at Work (1 day)– renewed 3 years
- PE Staff
  - Technology Staff
  - Curriculum Leader for Drama
- Moving and Handling of People -
- Learning Assistants
  - Senior Learning Assistant
  - Student Support Assistant
  - Student Services Assistants
- Diabetic Training – renewed yearly
- Student Support Assistant
  - Student Services Assistants
  - Administrator to the Leadership Team
- Epipen Training – renewed every 3 years
- Fire Evacuation Chair Training
- Senior IT Technician
  - Network Manager
  - PA to the Principal
- Defibrillator Training – is reviewed during the First Aid at Work training

All training is Ofqual approved according to ESCC guidelines.

- 8.2 We record staff training for administration of medicines and /or clinical procedures on SIMS/CPD Genie, logged by the Support Services Co-Ordinator.
- 8.3 All staff who are required to provide support to students for medical conditions will be trained by healthcare professionals qualified to do so. The training need will be identified by the healthcare professional during the development or review of the individual healthcare plan. We may choose to arrange training ourselves and will ensure that it remains up-to-date.
- 8.4 Training should be sufficient to ensure that staff are competent and have confidence in their ability to support students with medical conditions, and to fulfil the requirements set out in the individual healthcare plans. They will need an understanding of the specific medical conditions they are being asked to deal with, their implications and preventative measures.
- 8.5 For the protection of both staff and student a second member of staff will be present while more intimate procedures are being followed.
- 8.6 Staff must not give prescription medicines or undertake healthcare procedures without appropriate training (updated to reflect any individual healthcare plans). A first aid certificate does not constitute appropriate training in supporting student with medical conditions. Healthcare professionals,

including the local authority Schools Nursing Team, can provide confirmation of proficiency of staff in a medical procedure, or in providing medication.

- 8.7 All staff will receive induction training and regular whole college awareness training so that all staff are aware of the college's policy for supporting students with medical conditions and their role in implementing the policy. The Principal will seek advice from relevant healthcare professions about training needs, including preventative and emergency measures so that staff can recognise and act quickly when a problem occurs.
- 8.8 The family of a student will often be essential in providing relevant information to college staff about how their student's needs can be met, and parents will be asked for their views. They should provide specific advice, but should not be the sole trainer.

## **9) The Student's Role in Managing their own Medical Needs**

- 9.1 If, after discussion with the parent/carer, it is agreed that the student is competent to manage their own medication and procedures, they will be encouraged to do so. This will be reflected in the individual healthcare plan.
- 9.2 Wherever possible students will be allowed to carry their own medicines and relevant devices or should be able to access their medication for self-medication quickly and easily; these will be stored in the cupboard in First Aid, Student Services to ensure that the safeguarding of other students is not compromised. The College also recognises that students who take their medicines themselves and/or manage procedures may require an appropriate level of supervision. If it is not appropriate for a student to self-manage, then relevant staff will help to administer medicines and manage procedures for them.
- 9.3 If a student refuses to take medicine or carry out a necessary procedure, staff should not force them to do so, but follow the procedure agreed in the individual healthcare plan. Parents will be informed so that alternative options can be considered.

## **10) Managing Medicines on College Premises and Record Keeping**

10.1 At Uckfield College the following procedures are to be followed:

- Medicines should only be administered at college when it would be detrimental to a student's health or college attendance not to do so;
- No student under 16 should be given prescription or non-prescription medicines without their parents' written consent.
- With parental written consent we will administer non-prescription medicines with the exception of aspirin or aspirin containing medicines,

unless it is prescribed by a doctor. Medication, e.g. for pain relief, should never be administered without first checking maximum dosage and when previous dose was taken. REF Administration of Medicines Policy P24

- Where clinically possible, medicines should be prescribed in dose frequencies which enable them to be taken outside college hours;
- We will only accept prescribed medicines, with written permission from parent/carer that are in-date, labelled, provided in the original container (as dispensed by a pharmacist) and include instructions for administration, dosage and storage. The exception to this is insulin which must be in-date, but will generally be available to colleges inside an insulin pen or a pump, rather than its original container;
- All medicines will be stored safely in the First Aid room in Student Services. All non-emergency medication will be kept in a locked cupboard used only for that purpose. Some medicines need to be refrigerated. These will be kept in a locked fridge in Student Services.
- Students will know where their medicines are at all times and be able to access them immediately. Where relevant, they will know who holds the key to the storage facility, Student Support Assistant.
- Medicines and devices such as asthma inhalers, blood glucose testing meters and adrenaline pens should be always readily available in the medicine cabinet in Student Services and not locked away. Students requiring such devices are identified and a 'register' of affected students is kept up-to-date. Asthma inhalers should be marked with the student's name.
- A student who had been prescribed a controlled drug may legally have it in their possession if they are competent to do so, but passing it to another student for use is an offence. Monitoring arrangements may be necessary. Otherwise we will keep all controlled drugs that have been prescribed for a student securely stored in a non-portable container and only named staff will have access. The name of the person(s) responsible for the cabinet or administering medication should be stated on the cabinet. Controlled drugs should be easily accessible in an emergency. In cases of emergency the key must be readily available to all members of staff to ensure access. A record should be kept of any doses used and the amount of the controlled drug held in the college;
- Staff administering medicines should do so in accordance with the prescriber's instructions. The College will keep a record of all medicines administered to individual students, stating what, how and how much was administered, when and by whom. Any side effects of the medication to be administered at college should be noted. Written records are kept of all medicines administered to students. These

records offer protection to staff and students and provide evidence that agreed procedures have been followed;

- Only one member of staff **at any one time** should administer medicines (to avoid the risk of double dosing). Arrangements should be made to relieve this member of staff from other duties while preparing or administering doses (to avoid the risk of interruption before the procedure is completed). If more than one person administers medicines a system will be arranged to avoid the risk of double dosing, e.g. a rota, routine consultation of the individual student's medicine record before any dose is given, etc.
- When no longer required, medicines should be returned to the parent/carer to arrange safe disposal and logged by the student support assistant. Sharps boxes should always be used for the disposal of needles and other sharps.
- An asthma emergency kit is available on site and stored at main reception by the Defibrillator. The kit contains: 1 ventolin inhaler, 3 x disposable spacers, instructions for use and a log of usage. REF: Asthma Policy P56

## **11) Emergency procedures**

- 11.1 The Principal will ensure that arrangements are in place for dealing with emergencies for all college activities wherever they take place, including college trips within and outside the UK, as part of the general risk management process
- 11.2 Where a student has an individual healthcare plan, this will clearly define what constitutes an emergency and explain what to do, including ensuring that all relevant staff are aware of emergency symptoms and procedures. Other students in the college should know what to do in general terms, such as informing a teacher immediately if they think help is needed.
- 11.3 If a student needs to be taken to hospital, staff will stay with them until the parent arrives, or accompany a student taken to hospital by ambulance. The college is aware of the local emergency services cover arrangements and the correct information will be provided for navigation systems.

## **12) Off-Site Visits and Sporting Activities**

- 12.1 We will actively support students with medical conditions to participate in offsite visits and sporting activities by being flexible and making reasonable adjustments unless there is evidence from a clinician such as a GP that this is not possible.

- 12.2 We will always conduct a risk assessment so that planning arrangements take account of any steps needed to ensure that students with medical conditions can be included safely. The individual healthcare plan will be updated with specific information required for the visit/activity and a copy will be taken on the visit. All staff supervising offsite visits will be made aware of any medical needs and relevant emergency procedures. This will involve consultation with parents/carers and relevant healthcare professions and will be informed by our Offsite Visits Policy.
- 12.3. Staff with the role of administering medicines must have relevant and current training to do so. A first aid qualification does not cover the skills and knowledge required for the administration of medicines.

### **13) Work Experience**

The SLT/ Work Experience Co-ordinator is responsible for developing procedures to ensure that students, placed with employers for work experience as part of his/her programme, are not subject to unacceptable risks. He/she will ensure that:

- all work placement providers have been approved by a competent person prior to use;
- arrangements are in place to ensure that any guidelines issued by a Placement Organiser are implemented and monitored;
- risk assessments are referred to when matching students to placements ensuring all potential risks have been considered;
- consent forms and the risk assessment are sent to parents/carers and that a copy of this document is signed and returned before the placement begins;
- liaise with college staff regarding any additional needs that students might have, and provide all placement providers with this information in order that a specific risk assessment can be completed for the student and sent to the parent/carer before the placement begins;
- the person responsible for mentoring the student, and visiting teachers, are provided with a copy of the risk assessment prior to the placement taking place;
- **comply with the ESCC incident reporting procedure and contact the ESCC Work Experience Team immediately if an accident occurs whilst a student is on placement.**

### **14) Hygiene/Infection Control**

- 14.1 All staff will be familiar with normal precautions for avoiding infection and must follow basic hygiene procedures. Staff will have access to protective disposable vinyl gloves and take care when dealing with spillages of blood or other body fluids (spillage kits available in first aid, student services) and disposing of dressings or equipment. Further information is contained in the First Aid Policy and the Guidance for Colleges on First Aid.

## **15. Equipment**

- 15.1 Some students will require specialist equipment to support them whilst attending college. Staff will check the equipment, in line with any training given, and report concerns to parent/carer.
- 15.2 The maintenance contract/safety checks for all equipment and the procedure to be followed in the event of equipment failure will be detailed within the individual healthcare plan.
- 15.3 Staff will be made aware of the use, storage and maintenance of any equipment.
- 15.4 A Defibrillator is located at main reception and first aid staff are trained to use it.

## **16. Unacceptable practice**

- 16.1 Although staff at the College should use their discretion and judge each case on its merits with reference to the student's individual healthcare plan, it is not generally acceptable practice to:
  - Prevent students from easily accessing their inhalers and medication and administering their medication when and where necessary;
  - Assume that every student with the same condition requires the same treatment;
  - Ignore the views of the student or their parents/carers; or ignore medical evidence or opinion (although this may be challenged);
  - Send students with medical conditions home frequently or prevent them from staying for normal college activities, including lunch, unless this is specified in their individual healthcare plans;
  - Send a student who becomes ill to the college office or medical room unaccompanied, or with someone unsuitable;
  - Penalise students for their attendance record if their absences are related to their medical condition, e.g. hospital appointments;
  - Prevent students from drinking, eating or taking toilet breaks whenever they need to in order to manage their medical condition effectively;
  - Require parents/carers, or otherwise make them feel obliged, to attend college to administer medication or provide medical support to their student, including with toileting issues. No parent should have to give up

working because the college is failing to support their student's medical needs; or

- Prevent students from participating, or creating unnecessary barriers to students participating in any aspect of college life, including college trips, e.g. by requiring parents to accompany the student.

## **17) Liability and indemnity**

17.1 Staff who are trained assist with administering medication to a student in accordance with the procedures detailed within this policy are explicitly reassured that they will be acting within the scope of their employment and that they will be indemnified. Indemnity requires that these procedures are followed as described here. The indemnity though will not be given in cases of fraud, dishonesty, or criminal offence. In the most unlikely event of any civil action for damages being taken against you, the County Council will accept responsibility in accordance with the indemnity. Any member of staff will be fully supported throughout the process should an allegation be made.

## **18) Complaints**

18.1 Should parents/carers be dissatisfied with the support provided, they must discuss their concerns directly with the college. This will be with the student's class teacher/form tutor/Director of Year/Pastoral Leader in the first instance, with whom any issues should be addressed. If this does not resolve the problem or allay the concern, the problem should be brought to a member of the leadership team, who will, where necessary, bring concerns to the attention of the Head teacher. In the unlikely event of this not resolving the issue, the parent\carer must make a formal complaint using the College's Complaints Procedure – REF Policy P06

College Policies Referenced:

Anaphylaxis P55  
Asthma P56  
Diabetic P57  
Epilepsy P58  
Administration of Medicines P 24  
Complaints Procedure P06  
Education Trips and Visits P39  
Work Experience P69