**Grappenhall Heys Community primary School**

Policy for supporting children with medical needs

This policy should be read in conjunction with DFE Statutory Guidance “Supporting Pupils

At School With Medical Conditions April 2014)

This guidance supersedes other guidance produced to date.

The policy is in line with the Education Act 1993, Special Needs Code of Practice 0-25

(2014) and the Equality Act (2010).

This policy also covers the needs of those children with a short term illness.

**Introduction**

The school staff and Governors recognise their statutory responsibility to promote good attendance and ensure that all children with a medical condition have full access to education, including school trips and physical education. We recognise our responsibility to support these children through consultation with the children, their parents and health and social care professionals.

This policy should be read alongside the Health and Safety Policy, the Equality Policy, our Equality and Access Plan, Asthma Policy, Parent Guidance and the Special Educational Needs and Disability Policy and sets out how the school will plan to ensure that all children who require the administration of medication or medical care, will be supported. This may include monitoring, emergency interventions, delivering programmes agreed with relevant health professionals and the parents, and re-integrating children following a long term illness or hospitalisation.

Some of these children may have an Education Health Care (EHC) Plan which brings together health and social care needs as well as their special educational provision.

We are aware that there may be social and emotional implications (e.g. anxiety, depression) associated with medical conditions and we will seek to mitigate against these and support the child’s emotional well-being.

**Children with Short Term Illness**

Children who have a short term illness should be at home until they are well enough to attend school. If a health care professional considers that they are well enough to attend school but require prescribed medication, parents should ascertain whether dosages could be prescribed outside the school day. School will agree to administer a lunch time dose of medication when the prescription is for **4 times per day**. School cannot administer medicines outside of the school day i.e. Breakfast, Link and After School Clubs. Parents should ask the prescribing health care professional about this. Where this is not possible then they should designate someone to come to school to administer the prescribed medicine. Parents should not send children to school with medication for self –administration. If it is deemed that the child is well enough to attend school but the parents are unable to find someone to come into school and administer the prescribed medication then we will make provisions for the child to receive the medication.

These procedures are set out below:

The headteacher, Deputy Head and Office staff have responsibilty for adminstering any form of medication to a child in school. They have been given appropriate training and guidance and are aware of the possible side effects of the medicines and what to do if they occur. It is noted that in the absence of these two members of staff simultaneously, any member of staff can adminster medication to pupils providing they follow the prcoedure as set out in this policy.

Unlike all other staff members, support/clerical staff may have the adminstration of medication as part of their contractual duties.

Support/clerical staff whose duties include this role, must ensure that each and every intermittent or regular medication given is in accordance with this policy and the procedures set out below.

The school office will use Form 4 to record the medication that has been adminstered to a child. These forms will be stored in the school office in a central folder.

Before any medication can be adminstered to a pupil it is vital that Form 2 is completed. Copies of this form is available from the school office and also is on our school website. Copies of these forms are retained by the school in a central folder in the school office.

# Children with Medical Conditions

# Responsibilities

School will work with parents, children and health care professionals so that everyone is clear about their responsibilities in order to support the child.

*Staff have a common law duty of care to children in the school. They are in ‘loco-parentis’ and should therefore take the steps that a reasonable parent would take to promote or maintain the health of a child in their care and this might, in exceptional circumstances, extend to administering medicine and/or taking action in an emergency.*

## Governors will:

* Ensure that arrangements are in place to support children with medical conditions.
* Ensure that such children can access and enjoy the same opportunities at school as any other child.
* School will take reasonable steps to ensure that no child is denied admission to the school on the grounds of their medical condition.
* Ensure this policy is up to date and compliant with relevant legislation and guidance.
* Ensure that staff training needs are identified and appropriate training sourced.
* Be aware that giving medication does **not** form part of the contractual duties of school staff.

**Head Teacher and SENDCo will:**

* Consider the needs of each individual child (including those with mental health issues as well as medical conditions) and consider how their medical condition impacts on their school life – on both their ability to learn as well as their self-confidence and self-care.
* Ensure that risk assessments are carried out where necessary.
* Ensure staff administering medication are subject to an enhanced Disclosure and Barring Service (DBS) check.
* Ensure that medical needs of children are correctly planned and policy and procedures followed.
* Consult fully with parents and, if appropriate, the child, about any plans for the child.
* Agree with the parents/carers, exactly how the school will support the child.
* Ensure that the relevant plans are completed (EHC Plan or Individual Health Care Plan) and regularly reviewed.
* Seek further advice when required from the professionals involved in the child’s care.
* Identify at least two members of staff (one for actual, one for back up) who will be responsible for administering medication and ensure they are supported and provided with training. (Use pro-forma 6). These persons should be named in an Individual Health Care Plan **or EHC Plan**. (Use pro-forma 3).
* Ensure they carry out their safeguarding duty towards other children and staff by not putting them at risk from infectious diseases. This may include not accepting a child in school at times when it would be detrimental to the health of others.
* Ensure that where possible in times of staff absence the needs of the pupil are still met. Please note that for some complex medical needs there could be rare instances where it is difficult to provide immediate cover at the correct level. When this happens school will liaise with the parents to discuss the short term impact of this on their child.
* Ensure that supply teachers and after school club providers are aware of the child’s needs.
* Ensure that children transported to school by taxi, mini-bus or bus, have a statement in their Individual Health Care Plan or EHC Plan which details how medication will be delivered to school.
* Complete risk assessments for school visits.
* Ensure that parents are aware of this policy and put it on the school website.

**School Staff will:**

* Seek information to understand the nature of the condition and where the child may need extra attention and support.
* Establish and agree their role in the child’s care especially where this requires them to administer medication.
* Be aware of the likelihood of an emergency arising and know what action to take should one occur (this applies to all staff - including temporary staff).
* Ensure that each and every intermittent or regular medication given is in accordance with the policy and procedures set out.
* Attend appropriate training.
* Staff involved in sporting activities will be made aware of any relevant medical conditions and appropriate medical procedures. Any restrictions on a child’s ability to participate will be recorded on their Individual Health Care Plan.
* Contribute to the writing of any EHC Plans or Individual Health Care Plans.
* Contribute to any review meetings in relation to the child.
* Liaise with parents to ensure that the views of the parent and child are taken into account when deciding actions.

## Parents will:

* Take responsibility for making sure that whenever possible the child will attend school and take part in all learning activities. This includes group, class-based activities, organised trips and visits.
* Ensure school has contact numbers and arrangements are in place should their child become unwell.
* Meet with school staff to ensure the correct procedures are followed.
* Request, in writing, that medicines be administered.
* Provide the Special Educational Needs and Disability Co-ordinator (SENDCo) or the Head Teacher with sufficient information about their child’s medical condition and the medication and treatment or special care needed. (Use pro-forma 1).
* Reach an agreement with the SENDCo or the Head Teacher and, if necessary, health professionals on the school’s role in helping with their child’s medical needs. (Use pro-forma 2).
* Ascertain whether prescribed medication can be taken outside the school day. Parents should ask the health care professional about this.
* Confirm their agreement to the sharing of information with other staff to ensure the best care for their child.
* Be aware of those infectious diseases which should result in not sending their child to school.
* Be aware that there is no contractual obligation for school staff to administer medication.

**Induction and Transition**

On receiving notification that a child with a medical condition is joining the school, the school staff will meet with parents and any other previous settings to establish the child’s needs and begin to plan for their induction. This will include working with health care professionals and establishing with Governors any resource implications (both human and material) for the child’s successful integration.

Where a child is arriving mid academic year then the school will make the best endeavours to try to complete this within two weeks.

On transition to another setting the school will liaise closely with parents and that setting to ensure the smooth transition of the child.

# Non-prescribed medication

* Staff will **never** give a non-prescribed medicine to a child unless there is specific, prior written permission from the parents. Where the head agrees to the administration of a non-prescribed medicine, it must be in accordance with procedures outlined in this policy and it is at their discretion.
* No child under 16 will be given medication without his or her parents/carers written consent.
* If a child suffers intermittently from acute pain, such as migraine or period pain, the parents/carers with **school consent**, may authorise the supply of appropriate painkillers for their child’s use with written, signed instructions about when the child should take the medicine. A similar arrangement can be made for children with hayfever. A member of staff **must** be aware that the child has taken medication, record it and must inform the parents/carers, in writing, on the day medication is taken.
* If a child suffers regularly from frequent or acute pain, the parents will be encouraged to refer the matter to the child’s GP.

# Self-management

* It is good practice to enable children to manage their own medication. If a child can take medication him or herself, staff will supervise this. The medication will be stored in a safe place.
* Proforma 5 will be used with pupils who are able to carry their own medication.
* Children with asthma will be encouraged to self-medicate and inhalers will be kept in an asthma inhaler box which is stored in an easily accessible place in the teacher’s store cupboard.

# Intimate or Invasive Treatment

* Some staff are understandably reluctant to administer intimate or invasive treatment because of the nature of the treatment or fears about accusations of abuse.
* Parents and head teachers will respect such concerns and should not put any pressure on staff to assist treatment, unless they are entirely willing.
* Each school has a school health adviser and other health professionals who can be approached for advice.
* The head teacher and Governing Body will arrange for appropriate training for staff with the appropriate health professional.
* The school should arrange for two adults, preferably one of the same gender as the child, when possible, to be present for the administration of intimate or invasive treatment. Two adults will also often ease practical administration of treatment. (Use proforma 7).
* Staff should protect the dignity of the child as far as possible, even in emergencies.

### **Hygiene and Infection Control**

* All staff should be familiar with normal precautions for avoiding infection and must follow basic hygiene procedures.
* Staff should have access to protective disposable gloves and take care when dealing with spillages of blood or other body fluids and disposing of dressings or equipment.

**Residential and Day Visits**

* All children should participate on trips and managed outings, wherever safety permits.
* Additional staff arrangements may need to be made and, if necessary, a risk assessment carried out by school and parents.
* Staff and parents may need to make a pre-visit and discuss the child’s needs with the venue.
* When getting Local Authority permission for a residential visit (using EVOLVE) the needs of the child will be recorded and the appropriate risk assessments sent as attachments.
* Arrangements for taking medication on outside trips may involve additional staff and volunteers being advised of any medical needs and relevant emergency procedures (see school trip information). The need for confidentiality will be made clear.
* A copy of the Individual Health Care Plan or EHC should be taken on visits.
* Medication will be handed to the group leader prior to departure.
* If staff are concerned about whether they can provide for a child’s safety or the safety of other children on a visit, they should seek parental views, Local Authority advice and medical advice from the schools health service or the child’s GP. See DFE guidance on planning educational visits.

## Record Keeping

Records set out how medicines are managed, recorded and administered. This establishes a clear audit trail. (Use proforma 4).

* Parents must supply information about medication that needs to be administered in the school.
* Parents should let the school know of any changes to the prescription.
* School should ensure proformas are used to provide clarity and consistency.
* Medical information will be recorded in SIMs (the school’s data base). This is only updated for long-term illnesses or conditions.

### **Storing Medication, including Controlled Drugs**

* School will not store large volumes of medication.
* When the school stores medicines, staff will ensure that the supplied medication is labelled with:
* the name of the child;
* the name and dose of the medication;
* the frequency of administration;
* the date of issue.
* A measuring spoon or dropper must be supplied if appropriate.
* Where the child requires more than one medication, each should be separately labelled, but should be stored together in one labelled container. (Use proforma 2).
* Frequently required medication may be stored in the administrative office.
* Some medications need to be refrigerated. Medication can be kept in a refrigerator containing food, but should be kept in an airtight container, clearly labelled and stored in the staffroom fridge.
* The child should know where their own medication is located.

### **Controlled Drugs**

* The use of controlled drugs in school is sometimes essential. School will keep controlled drugs in a locked, non-portable container, and only named staff will have access. A record will be kept for audit and safety purposes.
* Any named member of staff may administer a controlled drug to the child for whom it has been prescribed. Staff administering medicine should do so in accordance with the prescriber's instructions.
* A child who has been prescribed a controlled drug may legally have it in their possession. It is permissible for schools and settings to look after a controlled drug, where it is agreed that it will be administered to the child for whom it has been prescribed.
* A controlled drug, as with all medicines, should be returned to the parent when no longer required, to arrange for safe disposal.
* Misuse of a controlled drug, such as passing it to another child for use, is a serious offence. The school has a drug policy in place for dealing with drug misuse.

**Disposal of medicines**

* Parents will collect medicines at the end of the dosage period.
* Parents/carers are responsible for the safe disposal of date expired medication (by returning to the local pharmacy or dispensing pharmacist). Expiry dates on medicines will be checked on a six weekly basis by a named member of staff.

### **Refusing Medicines**

* If a child refuses to take medicine, staff will not force them to do so, but should note this in the records and follow agreed procedures.
* Parents should be informed of the refusal on the same day.
* If a refusal to take medicine results in an emergency, the school’s emergency procedures should be followed.

**Safety Management**

* All medicines may be harmful to anyone for whom they are not prescribed. Where a school agrees to administer medication, the employer has a duty to ensure that the risks to the health of others are properly controlled. This duty derives from the control of Substances Hazardous to Health Regulations. (COSSH - 2002).

### **Emergency Procedures**

* All staff must know emergency procedures, including how to call an ambulance. (see Health & Safety Policy). Instructions are next to the office telephones. There are outside lines within school departments.
* All staff must also know who is responsible for carrying out emergency procedures.
* Staff will not take children to hospitals in their own car. An ambulance will be called.
* Parents will be informed as quickly as possible if a child has to be transported to hospital.
* If the parent has not arrived before an ambulance leaves then a member of staff will accompany the child to hospital and stay with the child until a parent or their nominated representative arrives.
* Health professionals are responsible for any decisions on medical treatment when parents are not available. The appropriate personal information should be taken to the hospital.
* Individual Health Care Plans and EHC Plans should include instructions as to how to manage a child in an emergency and identify who has the responsibility in an emergency. (Use proforma 1).

**Defibrillators**

* Sudden Cardiac Arrest (when the heart stops beating) can happen to anyone at any age without warning.
* Quick action through CPR and defibrillation can help save lives.
* At Grappenhall Heys Community Primary School we have a defibrillator stored on the wall outside the office.
* Staff have been trained in how to use the defibrillator.

### **Emergency Salbutamol Inhaler**

* The emergency salbutamol inhaler should only be used by children, for whom written parental consent for use of the emergency inhaler has been given, who have either been diagnosed with asthma and prescribed an inhaler, or who have been prescribed an inhaler as reliever medication.
* An asthma register will be accessible to staff and designed to allow a quick check as to whether or not a child is recorded as having asthma and consent for an emergency inhaler to be administered. The register will also include a photograph of your child to allow a visual check to be made.

### **Confidentiality**

* All medical information held is confidential. It should be agreed between the Headteacher, child (if appropriate) and parent, who else should have access to records and information about a child.

**Presented to staff: January 2020**

**Presented to and ratified by Governing Body: January 2020**

**Policy to be reviewed as legislation, advice and changes in school practice requires.**

FORM 1

### Individual Health Care Plan for a child with medical needs

|  |  |
| --- | --- |
| Name | Photograph |
| Date of Birth |  |
| Condition |
|  |
|  |
|  |
| Class/Form |
|  |
| Name of School | Date |
|  | Review Date |
| CONTACT INFORMATION |  |
| Family contact 1 | Family contact 2 |
| Name | Name |
| Phone No. (work) | Phone No. (work) |
| Phone no. (home) | Phone no. (home) |
| Relationship | Relationship |
| **Clinic/hospital contact** | **G.P.** |
| Name | Name |
| Phone No. | Phone No. |
|  |  |
| Describe the condition and give details of child’s individual symptoms: | |

|  |
| --- |
| **Daily care requirements** (e.g. before sport/at lunchtime) |
|  |
|  |
|  |
|  |
| Named member of staff administering medication |
| **1** |
| **2** |
|  |
| Describe what constitutes an emergency for the child, and the action to take if this occurs |
|  |
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|  |
| Follow up care |
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|  |
| **Who is responsible in an Emergency** (state if different on off-site activities) |
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|  |
| Form copied to |
|  |
|  |

**FORM 2**



Request for school to administer medication

|  |  |
| --- | --- |
| Form for parents to complete if they wish the school to administer medication | |
| The school will not give your child medicine unless you complete and sign this form, and the headteacher has agreed that staff can administer the medication. | |
| CHILD DETAILS |  |
| Surname | Male/Female |
| Forename (s) | Date of Birth |
| Address | Class/Form/Group |
|  | Condition or Illness |
|  |  |
|  |  |
| Medication |  |
| Name/Type of Medication (as described on the container) | |
| For how long will your child take this medication? | |
| Date dispensed | |
| Full directions for use | |
|  | |
|  | |
| Dosage and method | |
| Timing | |
| Special Precautions | |
| Side effects | |
| Self-Administration | |
| Procedures to take in an Emergency | |
|  | |
| Contact Details | |
| Name | Address |
| Daytime telephone number |  |
|  |  |
| Relationship to child |  |
| **I understand that I must deliver the medicine personally to: ……………………………….** | |
| Date | Signature(s) |
| Relationship to child |  |

FORM 3

### Confirmation of the headteacher agreement to administer medication

|  |
| --- |
| **Example form for school to complete and send to parent if they agree to administer medication to a named child** |
| I agree that *(name of child)* will receive *(quantity and name of medicine)* every day at *(time of medicine) to be administered, e.g. lunch time or afternoon break. (Name of child)* will be given/supervised whilst he/she takes their medication by (*name of member of staff).* This arrangement will continue until *(either end date of course of medicine or until instructed by parents)* |
| Date |
| Signed (the headteacher/named member of staff) |
|  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Date** | Child’s Name | Time | **Name of Medication** | **Dose Given** | **Any Reaction** | **Signature of staff** | Print Name |
|  |  |  |  |  |  |  |  |
| FORM 4Record of medication administered in school |  |  |  |  |  |  |  |
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**FORM 5**

Request for child to carry his/her medication

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| --- |
| Example form for parents to complete if they wish their child to carry his/her own medication |
| This form must be completed by parents/carer |
| Child’s name |
| Class/Form/Group |
| Address |
|  |
|  |
| Condition or illness |
|  |
| Name of medicine |
|  |
| Procedures to be taken in an emergency |
|  |
| Contact Information |
| Name |
| Daytime telephone number |
| Relationship to child |
| I would like my son/daughter to keep his/her medication on him/her for use as necessary |
| Signed |
| Date |
| Relationship to Child |

 **FORM 6**

### Staff training record – administration of medical treatment

|  |
| --- |
| **Example of form for recording medical training for staff** |
|  |
| Name |
| Type of training received |
|  |
|  |
| Date training completed |
|  |
| Training provided by |
|  |
| I confirm that………………………………………………………. has received the training detailed above and is competent to carry out any necessary treatment |
|  |
| Trainer’s signature |
| Date |
| I confirm that I have received the training detailed above |
| Staff signature |
| Date |
| Suggested Review Date |
|  |

 FORM 7

### Guidelines for administration of Rectal Diazepam

|  |
| --- |
| Joint Epilepsy Council |
|  |
| Individual care plan to be completed by or in consultation with the medical practitioner |
|  |
| (Please use language appropriate to the lay person) |
|  |
| **Name of child Age** |
|  |
| Seizure classification and/or description of seizures which may require rectal diazepam |
| (Record of all details of seizures e.g. goes stiff, falls, convulses down both sides of body, convulsions last 3 minutes etc. Include information re: triggers, recovery time etc. If status epilepticus (describes epileptic attacks following each other almost continuously), note whether it is convulsive, partial or absence) |
|  |
|  |
|  |
|  |
| Usual duration of seizure |
|  |
|  |
|  |
| Other useful information |
|  |
|  |
|  |
| Diazepam Treatment Plan |
|  |
| 1. **When should rectal diazepam be administered?** (note here should include whether it is after a certain length of time or number of seizures) |
|  |
| 1. **Initial dosage: how much rectal diazepam is given initially?** (note recommended number of milligrams for this child) |
|  |
| 1. **What is the usual reaction (s) to rectal diazepam?** |
|  |
| 1. **If there are difficulties in the administration of rectal diazepam e.g. constipation/diarrhoea, what action should be taken?** |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| 1. **Can a second dose of rectal diazepam be given? YES/NO** | | | |
|  | | | |
|  | | | |
| **After how long can a second dose of rectal diazepam be given?**  (State the time to have elapsed before re-administration takes place) | | | |
|  | | | |
| **How much rectal diazepam is given as a second dose?** (State the number of milligrams to be given and how many times this can be done after how long) | | | |
|  | | | |
| 1. **When should the child’s usual doctor be consulted?** | | | |
|  | | | |
| 1. **When should 999 be dialled for emergency help?** | | | |
| e.g. | 1. **If the full prescribed dose of rectal diazepam fails to control the seizure** | | |
|  | | | |
|  | | | |
| 1. **Other** (Please give details) | | | |
|  | | | |
|  | | | |
| 1. **Who should** | | 1. **Administer the rectal diazepam?** | |
|  | | 1. **Witness the administration of rectal diazepam?** | |
| e.g. another member of staff of same sex | | | |
|  | | | |
|  | | | |
|  | | | |
| 1. **Who/where needs to be informed?** | | | |
|  | | | |
| Parent/Carer | | | |
|  | | | |
|  | | | **Tel:** |
|  | | | |
| **Prescribing Doctor** | | | |
|  | | | |
|  | | | **Tel:** |
|  | | | |
| Other | | | |
|  | | | |
|  | | | **Tel:** |
|  | | | |
| 1. **Insurance cover in place?** | | | YES/NO |
|  | | |  |
|  | | |  |
| 1. **Precautions under what circumstances should rectal diazepam not be used**   e.g. Oral Diazepam already administered within the last ……………. minutes | | | |
|  | | | |

|  |  |  |
| --- | --- | --- |
| **All occasions when rectal diazepam is administered must be recorded** (see overleaf) | | |
|  | | |
| **This plan has been agreed by the following:** | | |
|  | | |
| **Prescribing Doctor** (Block capitals) | | |
|  | | |
| Signature | | Date |
|  | | |
| **Authorised person/s trained to administer rectal diazepam** | | |
| Name(block capitals) | Signature | Date |
|  |  |  |
| Name(block capitals) | Signature | Date |
|  |  |  |
| Name(block capitals) | Signature | Date |
|  |  |  |
| Child’s name (if sufficiently mature) | Signature | Date |
| (Block capitals) |  |  |
|  |  |  |
| Parent/Carer | Signature | Date |
| (Block capitals) |  |  |
|  | | |
| EMPLOYER OF THE PERSON(S) AUTHORISED TO ADMINISTER RECTAL DIAZEPAM | | |
|  | | |
| (Block capitals) | Signature | Date |
|  |  |  |
| Head of School/Setting (Block capitals) | Signature | Date |
|  |  |  |
| This form should be available for review at every medical review of the child | | |
|  | | |
| Copies to be held by | | |
|  | | |
| Expiry date of this form | | |
|  | | |
| Copy holders to be notified of any changes by | | |
|  | | |
| Useful telephone numbers: Members of the Joint Epilepsy Council: British Epilepsy Association 0800 309 030; Epilepsy Association of Scotland 0141 427 4911; Irish Epilepsy Association, Dublin 557 500; Mersey Region Epilepsy Association 0151 298 2666; The David Lewis Centre 01565 872613; The National Society for Epilepsy 01494 873991 | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Date |  |  |  |  |  | **RECORD OF USE OF RECTAL DIAZEPAM FOR (Name of Child)** |
| Recorded by |  |  |  |  |  |
| Type of seizure |  |  |  |  |  |
| Length/ no. of seizures |  |  |  |  |  |
| Initial Dosage |  |  |  |  |  |
| Outcome |  |  |  |  |  |
| Second Dosage (if any) |  |  |  |  |  |
| Outcome |  |  |  |  |  |
| Observations |  |  |  |  |  |
| Parent/Carer Informed |  |  |  |  |  |
| Prescribing Doctor Informed |  |  |  |  |  |
| Other Information |  |  |  |  |  |
| Witness |  |  |  |  |  |
| Parent/Carer supplying Dosage |  |  |  |  |  |
| Date Delivered to school |  |  |  |  |  |

FORM 8

### Emergency Planning

|  |
| --- |
| Request for an ambulance to |
| Dial 999, ask for ambulance and be ready with the following information: |
| 1. Your telephone number |
| 1. Give your location as follows: (insert school/setting address and postcode) |
|  |
|  |
| 1. State that the A-Z reference is |
|  |
| 1. Give exact location in the school/setting (insert brief description) |
|  |
| 1. Give your name |
| 1. Give brief description of child’s symptoms |
|  |
| 1. Inform Ambulance Control of the best entrance and state that the crew will be met and taken to: |
|  |
|  |
| Speak Clearly and slowly and be ready to repeat information if asked |
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