Bowden House School

Supporting Children and Young People with Medical Conditions

Contents

Statement of Intent

1. Policy Aims

2. Legislation and Guidance

    2.1 Legislation

    2.2 Statutory Guidance and Best Practice

    2.3 Relationship to Other School Policies

3. Roles and Responsibilities

    3.1 The Governing Body

    3.2 The Headteacher

    3.3 The SENDCo

    3.4 The Designated Safeguarding Lead (DSL)

    3.5 School Staff

    3.6 Parents and Carers

    3.7 Pupils

    3.8 Healthcare Professionals and External Agencies

    3.9 Partnership Working

4. Identifying and Notifying Medical Needs

    4.1 Identifying Medical Needs

    4.2 Notification Procedures

    4.3 Planning for Admission and Transition

    4.4 Individual Healthcare Plans

    4.5 Sharing Information

    4.6 Record Keeping

    4.7 Early Intervention and Review

5. Individual Healthcare Plans (IHPs)

    5.1 Purpose of Individual Healthcare Plans

5.2 Developing Individual Healthcare Plans

5.3 Content of Individual Healthcare Plans

5.4 Reviewing Individual Healthcare Plans

5.5 Confidentiality and Information Sharing

5.6 Pupil Voice and Independence

5.7 Monitoring and Implementation

6. Managing Medicines

6.1 Administration of Medicines

6.2 Prescription Medicines

6.3 Non-Prescription Medicines

6.4 Controlled Drugs

6.5 Emergency Medication

6.6 Self-Administration

6.7 Storage of Medicines

6.8 Disposal of Medicines

6.9 Record Keeping

6.10 Residential Provision, Educational Visits and Off-site Activities

6.11 Refusal of Medication

6.12 Monitoring and Review

7. Supporting Pupils with Medical Conditions

7.1 Access to Education

7.2 Attendance and Educational Inclusion

7.3 Emotional Wellbeing

7.4 Participation in School Life

7.5 Residential Provision

7.6 Examinations and Assessments

7.7 Educational Visits and Off-site Activities

7.8 Preparing for Adulthood

7.9 Partnership Working

7.10 Review of Support Arrangements

8. Emergency Procedures

8.1 Responding to Medical Emergencies

8.2 Individual Emergency Procedures

8.3 Emergency Medication

8.4 Calling the Emergency Services

8.5 Educational Visits and Off-site Activities

8.6 Residential Provision

8.7 Staff Training

8.8 Recording and Reporting

8.9 Post-Incident Support and Review

8.10 Business Continuity and Emergency Planning

9. Educational Visits and Off-site Activities

9.1 Inclusion

9.2 Planning and Risk Assessment

9.3 Medication and Medical Equipment

9.4 Staff Responsibilities

9.5 Emergency Procedures

9.6 Residential Experiences

9.7 Partnership with Parents and Carers

9.8 Review and Evaluation

10. Staff Training and Competency

10.1 General Training

10.2 Specialist Training

10.3 Individual Healthcare Plans

10.4 Educational Visits and Residential Provision

10.5 Emergency Procedures

10.6 Maintaining Competency

10.7 Record Keeping

10.8 Partnership Working

11. Record Keeping and Confidentiality

11.1 Medical Records

11.2 Individual Healthcare Plans

11.3 Medication Records

11.4 Confidentiality

11.5 Information Sharing

11.6 Record Storage and Security

11.7 Transfer of Information

11.8 Monitoring and Review

12. Unacceptable Practice

12.1 Access to Education

12.2 Access to Medication and Treatment

12.3 Assumptions About Pupils' Needs

12.4 Attendance and Absence

12.5 Participation in School Life

12.6 Confidentiality and Dignity

12.7 Responding to Medical Needs

12.8 Partnership Working

12.9 Equality and Inclusion

12.10 Review of Practice

13. Complaints

13.1 Raising Concerns

13.2 Formal Complaints

13.3 Medical and Healthcare Concerns

13.4 Reviewing Support Arrangements

13.5 Learning from Complaints

13.6 Escalation

14. Monitoring and Review

Appendix A – Individual Healthcare Plan (IHP) Template

Appendix B – Parental Consent for the Administration of Medication

Appendix C – Medical Incident and Medication Record Form

Agreed by the schools governing body and minuted at their meeting.
Agreed: Autumn Term 2026

Review date: Autumn Term 2027

Statement of intent

Bowden House School is committed to ensuring that all children and young people with medical conditions receive the care, support and reasonable adjustments they need to access education safely and successfully. We recognise that pupils with medical conditions should have the same opportunities to participate fully in all aspects of school life, including learning, enrichment activities, educational visits, residential experiences and preparation for adulthood.

As a therapeutic SEMH residential special school, we understand that medical needs can have a significant impact on a pupil's physical health, emotional wellbeing, attendance, relationships and educational progress. We recognise that some pupils may have complex, long-term or fluctuating medical conditions and that effective support requires a collaborative, child-centred approach involving families, healthcare professionals, social care partners and education staff.

Bowden House School is committed to:

- promoting the health, safety and wellbeing of all pupils;
- providing an inclusive environment where pupils with medical conditions are valued and supported;
- ensuring that pupils with medical conditions are not disadvantaged or discriminated against;
- developing and maintaining effective Individual Healthcare Plans where required;
- ensuring that appropriately trained staff are available to support pupils and respond to medical emergencies;
- enabling pupils to develop independence and confidence in managing their own health needs where appropriate;
- working proactively to identify, manage and reduce risks associated with medical conditions, including allergies and anaphylaxis;

- learning from incidents and near misses to continually improve practice and safeguard pupils; and
- fostering a culture of openness, partnership and shared responsibility across the whole school community.

We recognise that supporting pupils with medical conditions is a shared responsibility and that effective communication between pupils, parents and carers, school staff, healthcare professionals and other agencies is essential to achieving positive outcomes.

This policy has been developed in accordance with relevant legislation and statutory guidance, including the Children and Families Act 2014, the Equality Act 2010, the SEND Code of Practice, the Department for Education's guidance on supporting pupils with medical conditions and the principles underpinning the developing statutory framework for allergy safety and Benedict's Law.

At Bowden House School, our aim is to ensure that every pupil with a medical condition feels safe, included, respected and able to thrive academically, socially and emotionally, whilst being prepared for the next stage of their education and adult life.

1. Policy Aims

The aims of this policy are to ensure that Bowden House School:

1. Provides a safe, inclusive and supportive environment in which pupils with medical conditions can access education and participate fully in all aspects of school life, including educational visits, enrichment activities and residential experiences.
2. Ensures that pupils with medical conditions are not disadvantaged or discriminated against, in accordance with the Equality Act 2010 and other relevant legislation, and that reasonable adjustments are made to meet their individual needs.

3. Works collaboratively with pupils, parents and carers, healthcare professionals and other agencies to identify, assess and meet medical needs through effective planning and communication.

4. Develops, implements and regularly reviews Individual Healthcare Plans (IHPs) where appropriate, ensuring that support arrangements are clear, proportionate and responsive to changing needs.

5. Ensures that appropriately trained staff are available to provide support and respond to medical emergencies, with clear procedures for administering medication and managing medical incidents safely and effectively.

6. Promotes pupils' independence and preparation for adulthood by encouraging them, where appropriate, to understand and manage their own medical conditions and healthcare needs.

7. Supports pupils' physical health, emotional wellbeing and educational progress, recognising the impact that medical conditions may have on attendance, learning, behaviour and social development.

8. Maintains effective systems for recording, monitoring and reviewing medical needs, incidents and near misses, using this information to continually improve practice and safeguard pupils.

9. Promotes a whole-school culture of awareness, inclusion and shared responsibility, ensuring that all staff understand their role in supporting pupils with medical conditions.

10. Complies with current legislation and statutory guidance, including the Children and Families Act 2014, the Equality Act 2010, the SEND Code of Practice, Department for Education guidance and the principles underpinning the evolving statutory framework for supporting children and young people with medical conditions and allergies.

2. Legislation and Guidance

This policy has been developed in accordance with current legislation, statutory guidance and recognised best practice relating to the support of children and young people with medical conditions in educational settings.

2.1 Legislation

This policy is underpinned by the following legislation:

- Children and Families Act 2014 (Section 100), which places a duty on governing bodies of maintained schools, academies and alternative provision settings to make arrangements for supporting pupils with medical conditions.
- Equality Act 2010, which requires schools to make reasonable adjustments for disabled pupils and to ensure that they are not discriminated against because of a disability or long-term medical condition.
- Children Act 1989 and Children Act 2004, which place duties on organisations and professionals to safeguard and promote the welfare of children and to work collaboratively to improve outcomes.
- Education Act 2002, which requires governing bodies to safeguard and promote the welfare of pupils.
- Health and Safety at Work etc. Act 1974, which places duties on employers to ensure, so far as is reasonably practicable, the health, safety and welfare of employees and others affected by their activities.
- Health and Care Act 2022, which establishes Integrated Care Systems (ICSs) and strengthens joint working between education, health and care services.
- Medicines Act 1968 and the Human Medicines Regulations 2012, governing the supply, storage, administration and handling of medicines.

- Misuse of Drugs Act 1971 and associated regulations relating to the storage and administration of controlled drugs.
- School Premises (England) Regulations 2012, requiring suitable accommodation for the medical examination and treatment of pupils.
- Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR), ensuring that personal and medical information is managed securely and appropriately.

2.2 Statutory Guidance and Best Practice

This policy has been informed by the following statutory guidance and recognised good practice documents:

- Department for Education (DfE) *Supporting Pupils at School with Medical Conditions* and any subsequent revisions or replacement statutory guidance.
- Department for Education guidance relating to supporting children and young people with medical conditions and allergies in educational settings.
- Department for Education guidance *Arranging Education for Children Who Cannot Attend School Because of Health Needs*.
- Special Educational Needs and Disability Code of Practice: 0–25 years.
- Keeping Children Safe in Education (KCSIE).
- Department of Health and Social Care guidance on the use of emergency salbutamol inhalers in schools.
- Department of Health and Social Care guidance on the use of spare adrenaline auto-injectors (AAIs) in schools.
- Guidance published by recognised professional organisations, including the British Society for Allergy and Clinical Immunology (BSACI), Allergy UK and Anaphylaxis UK, where appropriate.

- The principles and requirements arising from Benedict's Law and any associated statutory guidance relating to allergy safety and the support of children and young people with medical conditions.

2.3 Relationship to Other School Policies

Supporting pupils with medical conditions is a whole-school responsibility and should not be considered in isolation. This policy forms part of Bowden House School's wider safeguarding, health and wellbeing framework and should be read alongside the following policies and procedures:

- Allergy Safety and Anaphylaxis Policy;
- Safeguarding and the Protection of Children Policy;
- SEND Policy and SEND Information Report;
- Attendance and Absence Policy;
- Educational Visits Policy;
- First Aid Policy;
- Health and Safety Policy;
- Medicines Administration Procedures;
- Behaviour and Relationships Policy;
- Risk Assessment Policy;
- Accessibility Plan; and
- Equality Information and Objectives Policy.

Where appropriate, this policy should also be read in conjunction with Individual Healthcare Plans (IHPs), Education, Health and Care Plans (EHCPs), individual risk assessments and

other pupil-specific support plans to ensure a coordinated and person-centred approach to meeting medical needs.

The Governing Body and Headteacher will ensure that this policy and the associated policies and procedures are reviewed regularly to reflect changes in legislation, statutory guidance and best practice, and to ensure that pupils with medical conditions continue to receive safe, effective and inclusive support.

3. Roles and Responsibilities

Supporting pupils with medical conditions is a whole-school responsibility. Effective support relies upon close partnership working between the Governing Body, school leaders, staff, pupils, parents and carers, healthcare professionals and external agencies.

3.1 The Governing Body

The Governing Body is responsible for:

- ensuring that appropriate arrangements are in place to support pupils with medical conditions;
- ensuring that pupils with medical conditions can access and enjoy the same opportunities at school as any other pupil;
- ensuring that this policy is implemented effectively and reviewed regularly;
- ensuring that sufficient resources and appropriately trained staff are available to meet pupils' medical needs;
- ensuring that staff receive appropriate information, guidance and training;
- monitoring the effectiveness of the school's arrangements for supporting pupils with medical conditions; and
- ensuring that the school complies with relevant legislation and statutory guidance.

3.2 The Headteacher

The Headteacher is responsible for:

- the day-to-day implementation and management of this policy;

- ensuring that all staff are aware of and understand their responsibilities;
- ensuring that appropriate procedures are in place for identifying and supporting pupils with medical conditions;
- ensuring that Individual Healthcare Plans (IHPs) are developed and implemented where appropriate;
- ensuring that staff receive appropriate training and support;
- promoting effective communication between the school, families and external agencies;
- ensuring that appropriate records are maintained; and
- ensuring that medical needs are considered as part of safeguarding, educational visits, risk assessment and emergency planning.

3.3 The SENDCo

The SENDCo is responsible for:

- working collaboratively with staff, families and external agencies to support pupils with medical conditions;
- ensuring that medical needs are appropriately considered alongside SEND provision;
- contributing to the development and review of Individual Healthcare Plans where appropriate;
- supporting the implementation of reasonable adjustments;
- supporting transition arrangements for pupils with medical needs; and
- contributing to staff training and awareness where appropriate.

3.4 The Designated Safeguarding Lead (DSL)

The DSL will:

- ensure that medical needs are considered within safeguarding practice where appropriate;
- work with staff and external agencies where medical concerns present safeguarding risks;

- support vulnerable pupils whose medical conditions may increase their risk of harm or exploitation; and
- contribute to multi-agency planning where necessary.

3.5 School Staff

All staff are responsible for:

- understanding their role in supporting pupils with medical conditions;
- being aware of pupils' medical needs and Individual Healthcare Plans where appropriate;
- following school procedures for managing medical conditions and administering medication where they have agreed to undertake this responsibility;
- undertaking relevant training;
- responding appropriately to medical emergencies;
- promoting inclusion and participation in all aspects of school life;
- maintaining appropriate records; and
- reporting concerns or changes in a pupil's medical needs promptly.

No member of staff will be required to administer medication or undertake healthcare procedures unless they have agreed to do so and have received appropriate training.

3.6 Parents and Carers

Parents and carers are responsible for:

- informing the school of their child's medical conditions and any changes to those conditions;
- providing accurate and up-to-date medical information;
- providing medication and medical equipment as agreed with the school;
- ensuring that medication is clearly labelled, in date and supplied in its original packaging where appropriate;
- participating in the development and review of Individual Healthcare Plans;
- working in partnership with the school and healthcare professionals; and

- ensuring that emergency contact details remain up to date.

3.7 Pupils

Pupils will be encouraged, where appropriate and in accordance with their age, understanding and individual needs, to:

- take an active role in managing their medical conditions;
- contribute to decisions about the support they receive;
- develop increasing independence and self-management skills;
- inform staff if they require support or are feeling unwell; and
- respect the medical needs of others.

3.8 Healthcare Professionals and External Agencies

Healthcare professionals and external agencies will work in partnership with the school by:

- providing advice and guidance regarding pupils' medical needs;
- supporting the development and review of Individual Healthcare Plans;
- identifying appropriate training for staff where necessary;
- sharing relevant information to support safe and effective provision; and
- contributing to multi-agency planning and review meetings where appropriate.

3.9 Partnership Working

Bowden House School recognises that effective support for pupils with medical conditions depends upon strong partnership working between pupils, parents and carers, school staff, healthcare professionals and external agencies.

The school will promote open communication, collaborative decision-making and a child-centred approach to ensure that pupils with medical conditions are safe, included and able to achieve their full potential.

4. Identifying and Notifying Medical Needs

Bowden House School recognises the importance of identifying pupils with medical conditions at the earliest opportunity to ensure that appropriate support and reasonable adjustments are put in place. The school will work proactively with pupils, parents and carers, healthcare professionals and external agencies to ensure that medical needs are understood, appropriately assessed and effectively managed.

4.1 Identifying Medical Needs

The school may become aware of a pupil's medical condition through information

- provided during the admissions process,
- discussions with parents and carers,
- Education, Health and Care Plans (EHCPs),
- Individual Healthcare Plans (IHPs),
- communication from healthcare professionals and external agencies,
- information shared by previous educational settings,
- safeguarding or welfare concerns,
- changes in a pupil's health during their time at school and,
- where appropriate, information shared by residential staff.

The school recognises that some medical conditions may fluctuate or emerge over time and will respond promptly to any new information received.

4.2 Notification Procedures

Parents and carers are expected to inform the school of any medical condition, diagnosis, allergy, medication or treatment that may affect their child's health, safety or ability to access education.

The school should be informed of any new medical diagnosis, changes to existing medical conditions, alterations to medication or treatment, hospital admissions, significant medical interventions, changes to emergency contact details or any other information that may affect the support a pupil requires. Where appropriate, supporting medical evidence may be requested to assist the school in planning suitable provision.

4.3 Planning for Admission and Transition

Where the school is informed that a pupil has a medical condition before admission or transition, every reasonable effort will be made to ensure that appropriate arrangements are in place before the pupil starts school.

This may involve gathering relevant information, meeting with parents and carers, liaising with healthcare professionals and external agencies, undertaking risk assessments, developing an Individual Healthcare Plan, arranging staff training and ensuring that any necessary medication or equipment is available. The school will work collaboratively with previous settings and relevant professionals to support successful transitions.

4.4 Individual Healthcare Plans

Where appropriate, an Individual Healthcare Plan (IHP) will be developed to support a pupil with a medical condition. Not all pupils with medical conditions will require an IHP and the level of support required will be determined through consultation with parents and carers and relevant professionals.

Further information relating to Individual Healthcare Plans is detailed in Section 5 of this policy.

4.5 Sharing Information

Bowden House School recognises that effective communication is essential to keeping pupils safe and ensuring that appropriate support is provided.

Relevant information regarding a pupil's medical condition will be shared with staff on a need-to-know basis, taking account of the pupil's safety and wellbeing, the school's duty of care, confidentiality, the views of the pupil and their parents and carers where appropriate, and the requirements of data protection legislation.

Where necessary, relevant information may be shared with teaching and support staff, residential staff, first aiders, educational visits staff, lunchtime staff, transport providers and healthcare professionals or external agencies involved in supporting the pupil.

4.6 Record Keeping

The school will maintain appropriate records relating to pupils with medical conditions to support effective planning and the safe delivery of care.

Records may include medical information provided by parents and carers, Individual Healthcare Plans, consent forms, medication records, accident and incident records, staff training records, risk assessments and correspondence with healthcare professionals and external agencies.

All records will be maintained securely and in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

4.7 Early Intervention and Review

Bowden House School recognises that a pupil's medical needs may change over time and that arrangements for support should remain flexible and responsive to individual circumstances.

Medical information and support arrangements will be reviewed when a pupil joins the school, following a new diagnosis, after a significant medical event or hospital admission, where concerns are raised by staff or parents and carers, following any medical emergency or near miss and as part of the routine review of Individual Healthcare Plans.

The school will work in partnership with pupils, parents and carers and relevant professionals to ensure that support arrangements remain appropriate, effective and promote the health, safety, wellbeing and educational inclusion of every pupil.

5. Individual Healthcare Plans (IHPs)

Bowden House School recognises that Individual Healthcare Plans (IHPs) are an important tool in ensuring that pupils with medical conditions receive safe, effective and consistent support. IHPs help to clarify a pupil's medical needs, the support required and the

responsibilities of those involved in their care, enabling pupils to participate fully in school life.

5.1 Purpose of Individual Healthcare Plans

An Individual Healthcare Plan (IHP) sets out the arrangements required to support a pupil with a medical condition whilst they are attending school and participating in school activities. The aim of the IHP is to ensure that medical needs are understood and managed appropriately whilst promoting independence, inclusion and educational achievement.

Not all pupils with medical conditions will require an IHP. The school will work with parents and carers and relevant healthcare professionals to determine whether an IHP is appropriate, and the level of detail required.

5.2 Developing Individual Healthcare Plans

Where an IHP is considered necessary, it will be developed in partnership with the pupil, parents and carers, relevant school staff and, where appropriate, healthcare professionals and external agencies.

The development of an IHP will take account of the pupil's age, understanding, medical condition, educational needs, emotional wellbeing and any associated SEND or safeguarding considerations.

Where appropriate, residential staff will also contribute to the planning process to ensure consistency of care across the school and residential provision.

5.3 Content of Individual Healthcare Plans

Individual Healthcare Plans will be tailored to the individual pupil and may include:

- The medical condition and its impact on the pupil.
- The signs, symptoms and triggers associated with the condition.
- The support required during the school day.
- Medication, treatments and healthcare procedures.
- Arrangements for administering medication.

- Emergency procedures and action to be taken in the event of deterioration.
- Any dietary requirements or allergy management arrangements.
- The level of support needed for educational visits, enrichment activities and residential experiences.
- Arrangements for promoting the pupil's independence and self-management where appropriate.
- The roles and responsibilities of staff, parents and carers and healthcare professionals.
- Any necessary risk assessments or linked support plans.
- Contact details for parents, carers and relevant healthcare professionals.

5.4 Reviewing Individual Healthcare Plans

Individual Healthcare Plans will be reviewed regularly to ensure that they remain accurate and effective.

Reviews will take place:

- When a pupil joins the school.
- Following a new diagnosis or significant change in a medical condition.
- Following a medical emergency or significant incident.
- Where concerns are raised by the pupil, parents and carers, staff or healthcare professionals.
- As part of the routine annual review process.

The school recognises that some pupils' medical needs may change rapidly and plans will be updated as soon as practicable following receipt of new information.

5.5 Confidentiality and Information Sharing

Information contained within an Individual Healthcare Plan will be treated as confidential and managed in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

Relevant information will be shared with staff on a need-to-know basis to ensure that pupils receive safe and effective support whilst maintaining appropriate levels of confidentiality and dignity.

The school will work collaboratively with parents and carers and healthcare professionals to ensure that information is accurate and up to date.

5.6 Pupil Voice and Independence

Bowden House School recognises the importance of involving pupils in decisions about their own healthcare wherever appropriate.

Pupils will be encouraged to contribute to the development and review of their Individual Healthcare Plans and to develop an understanding of their medical condition and the support available to them.

Where appropriate, pupils will be supported to develop increasing independence and confidence in managing their own healthcare needs as part of their preparation for adulthood.

5.7 Monitoring and Implementation

The Headteacher, SENDCo and relevant members of staff will work together to ensure that Individual Healthcare Plans are implemented effectively and that staff understand their responsibilities.

Appropriate arrangements will be made to ensure that staff receive relevant information and training where required and that suitable support is available during educational visits, enrichment activities, examinations and residential provision.

The effectiveness of Individual Healthcare Plans will be monitored through regular review, communication with pupils and parents and carers, staff feedback and the evaluation of any incidents or near misses. Lessons learned will be used to improve practice and ensure that pupils with medical conditions continue to receive safe, inclusive and effective support.

6. Managing Medicines

Bowden House School is committed to ensuring that pupils with medical conditions have access to the medicines they require whilst maintaining the safety and wellbeing of all members of the school community. The school recognises that many pupils rely on medication to enable them to access education and participate fully in school life.

Medicines will only be administered at school where it would be detrimental to a pupil's health or school attendance not to do so.

6.1 Administration of Medicines

Where possible, parents and carers should arrange for medicines to be administered outside of the school day. However, the school recognises that this is not always practical and will make reasonable arrangements to support pupils who require medication during school hours.

No pupil will be given prescription or non-prescription medicines without appropriate written consent from a parent or carer, except in exceptional circumstances where emergency treatment is necessary to preserve life or prevent serious deterioration.

Medicines will only be administered by appropriately trained members of staff who have agreed to undertake this responsibility. No member of staff will be required to administer medication against their wishes.

6.2 Prescription Medicines

Prescription medicines should be supplied in their original pharmacy container with the dispensing label clearly showing the pupil's name, the name of the medicine, dosage instructions and the date of dispensing.

Parents and carers are responsible for ensuring that medicines provided to the school are in date and that any changes to medication or dosage are communicated promptly.

The school reserves the right to refuse medicines that are not appropriately labelled or where sufficient information has not been provided to ensure safe administration.

6.3 Non-Prescription Medicines

The administration of non-prescription medicines will be considered on an individual basis and in accordance with the school's procedures.

The school will not routinely administer non-prescription medicines unless written consent has been obtained from parents and carers and there is a clear medical need.

Non-prescription medicines should be supplied in their original packaging and be clearly labelled with the pupil's name where appropriate.

6.4 Controlled Drugs

Controlled drugs will be stored securely in accordance with statutory requirements and access will be restricted to authorised members of staff.

Controlled drugs will only be administered by appropriately trained staff and an accurate record of receipt, administration and return or disposal will be maintained.

A pupil who has been prescribed a controlled drug may legally have possession of it if this has been agreed as part of their Individual Healthcare Plan and appropriate risk assessments have been completed.

6.5 Emergency Medication

Bowden House School recognises that some pupils may require immediate access to emergency medication.

This may include, but is not limited to, adrenaline auto-injectors, salbutamol inhalers, epilepsy rescue medication, diabetic medication and other prescribed emergency treatments.

Emergency medication will be readily accessible and stored in accordance with the pupil's Individual Healthcare Plan whilst ensuring that it remains secure and available when required.

The school may hold emergency medication, including spare salbutamol inhalers and spare adrenaline auto-injectors, where permitted by legislation and where appropriate procedures are in place.

6.6 Self-Administration

The school recognises that some pupils may be competent to manage and administer their own medication.

Following discussion with parents and carers, healthcare professionals and relevant school staff, pupils may be permitted to carry and self-administer medication where this is considered safe and appropriate.

Decisions regarding self-administration will take account of the pupil's age, maturity, understanding, medical condition and any associated risks.

Appropriate risk assessments and support arrangements will be put in place where necessary.

6.7 Storage of Medicines

Medicines will be stored safely and securely in accordance with manufacturers' instructions and statutory guidance.

Medicines requiring refrigeration will be stored appropriately and access will be restricted to authorised staff.

Emergency medication will be stored in locations that are readily accessible whilst maintaining appropriate security arrangements.

Parents and carers are responsible for collecting out-of-date or no longer required medication.

6.8 Disposal of Medicines

Medicines that are no longer required should be returned to parents and carers for safe disposal.

Sharps boxes will be provided where necessary for the disposal of needles and other sharp medical equipment and will be disposed of in accordance with relevant health and safety requirements.

6.9 Record Keeping

An accurate record will be maintained of all medication administered by the school.

Records will include the name of the pupil, the medication administered, the dosage, the date and time of administration and the name of the member of staff administering or supervising the medication.

Any refusal to take medication, omissions, errors or adverse reactions will be recorded and reported in accordance with school procedures and parents and carers will be informed as appropriate.

6.10 Residential Provision, Educational Visits and Off-site Activities

Where pupils attend educational visits, enrichment activities or residential experiences, appropriate arrangements will be made to ensure that medication is available and administered safely.

Relevant members of staff will have access to the necessary medical information, Individual Healthcare Plans and emergency procedures to enable pupils with medical conditions to participate safely and as fully as possible in all aspects of school life.

6.11 Refusal of Medication

No pupil will be forced to take medication.

If a pupil refuses medication or treatment, staff will follow the procedures detailed within the pupil's Individual Healthcare Plan and seek advice or emergency assistance where appropriate.

Parents and carers will be informed of any significant concerns or repeated refusals to take medication.

6.12 Monitoring and Review

The school will regularly monitor its arrangements for managing medicines to ensure that they remain safe, effective and consistent with current legislation and statutory guidance.

Any incidents, errors, adverse reactions or near misses relating to medication will be reviewed to identify lessons learned and to improve practice. The school will work collaboratively with pupils, parents and carers and healthcare professionals to promote the safe management of medicines and support the health, wellbeing and educational inclusion of all pupils.

7. Supporting Pupils with Medical Conditions

Bowden House School is committed to ensuring that pupils with medical conditions are fully supported to access education and participate in all aspects of school life. The school recognises that medical conditions can affect a pupil's physical health, emotional wellbeing, social development, attendance and educational progress. Support will be tailored to individual needs and provided in a way that promotes dignity, independence and inclusion.

7.1 Access to Education

Pupils with medical conditions will be supported to achieve their full educational potential and will not be denied access to education because of their medical needs.

The school will make reasonable adjustments to enable pupils with medical conditions to participate fully in lessons, examinations, enrichment activities, educational visits and residential experiences wherever it is safe and appropriate to do so.

Staff will work collaboratively to minimise disruption to learning and to ensure that pupils remain engaged with their education during periods of illness or recovery.

7.2 Attendance and Educational Inclusion

Bowden House School recognises that medical conditions may affect a pupil's attendance and ability to engage with learning.

Where medical needs impact on attendance, the school will work in partnership with pupils, parents and carers, healthcare professionals and external agencies to identify and reduce barriers to education.

Support may include reasonable adjustments, phased returns to school, modified timetables, additional pastoral support and appropriate educational provision during periods of absence, where necessary.

The school will promote high expectations for attendance whilst recognising the individual circumstances of each pupil.

7.3 Emotional Wellbeing

The school recognises that living with a medical condition can have a significant impact on a pupil's emotional wellbeing and mental health.

Staff will seek to understand the relationship between physical health, emotional regulation and behaviour and will adopt a trauma-informed and therapeutic approach to supporting pupils.

Where appropriate, the school will work with families and external agencies to ensure that pupils receive appropriate emotional and pastoral support alongside their medical care.

7.4 Participation in School Life

Pupils with medical conditions will be encouraged and supported to participate in all aspects of school life, including the curriculum, physical education, educational visits, enrichment activities and residential experiences.

Individual needs and risks will be considered through appropriate planning and risk assessment processes, with the aim of promoting inclusion whilst maintaining the safety and wellbeing of pupils and staff.

The school will seek to avoid unnecessary exclusion from activities and will make reasonable adjustments wherever possible.

7.5 Residential Provision

As a therapeutic residential special school, Bowden House School recognises the importance of providing consistent support across both education and residential settings.

Where appropriate, education and residential staff will work together to ensure that pupils receive coordinated and consistent support for their medical needs.

Appropriate arrangements will be made for the sharing of relevant information, the management of medication and the implementation of Individual Healthcare Plans whilst respecting confidentiality and data protection requirements.

7.6 Examinations and Assessments

The school recognises that some pupils with medical conditions may require additional support during examinations and assessments.

Where appropriate, the school will work with pupils, parents and carers and relevant professionals to ensure that suitable arrangements are considered in accordance with awarding body regulations and statutory guidance.

Appropriate planning will seek to minimise the impact of medical conditions on pupils' ability to demonstrate their knowledge and skills.

7.7 Educational Visits and Off-site Activities

Bowden House School believes that pupils with medical conditions should be able to participate in educational visits and off-site activities wherever it is safe and appropriate to do so.

Appropriate planning, communication and risk assessment will be undertaken to ensure that necessary medication, equipment and support arrangements are available and that relevant staff understand their responsibilities.

Medical needs will be considered as part of the school's wider educational visits procedures.

7.8 Preparing for Adulthood

The school recognises the importance of supporting pupils to develop independence and confidence in managing their own health needs.

Where appropriate, pupils will be encouraged to develop an understanding of their medical condition, the support available to them and the strategies required to manage their health safely and effectively.

This will form part of the school's wider commitment to preparing pupils for adulthood and promoting independence, resilience and self-advocacy.

7.9 Partnership Working

Supporting pupils with medical conditions requires effective partnership working between pupils, parents and carers, school staff, healthcare professionals and external agencies.

Bowden House School is committed to maintaining open communication and collaborative working to ensure that support arrangements are responsive to individual needs and promote positive educational, social and health outcomes for pupils.

7.10 Review of Support Arrangements

Support arrangements for pupils with medical conditions will be monitored and reviewed regularly to ensure that they remain appropriate and effective.

The school will respond promptly to changes in a pupil's medical condition, educational needs or personal circumstances and will work collaboratively with all relevant parties to ensure that support continues to promote the pupil's health, safety, wellbeing and educational inclusion.

8. Emergency Procedures

Bowden House School is committed to ensuring that appropriate arrangements are in place to respond promptly and effectively to medical emergencies involving pupils. The school recognises that timely intervention, effective communication and appropriately trained staff are essential to safeguarding the health, safety and wellbeing of pupils with medical conditions.

Emergency procedures will be proportionate to the individual needs of the pupil and, where appropriate, will be detailed within their Individual Healthcare Plan (IHP).

8.1 Responding to Medical Emergencies

In the event of a medical emergency, staff will act promptly and in accordance with the pupil's Individual Healthcare Plan, staff training and established school procedures.

Staff will seek appropriate assistance, administer emergency medication where they have received suitable training and it is appropriate to do so, and contact the emergency services where necessary.

Parents and carers will be informed of any significant medical incident or emergency as soon as reasonably practicable.

8.2 Individual Emergency Procedures

Where a pupil has a known medical condition that may require emergency intervention, clear procedures will be documented within their Individual Healthcare Plan.

These arrangements will identify the signs and symptoms requiring intervention, any emergency medication or treatment required, the actions staff should take and the circumstances in which emergency medical assistance should be sought.

Relevant staff will be made aware of these procedures and receive appropriate training where necessary.

8.3 Emergency Medication

Emergency medication will be readily accessible to those who require it whilst maintaining appropriate security arrangements.

Where permitted by legislation and school procedures, Bowden House School may maintain emergency medication for use in accordance with statutory guidance, including emergency salbutamol inhalers and spare adrenaline auto-injectors.

Staff responsible for supporting pupils with emergency medication will receive appropriate training and guidance.

8.4 Calling the Emergency Services

Staff will contact the emergency services immediately where a pupil's condition requires urgent medical attention or where there is any doubt about the severity of a medical incident.

When contacting the emergency services, staff will provide clear and accurate information regarding the pupil's condition, location and any treatment already administered.

Where possible, a member of staff will remain with the pupil until emergency services arrive and another member of staff will ensure that parents and carers are informed.

Appropriate arrangements will be made to direct emergency services to the location of the incident and provide access to relevant medical information where necessary.

8.5 Educational Visits and Off-site Activities

Emergency procedures will form part of the planning process for educational visits, off-site activities and residential experiences.

Relevant staff will have access to appropriate medical information, emergency contact details and Individual Healthcare Plans where necessary to enable a safe and effective response to medical emergencies.

Appropriate medication and equipment will accompany pupils where required.

8.6 Residential Provision

As a therapeutic residential special school, Bowden House School recognises the importance of maintaining consistent emergency arrangements across both education and residential settings.

Education and residential staff will work collaboratively to ensure that emergency procedures are understood and implemented consistently and that relevant medical information is communicated appropriately.

8.7 Staff Training

Appropriate members of staff will receive training to enable them to respond effectively to medical emergencies and to administer emergency medication where required.

Training will be refreshed at appropriate intervals and whenever there are significant changes to a pupil's medical needs or to statutory guidance.

The school will maintain appropriate records of staff training and competency.

8.8 Recording and Reporting

Medical emergencies and significant medical incidents will be recorded in accordance with school procedures.

Records will include details of the incident, the action taken, any medication administered, communication with parents and carers and any involvement of healthcare professionals or emergency services.

Where appropriate, incidents will be reviewed to identify lessons learned and opportunities to improve practice.

8.9 Post-Incident Support and Review

Following a medical emergency, Bowden House School will work with the pupil, parents and carers, staff and relevant professionals to review the incident and any support arrangements that are in place.

Where necessary, Individual Healthcare Plans, risk assessments and other support plans will be updated to reflect any changes in the pupil's needs or the lessons learned from the incident.

The school recognises that medical emergencies can have an emotional impact on pupils and staff and will provide appropriate support following significant incidents where required.

8.10 Business Continuity and Emergency Planning

The school will ensure that arrangements for supporting pupils with medical conditions are considered as part of wider emergency planning and business continuity procedures.

Reasonable steps will be taken to ensure that essential medication, medical information and emergency contacts remain accessible during emergency situations affecting the school site or normal school operations.

The school will regularly review its emergency procedures to ensure that they remain effective, proportionate and consistent with current legislation, statutory guidance and best practice.

9. Educational Visits and Off-site Activities

Bowden House School is committed to ensuring that pupils with medical conditions have the opportunity to participate fully in educational visits, off-site activities and residential experiences. The school recognises the educational, social and emotional benefits of such activities and will make reasonable adjustments to promote inclusion whilst maintaining the health, safety and wellbeing of all participants.

9.1 Inclusion

Pupils with medical conditions will not be excluded from educational visits or off-site activities solely because of their medical needs unless this is supported by evidence that

participation would present an unacceptable level of risk that cannot reasonably be managed.

The school will work collaboratively with pupils, parents and carers and relevant professionals to identify appropriate support arrangements that enable pupils to participate as fully as possible in school activities.

9.2 Planning and Risk Assessment

Medical needs will be considered as part of the planning process for all educational visits and off-site activities.

Where appropriate, planning will take account of Individual Healthcare Plans, risk assessments, medication requirements, emergency procedures, staffing arrangements and any additional support or equipment that may be required.

The level of planning and risk assessment will be proportionate to the nature of the activity and the individual needs of the pupil.

9.3 Medication and Medical Equipment

Appropriate arrangements will be made to ensure that medication, medical equipment and emergency treatments are available throughout educational visits and off-site activities where required.

Staff responsible for supervising pupils will be informed of relevant medical needs and, where necessary, will have access to Individual Healthcare Plans and emergency procedures.

Medication and medical equipment will be stored and transported safely whilst remaining readily accessible when required.

9.4 Staff Responsibilities

Relevant members of staff accompanying educational visits and off-site activities will be made aware of pupils' medical needs and their responsibilities for supporting those pupils.

Where necessary, staff will receive appropriate information, guidance or training to enable them to manage medical needs safely and respond effectively to medical emergencies.

The school will ensure that suitable arrangements are in place to provide appropriate levels of supervision and support.

9.5 Emergency Procedures

Emergency procedures for educational visits and off-site activities will reflect the individual needs of pupils with medical conditions and the nature of the activity being undertaken.

Staff will have access to appropriate emergency contact information and clear procedures for obtaining medical assistance should the need arise.

Where appropriate, arrangements for contacting parents and carers and emergency services will be established before the activity takes place.

9.6 Residential Experiences

Where pupils participate in residential visits or overnight activities, additional planning may be required to ensure that medical needs continue to be met effectively.

Appropriate arrangements will be made for the storage and administration of medication, communication between staff and the implementation of Individual Healthcare Plans and emergency procedures.

The school will work with parents and carers and relevant professionals to ensure that pupils are able to participate safely and confidently in residential experiences.

9.7 Partnership with Parents and Carers

Bowden House School recognises the importance of working closely with parents and carers when planning educational visits and off-site activities involving pupils with medical conditions.

Parents and carers will be given the opportunity to provide relevant information regarding their child's medical needs and to discuss any concerns or additional support requirements.

The school will seek to provide reassurance that appropriate arrangements are in place whilst promoting the pupil's independence and inclusion.

9.8 Review and Evaluation

The school will review arrangements for supporting pupils with medical conditions during educational visits and off-site activities as part of its wider monitoring and evaluation processes.

Any incidents, near misses or concerns will be considered as opportunities to improve practice and strengthen future planning.

This section of the policy should be read alongside the school's Educational Visits Policy, Individual Healthcare Plans and relevant risk assessments to ensure a coordinated and consistent approach to supporting pupils with medical conditions beyond the school site.

10. Staff Training and Competency

Bowden House School recognises that appropriately trained and confident staff are essential to ensuring that pupils with medical conditions receive safe, effective and inclusive support. The school is committed to providing suitable training and information to enable staff to fulfil their responsibilities and respond appropriately to pupils' medical needs.

10.1 General Training

All staff will receive appropriate information regarding the school's arrangements for supporting pupils with medical conditions as part of their induction and ongoing professional development.

Training will ensure that staff understand their responsibilities under this policy and are aware of the procedures for supporting pupils with medical conditions, recognising medical emergencies and seeking appropriate assistance.

The level of training provided will be proportionate to individual roles and responsibilities.

10.2 Specialist Training

Where pupils require specific medical interventions or support, appropriately identified members of staff will receive additional training relevant to those needs.

Specialist training may relate to the administration of medication, the use of emergency medication, the management of specific medical conditions or the implementation of Individual Healthcare Plans.

Training will be provided by suitably qualified professionals or competent trainers where appropriate.

10.3 Individual Healthcare Plans

Where a pupil has an Individual Healthcare Plan, relevant staff will be made aware of the arrangements in place to support that pupil.

Staff will receive appropriate information and guidance to enable them to understand their responsibilities and to respond safely and effectively to the pupil's medical needs.

The school will ensure that information is shared on a need-to-know basis whilst respecting confidentiality and data protection requirements.

10.4 Educational Visits and Residential Provision

Appropriate consideration will be given to the training needs of staff involved in educational visits, off-site activities and residential provision.

Where necessary, staff will receive additional information or training to enable them to support pupils with medical conditions safely and effectively in a range of educational and residential settings.

10.5 Emergency Procedures

Staff identified as having responsibilities for responding to medical emergencies or administering emergency medication will receive appropriate training and updates to maintain their competence.

The school will ensure that relevant staff understand emergency procedures and know how to obtain assistance when required.

10.6 Maintaining Competency

Bowden House School recognises that training should be an ongoing process and that staff knowledge and confidence should be maintained over time.

Training will be reviewed regularly and refreshed where appropriate, including when there are changes to legislation, statutory guidance, school procedures or the medical needs of individual pupils.

Additional support and guidance will be provided where new responsibilities arise or where individual staff members require further development.

10.7 Record Keeping

The school will maintain appropriate records of staff training relating to medical conditions and healthcare procedures.

Records will include details of training undertaken, the date of training and, where appropriate, any requirements for refresher training or updates.

These records will assist the school in ensuring that appropriate arrangements remain in place to support pupils with medical conditions safely and effectively.

10.8 Partnership Working

Bowden House School recognises that effective staff training relies upon strong partnership working with healthcare professionals, parents and carers and external agencies.

The school will work collaboratively with relevant professionals to identify training needs and to ensure that staff receive accurate, up-to-date information and guidance.

Effective training and communication will support the school's commitment to promoting the health, safety, wellbeing and educational inclusion of all pupils with medical conditions.

11. Record Keeping and Confidentiality

Bowden House School recognises the importance of maintaining accurate, secure and up-to-date records relating to pupils with medical conditions. Effective record keeping supports the safe management of medical needs, promotes continuity of care and ensures that relevant information is available to those responsible for supporting pupils.

The school is committed to managing medical information in a manner that respects the privacy, dignity and rights of pupils and their families whilst fulfilling its safeguarding and duty of care responsibilities.

11.1 Medical Records

The school will maintain appropriate records relating to pupils with medical conditions to ensure that suitable arrangements are in place to support their health, safety and educational inclusion.

Records may include information relating to medical conditions, Individual Healthcare Plans, parental consent, medication, risk assessments, accident and incident reports, staff training and communication with healthcare professionals and external agencies.

The school will take reasonable steps to ensure that records remain accurate and are reviewed and updated as necessary.

11.2 Individual Healthcare Plans

Individual Healthcare Plans and associated documentation will be maintained securely and reviewed regularly to ensure that they continue to reflect the pupil's current medical needs and support arrangements.

Where changes occur, relevant staff will be informed of any updates on a need-to-know basis.

11.3 Medication Records

Appropriate records will be maintained for medication administered by the school.

These records will provide an accurate account of medication administration and any significant events associated with the management of medicines.

Any errors, omissions, refusals or adverse reactions will be recorded and managed in accordance with school procedures.

11.4 Confidentiality

Bowden House School recognises that information relating to a pupil's medical condition is personal and sensitive.

Medical information will be treated confidentially and managed in accordance with the Data Protection Act 2018, the UK General Data Protection Regulation (UK GDPR) and relevant safeguarding requirements.

The school will seek to balance a pupil's right to privacy with the need to ensure that staff have sufficient information to support the pupil safely and effectively.

11.5 Information Sharing

Relevant information relating to a pupil's medical condition will be shared with appropriate members of staff on a need-to-know basis.

Information may also be shared with healthcare professionals, external agencies and other organisations where this is necessary to safeguard the pupil, support their education or meet legal obligations.

Where appropriate, the views of the pupil and their parents and carers will be taken into account when decisions are made about sharing information.

11.6 Record Storage and Security

Medical records will be stored securely and access will be restricted to authorised individuals who require the information to fulfil their professional responsibilities.

Appropriate arrangements will be in place to protect records from unauthorised access, loss, damage or disclosure.

The school will ensure that records are managed and retained in accordance with statutory requirements and the school's data management procedures.

11.7 Transfer of Information

Where a pupil transfers to another educational setting or moves to another provision, the school will work with parents and carers and relevant professionals to ensure that appropriate medical information is shared in a timely and secure manner.

The school recognises the importance of effective communication during periods of transition to promote continuity of care and minimise disruption to the pupil's education and wellbeing.

11.8 Monitoring and Review

Bowden House School will regularly review its arrangements for record keeping and confidentiality to ensure that they remain effective, secure and compliant with current legislation and statutory guidance.

The school will promote a culture of professionalism, accountability and respect for confidentiality whilst ensuring that appropriate information is available to safeguard pupils and support their health, wellbeing and educational inclusion.

12. Unacceptable Practice

Bowden House School is committed to promoting a positive, inclusive and child-centred approach to supporting pupils with medical conditions. The school recognises that pupils with medical conditions should be treated with dignity, respect and understanding and should be enabled to participate as fully as possible in all aspects of school life.

Whilst staff will exercise professional judgement in individual circumstances, the school considers the following practices to be unacceptable except where there is clear evidence that such action is necessary to safeguard the pupil or others and is supported by appropriate professional advice or risk assessment.

12.1 Access to Education

It is unacceptable to prevent a pupil from accessing education or participating in school activities because of their medical condition unless this is necessary to protect the health and safety of the pupil or others.

Pupils with medical conditions should not be excluded from lessons, educational visits, enrichment activities, residential experiences or other aspects of school life without appropriate justification and consideration of reasonable adjustments.

12.2 Access to Medication and Treatment

It is unacceptable to prevent pupils from accessing medication or treatments that have been prescribed or agreed as part of their Individual Healthcare Plan.

Staff should not make unnecessary changes to agreed medical arrangements or delay access to medication without appropriate reason.

12.3 Assumptions About Pupils' Needs

It is unacceptable to make assumptions about the support a pupil requires based solely on their medical condition or diagnosis.

Support arrangements should be based on the individual needs of the pupil and developed in partnership with parents and carers, healthcare professionals and, where appropriate, the pupil themselves.

12.4 Attendance and Absence

It is unacceptable to penalise or disadvantage a pupil because of absence related to a genuine medical condition.

The school will work collaboratively with pupils, parents and carers and relevant professionals to minimise the impact of medical conditions on attendance and educational progress.

12.5 Participation in School Life

It is unacceptable to create unnecessary barriers that prevent pupils with medical conditions from participating in school life.

Reasonable adjustments should be considered to promote inclusion whilst maintaining the health and safety of pupils and staff.

12.6 Confidentiality and Dignity

It is unacceptable to disclose confidential medical information without a legitimate reason or to discuss a pupil's medical needs in a manner that compromises their dignity or privacy.

Information relating to medical conditions should only be shared where necessary to support the pupil or to fulfil legal or safeguarding responsibilities.

12.7 Responding to Medical Needs

It is unacceptable to ignore a pupil's medical needs or to fail to seek appropriate assistance where there are concerns regarding a pupil's health or wellbeing.

Staff should act promptly and in accordance with school procedures and Individual Healthcare Plans where concerns arise.

12.8 Partnership Working

It is unacceptable to disregard the views of pupils, parents and carers or to fail to work collaboratively with healthcare professionals and external agencies where their involvement is necessary to support a pupil's medical needs.

Effective communication and partnership working are essential to ensuring positive outcomes for pupils.

12.9 Equality and Inclusion

It is unacceptable for a pupil to experience discrimination, unfair treatment or unnecessary disadvantage because of a medical condition or disability.

Bowden House School is committed to promoting equality of opportunity and ensuring that pupils with medical conditions are supported to achieve their full educational, social and emotional potential.

12.10 Review of Practice

The school recognises that effective support for pupils with medical conditions requires ongoing reflection and continuous improvement.

Any concerns, complaints, incidents, near misses or examples of poor practice will be reviewed appropriately to identify lessons learned and to strengthen the school's arrangements for supporting pupils with medical conditions.

Bowden House School will continue to promote a culture of openness, professionalism and accountability, ensuring that pupils with medical conditions are safe, respected, included and able to participate fully in school life.

13. Complaints

Bowden House School is committed to working in partnership with pupils, parents and carers, healthcare professionals and external agencies to provide safe, effective and inclusive support for pupils with medical conditions. The school recognises that open communication and collaborative problem solving are essential to maintaining positive relationships and achieving the best possible outcomes for pupils.

The school will seek to resolve any concerns regarding the support provided to pupils with medical conditions promptly, fairly and informally wherever possible.

13.1 Raising Concerns

Parents and carers, pupils and other stakeholders are encouraged to raise any concerns regarding the implementation of this policy or the support provided for a pupil with a medical condition at the earliest opportunity.

In most cases, concerns can be resolved through discussion with the relevant member of staff, the SENDCo or another appropriate member of the senior leadership team.

The school will seek to work collaboratively with all parties to identify appropriate solutions and to promote the health, safety, wellbeing and educational inclusion of the pupil.

13.2 Formal Complaints

Where concerns cannot be resolved informally, parents and carers have the right to make a formal complaint in accordance with the school's Complaints Policy.

Formal complaints will be managed fairly, transparently and within the timescales set out in the Complaints Policy.

The school will ensure that complainants are treated with courtesy and respect throughout the process and that concerns are considered objectively and proportionately.

13.3 Medical and Healthcare Concerns

Where concerns relate to medical advice, healthcare provision or the actions of healthcare professionals, the school may work with relevant health services and external agencies to support an appropriate resolution.

Where appropriate, the school will cooperate with any investigations or reviews undertaken by relevant organisations.

13.4 Reviewing Support Arrangements

Where a complaint identifies concerns regarding the support provided to a pupil with a medical condition, the school will review the relevant arrangements, including Individual Healthcare Plans, risk assessments and associated procedures where appropriate.

The school will work collaboratively with pupils, parents and carers and relevant professionals to ensure that any necessary improvements are implemented.

13.5 Learning from Complaints

Bowden House School recognises that complaints and concerns provide valuable opportunities to improve practice.

The school will consider any themes, patterns or lessons arising from complaints, concerns, incidents or near misses and will use this information to strengthen its arrangements for supporting pupils with medical conditions.

Where appropriate, outcomes may inform policy development, staff training, risk assessment processes and Individual Healthcare Plans.

13.6 Escalation

Nothing within this policy prevents parents and carers from seeking advice or support from relevant external agencies where appropriate or from exercising their legal rights.

The school will continue to work constructively with all parties to promote positive outcomes for pupils and to ensure that concerns are addressed fairly and appropriately.

Bowden House School is committed to fostering a culture of openness, partnership and continuous improvement and will seek to resolve concerns in a timely, respectful and child-centred manner.

14. Monitoring and Review

Bowden House School is committed to ensuring that the arrangements for supporting pupils with medical conditions remain effective, proportionate and responsive to the needs of the school community. The implementation of this policy will be monitored regularly to promote the health, safety, wellbeing and educational inclusion of all pupils.

The Governing Body and Headteacher have overall responsibility for monitoring the effectiveness of this policy and ensuring that the school complies with relevant legislation, statutory guidance and best practice.

The school will monitor the implementation of this policy through the routine review of:

- Individual Healthcare Plans (IHPs).
- Medical incidents and emergencies.
- Medication administration records.
- Accident and incident reports.
- Educational visits and off-site activities.
- Risk assessments.
- Staff training and competency records.
- Concerns, complaints and near misses.
- Feedback from pupils, parents and carers, staff and relevant professionals.

The school recognises the importance of learning from experience and will use information gathered through monitoring activities to identify areas of good practice and opportunities for improvement. Where appropriate, lessons learned will inform staff training, policy development, Individual Healthcare Plans and wider school procedures.

This policy will be reviewed annually by the Governing Body and Headteacher or sooner where there are significant changes to legislation, statutory guidance, local procedures or the needs of the school community.

The policy should be read alongside the school's wider safeguarding, SEND, health and safety, equality and wellbeing framework to ensure a coordinated and consistent approach to supporting pupils with medical conditions.

Bowden House School remains committed to promoting a culture of inclusion, partnership working and continuous improvement, ensuring that pupils with medical conditions are safe, supported and able to participate fully in all aspects of school life and achieve their full potential.