

# Royal Alexandra & Albert School



## Health Centre Policy

<b>Policy applies to</b>	School
<b>Committee responsible</b>	N/A
<b>Governing Body approval required</b>	Yes
<b>Accountable Executive</b>	Deputy Head: Pastoral
<b>Status &amp; Review Cycle</b>	Statutory Annual
<b>Last approval</b>	June 2025
<b>Next approval</b>	Summer 2026

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## **1.INTRODUCTION**

1.1 The School Health Centre is a 6-bed unit staffed by qualified Registered Nurses, Health Practitioners and Health Care Assistants, 7 days a week during term time.

1.2 The Health Centre Opening Hours are:

Monday- Friday 0700-2000 hrs

Saturday 0730-1430 hrs

Sunday On Call Service

Outside these hours a member of the health centre is on call and can be contacted via the Health Centre mobile phone.

1.3 The Health Centre runs an appointment system during the school day to ensure students are seen with minimal disruption to their Education. Emergencies are seen at any time and there are Boarders drop-in clinics twice a day.

1.4 A Health Centre Information Leaflet is available to all students and parents/carers detailing the services offered and can be found in the Health Centre, Boarding Houses and at Main Reception.

## **2. MEDICAL RECORDS**

2.1 All parents/guardians must complete a Medical Health and Consent form before their child joins the school. If a child has a pre-existing medical condition that may require special treatment in school, parents are encouraged to discuss this with the Health Centre Manager prior to their child's admission to the school.

2.2 Each Student at the school has an individual electronic medical file, maintained by the health centre and all visits and treatment given are recorded. Boarding House staff also have access to a modified version of the file to enable them to record any medication administered in the boarding houses.

2.3 Any student with a medical condition is supported to enable them to take a full and active part in the school community, remain healthy and achieve their full academic potential. For some students this may mean having an individualised Health Care Plan, copies of the IHCP are made available to staff via REACH and Go4Schools.

2.4 See the Royal Alexandra and Albert School 'Supporting Students at school with medical conditions' Policy

### **3.ADMITTING PUPILS TO THE HEALTH CENTRE**

If a student is unwell, they may be admitted to the Health Centre. If a day/flexi-boarder is not well enough to go back to school, parents will be contacted to arrange collection. Parents of boarders will be informed if a child needs to stay overnight.

### **4.ACCIDENTS/A&E**

If a Student needs to go to A&E due to an accident/illness, parents will be contacted as soon as possible. If a parent/guardian is unavailable, students will be accompanied to A&E by a member of staff. If the incident is likely to result in an overnight stay, we ask for a parent/guardian to attend the hospital at the earliest opportunity.

### **5.COUNSELLORS**

The school has a counselling service, located behind the fitness suite. Counsellors see pupils by appointment and there are also drop-in sessions available. Leaflets on the service are available from the counselling team.

### **6.CONFIDENTIALITY**

- 6.1 The Health Centre Team respects the students right to confidentiality, whatever their age. Students will always be encouraged to inform parents of any issues that may arise, and in most cases the nurse will inform parents, with the student's consent. A statement to that effect is included in the new pupil's medical form:

*In accordance with the school doctor's/nurse's professional obligations, medical information about pupils, regardless of age, will remain confidential. However, in providing medical/nursing care, it is recognised that the doctor/nurse may liaise with parents or guardians, the head teacher or other academic/boarding staff and that information, ideally with the pupils' consent, will be passed on as appropriate. With all matters, the doctor/nurse will respect a pupil's confidence except on the very rare occasions when, to give consent or divulgence, the doctor/nurse considers it in the pupil's best interests, or necessary for the protection of the wider school community, to breach confidence and pass information on to a relevant person or body.*

*Medical Officers for Schools Association 2024*

- 6.2 If a student wishes to see a nurse in private, a separate room is available to do so.

6.3 Where there are concerns relating to the Safeguarding of students the Health Centre Team will refer to the school Safeguarding team.

## **7.FIRST AID**

Refer to the Royal Alexandra and Albert School First Aid Policy

## **8. OFF GAMES/SWIMMING**

Day/flexi boarders must have a note from parents if they need to be off sport due to injury or illness. Students who become unwell/injured during the school day may be given an off games slip by the Health Centre, as appropriate.

Full Boarders will be provided Off Games Notes where appropriate by the Health Centre Team following assessment.

## **9.HEAD LICE**

Head lice are a common recurring problem in school. Boarders in Junior houses have their hair checked regularly and older pupils are encouraged to do it themselves. If live lice are found in boarding students, a treatment (in accordance with current guidelines) will be applied which then needs re-applying a week later to ensure any eggs that may have hatched are treated. For flexi-boarders parents/carers will be notified and advice will be given regarding current treatment recommendations. As per Health Protection Agency advice there are no recommendations for keeping children away from school or childcare settings if head lice are detected. It is important that checks are also done in the holidays to ensure the pupils do not come back to school with head lice.

## **10.DIARRHOEA AND VOMITING GUIDELINES**

- 10.1 As per the Health Protection Agency Guidelines, if a student is unwell with vomiting and/or diarrhoea they should not return to school for 48 hours following the last episode of vomiting or diarrhoea.
- 10.2 If a flexi-boarder experiences any diarrhoea or vomiting at school parents/ guardians will be contacted to arrange collection as soon as possible. Boarders will be admitted to the Health Centre and isolated from the wider community for the recommended isolation period. If the Health Centre reaches capacity for in-patients some boarders may be isolated within their boarding houses.
- 10.3 The Health Centre should be informed if a student has been off school due to diarrhoea/vomiting or other contagious illness.

## **11. GP**

11.1 Boarders are registered with a local GP practice:

Holmhurst Medical Centre ,12 Thornton Side,Redhill, RH1 2NP

11.2 The GP holds a clinic for the boarders at the school on Tuesday morning. Appointments can also be made to see one of the GPs (male or female) or the nurse practitioner at the Surgery.

11.3 If a Boarder requires repeat prescriptions, a request should be made to the Health Centre at least 7 working days before they are due to run out.

11.4 Parents will usually be informed of their child's visit to the GP and the outcome, although the nurses will have to consider the student's rights to confidentiality.

11.5 If a boarder needs to be seen by a doctor when at home, they can visit the family doctor as a temporary resident quoting the school address as their permanent address. If a student reregisters with a GP at home they will become deregistered from the school GP and will be unable to see the GP until medical forms have been completed again.

## **12.MEDICAL APPOINTMENTS**

12.1 Boarders may be referred by the GP to local services for treatment/investigation. If a parent/guardian is unable to take their child to the appointment, a member of staff will accompany them, if necessary. There will be a charge for some appointments.

12.2 If a boarder needs to attend an appointment further afield, a parent/guardian will be requested to attend with their child

## **13.DENTIST/OPTICIAN/ORTHODONTIST**

13.1 Parents are advised that routine dental and optical appointments should be made during the holidays. A local optician is used in an emergency during term time. The Health Centre will make every effort to arrange an emergency dental appointment, however this may not be NHS and parents will be required to make payment to the dentist at the time of treatment. Parents should also note that there will be a charge for transporting children to appointments.

13.2 Boarders can be referred to our local orthodontist for treatment if required. Transport to non-emergency appointments will be charged for. Boarders receiving orthodontic treatment at home, requiring emergency treatment/repair whilst in school can be seen locally to the school but there is usually a small charge for this.

## **14.VACCINATIONS**

- 14.1 It is important that we have a complete immunisation record of all children in the school. Public Health England recommends that all children are vaccinated according to UK guidelines. If a boarder has an incomplete or uncertain vaccination record, we may ask parents/guardians consent to arrange booster vaccinations in accordance with the UK immunisation schedule.
- 14.2 The routine immunisations are administered by the Surrey immunisation team at school throughout the course of the year. Parents/carers will be provided with the relevant information and links to the online consent portal prior to the teams attendance at school, all consent or withdrawal from the immunisation programme must go through the Surrey Immunisation Team, the school are unable to take verbal or written consents from parents for these immunisation sessions
- 14.3 Parents of boarders requiring travel vaccinations should inform the Health Centre at least six weeks before travel. Vaccinations will be arranged through a local travel clinic, as the school GP does not provide a travel service, for which there will be a charge for parents, payment must be made to the clinic at the time of immunisation.

## **15.UNACCEPTABLE PRACTICE**

Although school staff should use their discretion and judge each case on its merits with reference to the Student's individual healthcare plan, it is not generally acceptable practice to

- Prevent Students from easily accessing their inhalers and medication and administering their medication when and where necessary
- Assume that every Student with the same condition requires the same treatment
- Ignore the views of the Student or their parents or ignore medical evidence or opinion (although this may be challenged)
- Send student with medical conditions home frequently or prevent them from staying for normal school activities, including lunch, unless this is specified in their individual healthcare plan
- If the student becomes ill, send them to the school office or Health Centre unaccompanied or with someone unsuitable
- Penalise students for their attendance record if their absences are related to their medical condition, e.g. hospital appointments
- Prevent students from drinking, eating or taking toilet or other breaks whenever they need in order to manage their medical condition effectively

- Require parents or others to feel obliged to attend school to administer medication or provide medical support to their child, including toileting issues. No parent should have to give up working because the school is failing to support their child's medical needs
- Prevent students from participating or create unnecessary barriers to the student participating in any aspect of school life, including school trips, e.g. by requiring parents to accompany the student

## **16.LIABILITY AND INDEMNITY INSURANCE**

16.1 The Governing Body will ensure that the appropriate level of insurance is in place and appropriately reflects the level of risk.

16.2 The school's public/products liability insurance provides cover to the school nurses in respect of medical treatment and the administration of medication.

## **17.RESPONDING TO CONCERNS**

Should parents or students be dissatisfied with the medical support provided, they should discuss their concerns directly with the school. If, for whatever reason, this does not resolve the issue, they may make a formal complaint via the school's Complaints Policy and Procedure. Making a formal complaint to the Department for Education should only occur if it comes within scope of section 496/497 of the Education Act 1996 and after other attempts at resolution have been exhausted.

## **18.SUPPORTING POLICIES AND PROCEDURES**

- **First Aid policy**
- **Administration of medication Policy**
- **Head Injury and Concussion Policy**
- **Supporting Students with Medical Conditions Policy**
- **Procedure for the administration and handling of controlled drugs Protocol**

Yvonne Hamer  
Health Centre Manager  
June 2025