



**Supporting Learners with Healthcare Needs Policy**

## Executive Summary

This policy outlines Neath and Port Talbot Council's commitment to supporting learners with healthcare needs. It ensures that all learners have access to education, including offsite activities and physical education, regardless of their healthcare requirements. The policy provides guidance on legal responsibilities, roles of stakeholders, procedures for managing medication, emergency protocols, and the development of Individual Healthcare Plans (IHPs). It aligns with Welsh Government statutory guidance and promotes inclusive practices across all educational settings.

**Neath and Port Talbot Council**

**Date of Issue:**

**Review Date:**

**Responsible Officer:**

**Contact:**

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## 1. Key Principles

Neath and Port Talbot Council is committed to ensuring that all learners with healthcare needs are fully supported to access education, including participation in offsite activities and physical education.

We work collaboratively with parents, carers, learners, and relevant professionals to understand and meet the healthcare needs of each learner. This is achieved by listening to the views and wishes of the learner and their family, and by incorporating the advice of education and health professionals.

Where appropriate, learners are supported to build confidence and understanding so they can increasingly self-manage their healthcare needs. Staff in educational settings have access to appropriate training to ensure they can effectively support learners. The Council recognises that all learners with healthcare needs are entitled to a full education and upholds the principles of the United Nations Convention on the Rights of the Child (UNCRC).

In making arrangements to meet healthcare needs, the Council considers the impact on the learner's education, attainment, and well-being. Safeguarding duties are also taken into account to ensure all learners have equal access to opportunities. Under the Equality Act 2010, the Council makes reasonable adjustments to avoid discrimination against disabled learners.

## 2. Local Authority's Legal Requirements

Neath and Port Talbot Council adheres to the Welsh Government's statutory guidance, *Supporting Learners with Healthcare Needs* (Document No: 215/2017), when fulfilling its duties under Section 175 of the Education Act 2002. This includes promoting the welfare of children and young people and meeting their healthcare needs.

Under Section 19(1) of the Education Act 1996, the Council must provide suitable education for learners of compulsory school age who are unable to attend school due to illness or other healthcare needs. The Social Services and Well-being (Wales) Act 2014 places a duty on local authorities to provide preventative services and promote cooperation between agencies and service providers.

The Equality Act 2010 requires the Council to make reasonable adjustments and implement an accessibility strategy aimed at increasing participation of disabled learners, improving physical environments in schools, and enhancing the delivery of accessible information.

Neath and Port Talbot Council also complies with the General Data Protection Regulation (GDPR) 2016 and the Learner Travel (Wales) Measure 2008. The Council is committed to the Well-being of Future Generations (Wales) Act 2015, ensuring that policies and practices balance short-term needs with long-term sustainable goals. Stakeholders are actively involved in policy development, and collaboration is encouraged to meet well-being objectives through a preventative approach.

## 3. Roles and Responsibilities

### Local Authority

Neath and Port Talbot Council works in partnership with schools, local health boards, parents/carers, and learners to ensure that healthcare needs are identified early and that appropriate arrangements are made to meet those needs. The Council is responsible for:

- Collaborating with schools to ensure that learners with healthcare needs receive a suitable education.
- Making arrangements to provide education for learners of compulsory school age who are unable to attend school due to health-related reasons.
- Ensuring reasonable adjustments are made so that disabled children and young people are not substantially disadvantaged compared to their peers. This includes the development and implementation of an Accessibility Strategy.
- Promoting cooperation between various agencies to improve the physical and mental well-being of learners, including facilitating the sharing of relevant information.
- Providing access to counselling services for young people aged 11–18 and for learners in primary schools.
- Offering support, advice, and guidance to schools, including assistance with identifying and meeting the training needs of staff so that governing bodies can fulfil the requirements of individual healthcare plans.
- Providing home-to-school transport in accordance with the Learner Travel (Wales) Measure 2008 and Neath and Port Talbot's Home to School Transport Policy.

### Schools and Governing Bodies

Schools and their governing bodies play a critical role in supporting learners with healthcare needs. Their responsibilities include:

- Developing and implementing school-level policies that align with the Council's overarching policy.
- Ensuring that staff are trained and equipped to support learners with healthcare needs.
- Creating inclusive environments that promote participation and access for all learners.
- Maintaining clear communication with parents, carers, and healthcare professionals.

- Ensuring that Individual Healthcare Plans (IHPs) are developed, monitored, and reviewed regularly.

## 4. Creating an Accessible Environment

Neath and Port Talbot Council recognises that many learners will experience short-term healthcare needs at some point, which may affect their ability to participate in educational activities. Others may have significant or long-term healthcare needs that impact their cognitive or physical abilities, behaviour, or emotional well-being. The Council has a duty to ensure that all schools and Pupil Referral Units (PRUs) promote inclusivity and accessibility in the fullest sense for all learners with healthcare needs.

The Council is committed to creating inclusive and accessible learning environments. This commitment is reflected in the Local Authority's Accessibility Strategy and the accompanying Accessibility Plan Guidance for Schools. Every school is expected to develop its own accessibility plan, following the guidance provided by the Council, to outline how it will create an environment that supports all learners.

Schools are supported to make reasonable adjustments that enable learners to access all aspects of school life. This includes the provision of appropriate auxiliary aids and services, as well as ensuring that staff are trained to meet the diverse healthcare needs of learners.

### a) Offsite Activities

The Council encourages schools to actively support learners with healthcare needs to participate in all offsite activities, including educational trips and residential visits. Schools must make reasonable adjustments to ensure full participation. Staff should be aware of how a learner's healthcare needs may affect their ability to engage in these activities and should plan accordingly. Information relevant to the learner's healthcare needs must be shared with offsite providers, with parental consent and the learner's input where appropriate.

### b) Social Interactions

Schools are encouraged to take a proactive approach to ensuring that learners with healthcare needs are included in both structured and unstructured social activities.

This includes break times, breakfast clubs, school productions, after-school clubs, and residential visits. Staff must be aware of potential barriers to inclusion and take steps to remove them. Schools should foster a strong ethos of inclusion and children's rights, using restorative approaches to address issues such as bullying and social exclusion.

### c) Exercise and Physical Activity

Physical activity is vital for all learners, and schools must ensure that learners with healthcare needs are able to participate. Adjustments should be made to sports and other physical activities to make them accessible, including extracurricular clubs and team sports. Staff must be aware of learners' healthcare needs when planning physical activities and should consult with the learner, their parents/carers, and relevant health professionals to ensure safe and inclusive participation.

### d) Food Management

Schools must take careful consideration of the dietary needs of learners with healthcare needs. Kitchen staff should be able to provide ingredient lists and clearly display any potential allergens in the meals they prepare. Schools must also accommodate learners who need to eat or drink during class time or require access to snacks due to their medical condition. These requirements should be clearly outlined in the learner's Individual Healthcare Plan and communicated to all relevant staff.

### e) Risk Assessments

All school activities must be appropriately risk assessed and formally recorded by designated staff. For learners with specific healthcare needs, individual risk assessments must be carried out in full consultation with parents/carers and relevant healthcare professionals. Where possible, the views of the learner should also be included in the assessment process to ensure their needs and preferences are considered.

## 5. Sharing of Information

Neath and Port Talbot Council ensures that its healthcare needs policy is accessible to all stakeholders. The policy is available both online and in hard copy upon request. It is shared through the Council's education communication channels, including newsletters and the Additional Learning Needs (ALN) network via Hwb.

When sharing information about a learner's healthcare needs, the Council and schools strictly adhere to the General Data Protection Regulation (GDPR) 2018. Parents and

carers are required to sign a consent form that clearly outlines the individuals, organisations, and methods through which their child's medical information will be shared. Importantly, learners themselves are involved in decisions regarding the sharing of their medical information, ensuring their rights and preferences are respected.

Schools must maintain accurate records of what information is shared, with whom, and for what purpose. These records should be available for review by the learner and their parents upon request. Any method of information sharing—such as staff noticeboards or intranet systems—must be agreed upon in advance with the learner and their family to protect confidentiality. If public access to shared data cannot be restricted, this must be clearly communicated to parents, along with any associated risks.

Photographs and medical information displayed in staff areas must only be used with explicit parental consent. Staff—including teachers, supply staff, support staff, catering staff, and relevant contractors—must have access to necessary healthcare information, especially in cases where emergency situations may arise.

Depending on the size and nature of the educational setting, information may be shared through:

- A secure noticeboard in a staff-only area, displaying details of high-risk health needs, emergency procedures, and first aid contacts.
- The school's secure intranet or through regular staff briefings and meetings.

Schools must ensure that all staff are aware of the healthcare needs of learners they may interact with. This includes temporary staff and those covering lessons or supervising activities. Parents and learners should be treated as active partners in the process. To support this, schools should:

- Make healthcare needs policies easily accessible both online and in print.
- Provide families with a copy of the school's information-sharing policy.
- Clearly outline the types of organisations and individuals with whom medical information may be shared.
- Seek informed consent from parents for all information-sharing activities.

Sharing medical information is a sensitive matter. Schools must involve learners in decisions and maintain transparency throughout. The best practice includes using digital systems to store and manage healthcare records securely, allowing authorised staff quick access when needed. These systems must comply with GDPR and ensure privacy and data protection at all times.

## 6. Procedures and Record Keeping for the Management of Learners' Healthcare Needs

Educational settings within Neath and Port Talbot must establish clear procedures that define the roles and responsibilities of all parties involved in identifying, managing, and administering healthcare needs. These procedures should be embedded within the school's operational framework and communicated effectively to staff, parents, and learners.

To ensure consistency and accountability, schools are required to maintain comprehensive documentation related to healthcare provision. This includes, but is not limited to:

1. **Emergency Contact Details** – Up-to-date information for emergency services and key contacts.
2. **Parental Agreement Forms** – Signed consent for the school to administer medication.
3. **Headteacher Agreement Forms** – Confirmation from the head of the educational setting to authorise medication administration.
4. **Medicine Storage Records** – Logs detailing medicines stored for individual learners.
5. **Administration Logs** – Records of medicines administered to all learners, including dates and times.
6. **Self-Administration Requests** – Documentation of requests from learners to manage their own medication.
7. **Staff Training Records** – Evidence of training received by staff in administering medicines and managing healthcare needs.
8. **Incident Reports** – Detailed accounts of any medication-related incidents, including refusals or errors.

Whenever there is a change in a learner's medication or dosage, new records must be created. Previous forms should be clearly marked as outdated and stored in accordance with the school's data retention policy. Templates for these forms are available in Annex 2 of the Welsh Government guidance and can be accessed electronically via the Welsh Government website.

Governing bodies must ensure that healthcare arrangements, including both school-wide policies and individual healthcare plans (IHPs), are supported by robust communication strategies. This includes regular updates to staff, parents, and other stakeholders to ensure full implementation and understanding.

All information-sharing methods—such as staff noticeboards, intranet systems, or digital platforms—must be agreed upon with the learner and their parents to protect confidentiality. If public visibility cannot be avoided, this must be disclosed to parents during the consent process, with associated risks clearly explained.

Consent is also required for displaying photographs or medical information on staff boards. All relevant staff, including supply teachers, support staff, catering teams, and contractors, must be informed of learners' healthcare needs, particularly where emergency situations may arise.

Depending on the size and nature of the school, information may be shared through:

- Secure staff room noticeboards (with consent).
- Internal digital systems or intranet platforms.
- Staff briefings and team meetings.

Schools must treat parents and learners as active partners in the care process. To support this, schools should:

- Make healthcare policies readily available online and in print.

- Provide families with a copy of the school's information-sharing policy.
- Clearly outline the types of organisations and individuals with whom medical information may be shared.
- Seek informed consent for all data-sharing activities.

All administration of medication must be recorded using the appropriate forms. If a learner refuses medication, this must be documented and parents informed promptly. In cases of misuse or emergency, staff must follow defined procedures and seek medical advice if necessary.

Digital record-keeping systems are encouraged to ensure quick and secure access to healthcare information. These systems must comply with GDPR and be accessible to authorised staff, especially those unfamiliar with the learner's needs.

## 7. Storage, Access and Administration of Medication and Devices

### a) Supply of Medication or Devices

Educational settings within Neath and Port Talbot should not store surplus medication. Parents and carers are responsible for providing an appropriate supply of medication, which must be:

- In its original container or packaging as dispensed by the pharmacist (except for insulin, which may be provided via a pen or pump).
- Clearly labelled with the learner's name, the name of the medicine, dosage, frequency, and expiry date.
- Accompanied by written instructions for administration, dosage, and storage.

Only prescribed medicines and devices will be accepted. Non-prescribed medicines, such as liquid paracetamol, are not recommended and should not be administered unless prescribed. If parents request that a non-prescribed medicine (excluding aspirin) be stored by the school, it must meet the same criteria for labelling and documentation.

## b) Storage, Access and Disposal

All medicines must be stored securely, with consideration for temperature and light sensitivity. Refrigeration may be required for certain medications. Staff and learners must be aware of where medication is stored and how to access it.

- **Emergency Medication:** Items such as inhalers and auto-injector pens must be readily accessible and not locked away. Learners who are competent may carry their own medication, but must not share it. A formal request from the parent/carer is required for self-carrying, and this must be reviewed by staff and healthcare professionals. Emergency medication must be included in planning for offsite activities. Schools are encouraged to hold an emergency salbutamol inhaler for use when a learner cannot access their own.
- **Non-Emergency Medication:** These should be kept in a secure location with appropriate environmental controls. Controlled drugs require additional security measures as advised by healthcare professionals.
- **Disposal:** When medication is no longer required, it must be returned to parents for safe disposal. Sharp boxes must be used for disposing of needles and other sharp instruments, and appropriate disposal arrangements must be made.

## c) Administration of Medicines

- Learners under the age of 16 require written parental consent for assistance or administration of prescribed or non-prescribed medicines.
- Where possible, medication should be administered at home (e.g., before and after school), unless this is impractical.
- Aspirin or its derivatives must not be given to learners under 16 unless prescribed.
- Unless a learner aged 16 or older has an agreed plan to self-medicate, all medication must be administered by trained staff in accordance with the learner's Individual Healthcare Plan (IHP).
- Staff must verify dosage limits and check for any prior administration before giving medication.
- Certain procedures may require administration by an adult of the same gender and may need to be witnessed by a second adult. The learner's preferences regarding gender and number of staff involved should be considered and documented in the IHP and risk assessment.
- Schools must have an intimate care policy in place, which should be followed unless alternative arrangements are agreed and recorded. Intimate care can be defined as any care which involves washing or carrying out a procedure to intimate personal areas which most people usually carry out themselves, but

some learners are unable to do because of their young age, physical difficulties or other special needs. Examples include care associated with continence and menstrual management as well as day-to-day tasks such as help with washing, toileting or dressing. It also includes supervision of learners involved in intimate self-care.

- If a learner refuses medication, this must be recorded and parents informed promptly. If a learner misuses medication, parents must be notified and healthcare advice sought. If parents cannot be reached, staff must consider seeking immediate medical assistance.

#### d) Offsite Activities

All staff supporting offsite visits must be informed of learners with healthcare needs and provided with relevant information to ensure safe participation. This includes emergency procedures, medication requirements, and any additional support needed.

## 8. Emergency Procedures

All educational settings within Neath and Port Talbot must have clearly defined procedures for managing emergency situations involving learners with healthcare needs. These procedures should be well-communicated, regularly reviewed, and understood by all staff.

Staff must be aware of:

- **Who is responsible** for implementing the healthcare needs policy and overseeing emergency procedures.
- **Designated first aiders** within the school and their roles in responding to common healthcare emergencies.
- **The location of healthcare records** and emergency contact details for each learner with an Individual Healthcare Plan (IHP).

In the event of a medical emergency, staff must immediately call **999** and request an ambulance. They should be prepared to provide:

- The school's telephone number and full address.
- The exact location of the learner within the school.
- The name of the learner and a brief description of their symptoms.

- Information about the best entrance for emergency services and confirmation that someone will meet and guide the crew.

Staff must remain with the learner until a parent or carer arrives. This includes accompanying the learner in the ambulance if necessary. Staff should have access to the learner's IHP and any relevant medical information to share with emergency personnel.

The IHP should clearly define:

- What constitutes an emergency for the individual learner.
- The specific actions staff should take in response.
- Any medication or equipment that may be required during an emergency.

Other learners should also be made aware of general emergency procedures, such as informing a member of staff immediately if a peer appears unwell or in distress.

Emergency preparedness must be integrated into staff training, and schools should conduct regular reviews and drills to ensure readiness. The goal is to provide a swift, coordinated, and effective response that prioritises the safety and well-being of the learner.

## 9. Training

The governing body and headteacher of each school within Neath and Port Talbot are responsible for ensuring that a sufficient number of staff are identified and trained to meet the healthcare needs of all children and young people in their educational setting.

Staff who volunteer or are contracted to support learners with healthcare needs must be provided with appropriate training. This training should be tailored to the specific needs of the learners they support and may include instruction on the administration of medication, recognition of symptoms, and emergency procedures.

In many cases, no specialist training is required, and the role of staff is to facilitate learners in managing their own healthcare needs. However, where Individual Healthcare Plans (IHPs) reflect complex needs, staff must receive specific training and information.

Neath and Port Talbot Council works in partnership with health services and other agencies to ensure that appropriate training is secured and delivered.

Training may include, but is not limited to:

- Diabetes management
- Asthma awareness and inhaler use
- Allergy and anaphylaxis response, including EpiPen administration
- Epilepsy and seizure management
- Administration of controlled drugs
- Use of feeding tubes and other medical devices

The Council monitors how training is recorded and kept up to date across all maintained schools. Schools are expected to maintain a training log and ensure refresher sessions are provided as needed. This information may be requested by the Council for audit or review purposes.

In addition, all staff—regardless of whether they have volunteered to assist—should receive general awareness training. This ensures that they can recognise symptoms of common conditions and understand when and how to seek appropriate assistance.

School induction procedures must ensure that new and temporary staff are made aware of the preventative and emergency measures in place. If the trained staff responsible for administering medication are unavailable, the IHP must outline alternative arrangements to ensure continuity of care.

## 10. Education Other Than at School (EOTAS)

Neath and Port Talbot Council recognises its statutory duty under Sections 19(1) and 19(4) of the Education Act 1996 to make arrangements for the provision of suitable

education for all children and young people of compulsory school age who are unable to attend school due to healthcare needs.

In cases where a learner is expected to be absent for a **short period (less than 15 school days)**, the school should provide appropriate work for the learner to complete at home, provided their condition allows. Upon return, the school should support the learner to catch up on missed learning and reintegrate into school life.

If the absence is likely to extend **beyond 15 school days**, the school must contact the Local Authority to arrange suitable education provision outside of the school setting. This may include home tuition or hospital-based education, depending on the learner's circumstances.

Where absences are anticipated or known in advance—such as scheduled medical treatment or recovery periods—early and close liaison between the school and the Local Authority is essential. This ensures that provision can be arranged promptly and without disruption to the learner's education.

Effective provision relies on strong communication between:

- The learner's mainstream school
- Home or hospital teachers
- Parents or carers
- Healthcare professionals

In cases involving complex healthcare needs, learners may be discharged from hospital with a written care plan. This care plan should be integrated into the learner's Individual Healthcare Plan (IHP) and shared with all relevant parties to ensure continuity of care and education.

## 11. School Transport

School transport within Neath and Port Talbot is provided in accordance with the Council's **Home to School Transport Policy**, which aligns with the '**Learner Travel**

**Statutory Provision and Operational Guidance (2014) and the Statutory Provision and Operational Guidance (2014).**

Some learners with healthcare needs may be eligible for transport to and from their educational setting based on criteria such as distance from home or specific medical or additional learning needs. While the Local Authority does not expect staff to administer any medication on contracted vehicles it recognises that in certain cases, additional support may be necessary.

In situations where there is a significant and identified health risk, **Passenger Assistants (PAs)** may be assigned to support the learner. These PAs will be expected to manage emergency situations for example dialling 999. It is essential that schools and settings keep transport staff fully informed of any relevant medical conditions and procedures, even if the PA is not expected to administer medication.

If emergency medication has been administered within the previous 12 hours, schools must inform the PA to ensure continuity of care.

Parents are responsible for ensuring that any medication required during the school day is provided to the school.

In the event of an emergency, the PA will follow the agreed protocol, which typically involves stopping the vehicle and calling emergency services.

Learners who are capable of safely carrying their own medication—such as inhalers, insulin pens, or EpiPens—should be encouraged to do so to promote independence.

## 12. Reviewing Policies, Arrangements and Procedures

Governing bodies of schools within Neath and Port Talbot must ensure that all policies, arrangements, and procedures related to supporting learners with healthcare needs are reviewed regularly. This includes the overarching school healthcare needs policy, associated procedures, and individual healthcare plans (IHPs).

### Policy Review

The school's healthcare needs policy should be reviewed at least annually, or more frequently if required by changes in legislation, guidance from the Welsh Government, or updates from the local authority. Reviews should ensure that the policy remains compliant, relevant, and effective in meeting the needs of learners.

### Reviewing Individual Healthcare Plans (IHPs)

IHPs must be reviewed regularly to reflect any changes in the learner's condition, treatment, or support needs. The frequency of review will depend on the complexity and nature of the healthcare need. Reviews should be scheduled proactively and also triggered by:

- A change in diagnosis or treatment.
- A significant incident or emergency.
- A transition to a new school or educational phase.
- Feedback from the learner, parents/carers, or healthcare professionals.

All reviews should involve key stakeholders, including:

- The learner (where appropriate).
- Parents or carers.
- Relevant school staff.
- Healthcare professionals.
- Local authority representatives (if applicable).

Schools must ensure that updated IHPs are stored securely and shared appropriately with those who need access. A copy of each IHP should be sent to the designated local authority representative for record-keeping and monitoring purposes.

Regular reviews help ensure that learners continue to receive appropriate support and that staff remain informed and prepared to meet their needs effectively.

## 13. Insurance Arrangements

Governing bodies of maintained education settings within Neath and Port Talbot must ensure that an appropriate level of insurance is in place to cover all activities related to supporting learners with healthcare needs. This includes the administration of medication, provision of intimate care, and participation in off-site educational activities.

The level of insurance should be proportionate to the level of risk associated with the healthcare needs being supported. In some cases, additional cover may be required—particularly for activities involving complex medical procedures or high-risk environments, such as residential trips or sporting events.

Neath and Port Talbot Council provides general insurance cover for all maintained school settings. This cover includes liability for staff administering medication and supporting learners with healthcare needs, provided that schools follow the appropriate guidance, policies, and training requirements outlined in this document and any relevant appendices.

Schools are responsible for:

- Reviewing their insurance policies annually or when significant changes occur.
- Ensuring that all staff are aware of the scope and limitations of the insurance cover.
- Consulting with the Council's insurance team if there is any uncertainty about whether a specific activity or arrangement is covered.
- Submitting their healthcare needs policy to the local authority's insurers for review, where necessary, to confirm adequate coverage.

By maintaining appropriate insurance arrangements, schools can ensure that staff are protected and that learners receive safe, consistent, and legally compliant support for their healthcare needs.

## 14. Complaints Procedure

Neath and Port Talbot Council recognises that, despite best efforts, there may be occasions when a learner or their parent/carer is dissatisfied with the healthcare arrangements made by a school. In such cases, a clear and accessible complaints procedure must be in place and followed.

### Step-by-Step Process

#### 1. Initial Concern

The learner or parent/carer should first raise their concern with the class teacher or form tutor. Many issues can be resolved informally at this stage through discussion and clarification.

#### 2. Escalation to Leadership

If the concern is not resolved, it should be escalated to a member of the school's leadership team. The leadership team will investigate the issue and, if necessary, refer it to the headteacher for further consideration.

#### 3. Formal Complaint

If the issue remains unresolved, the parent/carer may submit a formal complaint using the school's published complaints procedure. This procedure must be clearly outlined in the school's healthcare needs policy and made available to all families.

#### 4. Further Escalation

If the complaint is not satisfactorily resolved at the school level, it may be escalated to the governing body and, if necessary, to the local authority.

### Equality and Disability-Related Complaints

If the complaint relates to disability discrimination under the Equality Act 2010, the parent/carer may consider submitting a challenge to the **Education Wales Tribunal (ETW)**. This route is appropriate for cases where a learner's rights under the Act may have been breached due to inadequate healthcare support.

Schools must ensure that all staff are aware of the complaints procedure and that it is applied consistently and fairly. The procedure should be child-centred, respectful, and focused on resolving concerns in a timely and constructive manner.

## 15. Individual Healthcare Plans (IHPs)

An Individual Healthcare Plan (IHP) is a vital document that outlines the specific support required for a learner with healthcare needs. While not all learners will require an IHP, they are essential for those with complex, fluctuating, or long-term conditions, or where there is a high risk of emergency intervention.

### Purpose and Accessibility

The IHP should be easily accessible to all relevant staff while maintaining strict confidentiality and privacy. It must capture key information and clearly define the actions required to support the learner effectively.

### Development of an IHP

The development of an IHP should be a collaborative process involving:

- The learner (where appropriate)
- Parents or carers
- Relevant school staff
- Healthcare professionals
- Social care professionals (if applicable)
- The headteacher or designated healthcare lead
- Any other individuals with relevant roles (e.g. ALNCo, first aid coordinator, wellbeing officer)

### Content of an IHP

Each IHP should be tailored to the individual learner and may include:

- A description of the healthcare need and symptoms
- Specific requirements (e.g. dietary needs, pre-activity precautions)
- Medication details (dosage, side effects, storage, administration)
- An impact statement outlining how the condition affects learning and what mitigations are needed
- Emergency protocols and contact details
- Roles and responsibilities of staff involved
- Review dates and triggers for review
- Consent and privacy agreements
- Staff training needs
- Record-keeping procedures

## Review and Monitoring

IHPs should be reviewed at least annually, or more frequently if there is a change in the learner's condition or circumstances. Reviews should involve all key stakeholders and ensure the plan remains accurate and effective.

## Coordination and Communication

The school must coordinate with healthcare professionals and parents to ensure the IHP is comprehensive and up to date. The designated staff member should act as the point of contact for all matters related to the learner's healthcare needs.

## Confidentiality and Data Protection

All IHPs must comply with the Data Protection Act and GDPR. Sensitive information should be stored securely and shared only with those who need access to support the learner.

## Learner Empowerment

Where appropriate, learners should be encouraged to take responsibility for managing their own healthcare needs. This includes carrying and administering their own medication, provided it is safe and agreed upon in the IHP.

## 16. Unacceptable Practice

Neath and Port Talbot Council, along with its schools and governing bodies, is committed to ensuring that learners with healthcare needs are treated fairly, with dignity and respect. In line with Welsh Government guidance (*Supporting Learners with Healthcare Needs*, Document No: 215/2017), the following practices are deemed unacceptable and must be avoided in all educational settings:

### **It is not acceptable to:**

1. **Prevent attendance:** Refuse a learner access to school due to their healthcare needs unless their presence poses a significant risk to themselves or others.
2. **Restrict access to medication:** Prevent learners from accessing their inhalers or other necessary medication, or from taking it when and where needed.

3. **Generalise treatment:** Assume that all learners with the same condition require identical treatment or support.
4. **Disregard learner or parent views:** Ignore the perspectives of the learner or their parents/carers, or dismiss medical advice without seeking further professional input.
5. **Send learners home unnecessarily:** Frequently send learners home or exclude them from normal activities, including lunch, unless this is clearly outlined in their Individual Healthcare Plan (IHP).
6. **Leave learners unattended:** Send a learner who becomes ill or needs assistance to a medical room or office unaccompanied or with someone unable to monitor them properly.
7. **Penalise attendance:** Use healthcare-related absences to negatively impact a learner's attendance record or access to rewards, trips, or activities.
8. **Delay exam arrangements:** Request adjustments or additional time for assessments at the last minute. These should be planned well in advance and reflected in mock exams and classroom practice.
9. **Restrict basic needs:** Prevent learners from drinking, eating, or taking toilet breaks when needed to manage their healthcare condition.
10. **Place undue burden on parents:** Require parents/carers to attend school or offsite activities to administer medication or provide healthcare support.
11. **Impact family life:** Expect or cause a parent to give up work or other responsibilities due to the school's failure to support their child's healthcare needs.
12. **Exclude learners from learning:** Ask a learner to leave the classroom or activity to administer medication or eat in line with their health needs unless privacy is requested.
13. **Create barriers to participation:** Prevent learners from taking part in any aspect of school life, including trips and extracurricular activities, by requiring a parent to accompany them.

## Implementation and Awareness

Schools will be made aware of these unacceptable practices through the Council's policy and regular briefings. Staff training, ALNCO network meetings, and resources shared via Hwb will reinforce expectations and ensure compliance.



# Appendices

## Appendix 1: School Exemplar Policy

A template for schools to adapt and personalise their own healthcare needs policy, including key principles, legal requirements, and roles and responsibilities.

## Appendix 2: Individual Healthcare Plan (IHP) Process

Step-by-step guidance for identifying learners with healthcare needs, gathering information, determining the need for an IHP, and developing and reviewing the plan in partnership with families and professionals.

## Appendix 3: IHP Proforma

A standardised form for recording essential information about a learner's healthcare needs, including emergency procedures, medication details, and contact information.

## Appendix 4: Unacceptable Practice

A summary of practices that must be avoided when supporting learners with healthcare needs, as outlined in Welsh Government guidance.

## Appendix 5: Form Templates

Includes downloadable forms for:

- Contacting emergency services
- Parental agreement for administering medicine
- Staff training records
- Medication incident reports
- Learner self-administration requests

These forms are available from the Welsh Government website and can be adapted by schools to suit their individual policies.

