

## Ormiston Maritime Academy

### Supporting students with medical and personal, intimate health care needs policy

Date adopted: July 2017

Next review date: July 2018

#### Policy Version Control

Policy prepared by	OAT Model Policy
Responsible committee	Policy Committee
Date approved by committee	19 July 2017
Date ratified by LGB (if required)	N/A
Description of changes from the model policy (if any)	2 policies merged – Supporting students with medical and personal needs Intimate health care needs policy

## Ormiston Academies Trust

### Supporting students with medical needs policy

#### Policy Version Control

Policy type	Academy Model Policy
Policy prepared by (name and department)	Sarah Bloomer – Safeguarding
Review date	March 2017
Description of changes	<p>Section 1 – Home remedies added into definitions.</p> <p>Section 3.2 Training – addition made to ensure that all students are accompanied to the appropriate office when identified as feeling ill.</p> <p>Section 3.2 Addition to train staff but ensure that staff always read the lable of the medication and compare to the instructions offered by the parent/carer.</p> <p>Section 3.3 Addition of Defibrillators – delete as needed.</p> <p>Section 4.3 Updated on students self medicating and safeguarding against accidental overdose.</p> <p>Section 4.7 Addition made to training – always read the label of the medication and check against information provided by the parent/carer.</p> <p>Section 4.8 Unaccaepable practice updated.</p> <p>Section 5 – NEW SECTION on Home remedies – needs consideration before adapting.</p>

Name and date of line manager's approval	Jason Howard Regional Director. 3rd April 2017
Date of executive approval	Jason Howard Regional Director. 3rd April 2017
Date released	3/4/17
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# I Policy statement and principles

## I.1 Policy aims and principles

- I.1.1 The academy wishes to ensure that students with medical conditions, specific medication needs, personal intimate and health care needs receive appropriate care and support at the academy. We also aim to ensure that students with medical conditions are able to participate fully in all aspects of academy life.
- I.1.2 The principal will accept responsibility in principle for members of the academy staff giving or supervising students taking prescribed medication and support during the academy day where those members of staff have volunteered to do so.
- I.1.3 The academy will treat any medical information about a student as confidential and it will only be shared on a need to know basis to ensure that the student receives the most appropriate care and support during their time at the academy.
- I.1.4 Please note that parents should keep their children at home if acutely unwell or infectious.**
- I.1.5 Key definitions used within this policy:
- 'Medication' is defined as any prescribed over the counter medicine
  - 'Prescription medication' is defined as any drug or device prescribed by a doctor
  - 'Home remedies' is defined to mean any medication that can be purchased over the counter in a pharmacy or herbal supplier that is designed to alleviate discomfort from illness.
  - 'Personal care' is the hands-on physical support required, including :
    - bathing/showering, where the physical contact is only to the face, hands and below the knee
    - dressing/undressing
    - hair care
    - teeth care
    - nail care
    - helping with food and drinks
  - 'Intimate personal care' is the hands on physical support required during :
    - bathing/showering where physical contact is required to all areas of the body
    - assistance with toileting, requiring cleansing of the anal/genital areas
    - changing of incontinence pads
    - changing of sanitary protection
  - 'Clinical tasks' are those which have historically been carried out by Healthcare Professionals, but can legally be delegated to staff with appropriate training and ongoing support. These include :
    - blood sugar testing by skin prick
    - insulin
    - epipen
    - feeding by gastric tube
- I.1.6 This policy is consistent with all other policies adopted by OAT / the academy and is written in line with current legislation and guidance.

## 1.2 Scope

- 1.2.1 This policy applies to all staff employed by Ormiston Maritime Academy who carry out personal care for students as part of their job role.
- 1.2.2 It is expected that all personal care will be delivered in such a way as to encourage and promote independence.

## 1.3 Complaints

- 1.3.1 All complaints are dealt with under the **OAT Complaints Policy**.
- 1.3.2 Complaints should be made in writing and will follow the OAT complaint procedures and set timescales. The handling of complaints may be delegated to an appropriate person.

## 1.4 Monitoring and review

- 1.4.1 This policy will be reviewed every two years or in the following circumstances:
- changes in legislation and / or government guidance
  - as a result of any other significant change or event
  - in the event that the policy is determined not to be effective
- 1.4.2 If there are urgent concerns these should be raised to Samantha Herridge in the first instance for them to determine whether a review of the policy is required in advance of the review date.

# 2 Roles and responsibilities

## 2.1 Key personnel

<i>Insert title</i>		Samantha Herridge Assistant Principal for Safeguarding and Behaviour
Contact Details	Email	herridges@omacademy.co.uk
	Telephone	01472310015
<i>Insert title (delete if not necessary)</i>		Kirsty Allard SENCo
Contact Details	Email	allardk@omacademy.co.uk
	Telephone	01472310015
<i>Insert title (delete if not necessary)</i>		Claire Gilby Safeguarding Officer
Contact Details	Email	gilbyc@omacademy.co.uk
	Telephone	01472310015

## 3 Supporting students

- 3.1 The academy will work with parents and medical professionals to enable the best possible support for students. Parents are responsible for providing the academy with comprehensive information regarding the student's condition and medication. Once the academy has received information about a student with a medical condition all relevant members of staff will be made aware of this. The academy will agree a specific procedure with the parents and the student once it is notified that a student has a medical condition, including any transitional arrangements between schools. For new students, arrangements will be in place at the start of term and for a new diagnosis or for students starting mid-term, within two weeks.
- 3.2 We understand that students with the same condition may require different treatment and support, therefore it is our policy to involve the student (if applicable) and their parents when making support arrangements for an individual. The aim is to ensure that all children with medical conditions, in terms of both physical and mental health, are properly supported in school so that they can play a full and active role in school life, remain healthy and achieve their academic potential.
- 3.3 The academy aims to be an inclusive environment and will therefore endeavour to obtain good attendance from all students, including those with medical needs. We will not send students home frequently or prevent them from taking part in activities at the academy where possible. Staff will make reasonable adjustments to include students with medical conditions in lessons and in circumstances where this is not possible the academy will inform the student and parents of any alternative arrangements that will be put in place. The academy will do everything possible to support the attendance of students with medical needs. Where absences relate to their condition then the student will not be penalised. The academy will conduct risk assessments for school visits, holidays and any other school activity outside of the normal timetable, taking into account any medical condition a student may have.
- 3.4 Medical evidence and opinion will not be ignored and there may be times where the academy requires to contact medical professionals directly. The academy will always request authorisation for contacting medical professionals unless the academy considers that disclosing this information would be detrimental to the student.
- 3.5 Staff will seek consent from students when carrying out care tasks, whether verbal or non verbal and be aware of and responsible to the students reaction when care tasks have begun. Where there are doubts as to the individual student's ability to give informed consent, a mental capacity assessment must be carried out.
- 3.6 Healthcare plans must contain a statement from students as to whether they prefer male or female carers. **It will also include the level of support required to carry out the action i.e. one or two members of staff (safeguarding/physical).** Wherever possible, this preference will be respected unless either staffing levels are such that there are not sufficient staff of the relevant sex available, or a risk assessment identifies that the risks to staff are considered unacceptable. Where the request for certain sex staff is on the basis of culture, this will be upheld at all times.

- 3.7 Students have the right to refuse to have personal care tasks carried out. Where this happens, it must be recorded on the daily notes, reported to the person in charge at the time and parents/carers.
- 3.8 Management must ensure when planning rotas that students are offered consistency of staff support i.e. that they are supported by familiar staff who understand their needs well.
- 3.9 Staff must respect cultural and religious beliefs with regard to personal care and cleansing.
- 3.10 Students should be supported to achieve the highest level of autonomy and must be encouraged to carry out their own personal care as much as possible. Staff must not do it because it is quicker or more convenient.
- 3.11 Students must be offered maximum privacy. This includes, closing doors and curtains during personal care routines and maintaining discrete monitoring of students, subject to the healthcare plan requirements.
- 3.12 If a student refuses care support, this must be recorded and reported, both to the course leader and in the student's daily file. Although students with capacity have the right to make unwise decisions, this could be a safeguarding concern.
- 3.13 Each student with personal, intimate and health care needs will be allocated a 'key worker' whose responsibility will be to inform those who need to know of any changes to personal healthcare plans.

### 3.14 Long term or complex medical conditions

- 3.14.1 For each student with long-term or complex medication needs the academy will ensure that an Individual Health and Care Plan (IHCP) is drawn up by Kirsty Allard (template attached to this policy), in conjunction with the appropriate health professionals. This may involve a meeting with the parents and student to discuss arrangements for how the academy can support the student whilst in education.

### 3.15 Individual Health and Care Plan (IHCP)

- 3.15.3. IHCPs will be easily accessible whilst preserving confidentiality. The IHCP will be monitored and reviewed at least annually or when a student's medical circumstances change, whichever is sooner.
- 3.15.4 Where a student has a Statement of Special Educational Needs or an Education, Health and Care Plan (EHCP), the IHCP will be linked to it or become part of it.
- 3.15.5 Where a student is returning from a period of hospital education or alternative provision or home tuition, we will work with the LA and education provider to ensure that the IHCP identifies the support the student needs to reintegrate.

### 3.16 Personal / intimate care guidance

- 3.16.1 Personal / intimate care is that which can be carried out by staff who have been appropriately trained and are competent to do so. The training can be from colleagues via mentoring, through induction / in house training, **by** external development opportunities.



### 3.16.2 Tasks include :

➤ *Washing/bathing and help with the toilet*

- Students must be encouraged to be as independent as possible, but staff will support where necessary. This must be done in such a way as to ensure that staff and students are safe, their dignity and privacy are maintained at all times and infection control procedures adhered to.
- There should be no skin-to-skin contact when washing or cleansing someone's body / intimate areas – gloves must be worn at all times.
- Disposable aprons are available as part of infection control procedures.
- Where someone may lack capacity, or has a visual impairment, it is imperative that staff check water temperatures in the shower. Whilst these have thermostatic controls, they do fail!
- There must be an agreed strategy / target to promote independence and a risk assessment in place, which must be reviewed at least annually.

➤ *Administration of medication*

Administration of prescribed medication is a very serious issue, but one that can be carried out by staff subject to comprehensive training / ongoing assessment and in accordance with the Ormiston Maritime Academy Education of Students with Medical Needs Policy in conjunction with the First Aid Policy.

➤ *Glasses / contact lenses*

Staff will encourage students to wear prescribed glass, but due to the risk of harm, must not insert contact lenses. Contact parents regarding damaged or mislaid glasses or contact lenses.

➤ *Hearing aids*

Staff will support students with the insertion and care of hearing aids, subject to appropriate training.

➤ *Incontinence pads / sanitary wear*

Staff will assist with the changing of incontinence pads and sanitary towels, in conjunction with health care professionals e.g. school nurse, in accordance with the local Infection Control Policy, but will not change or insert tampons.

### 3.16.3 Acceptable tasks :

These are tasks that fall within the normal range of activity and can be carried out by staff subject to appropriate training. These include :

- Administration of ear drops and eye drops
- Supervising the administering pre-set doses of Insulin by pen
- Emergency procedures i.e. Epipen or inhalers
- Administration of medication via a nebuliser

### 3.16.4 Unacceptable tasks

- Intermittent catheterisation

3.16.5 Make reasonable adjustments and install any equipment required by a student or staff in line with the DDA requirements following expert advice.

## 3.17 Training

3.17.1 The Principal will ensure that members of staff receive training on the Supporting Students with Medical Conditions and Personal, Intimate and Health Care Needs Policy as part of their new starter induction and will receive regular and ongoing training as part of their development.

3.17.2 All relevant staff will receive training on identification of signs and symptoms of illness (with special attention given to the illnesses that have been identified to the academy for that academic year) and where to accompany the student to in these cases (Medical Room). Staff must always ensure that a student is **accompanied** to the (sick room/school office/nurse office) lest they should need additional support on the way due to fainting or vomiting etc.

3.17.3 If a student has a specific medical need that requires one or more staff members to undertake additional training this will be identified on their IHCP.

3.17.4 The academy will keep a list of all training undertaken and a list of staff members qualified to undertake responsibilities under this policy.

## 3.18 Emergencies

3.18.1 Medical emergencies will be dealt with under the academy's emergency procedures unless an IHCP is in place and this amends the emergency procedures for a student.

3.18.2 If a student needs to be taken to hospital, a member of staff will remain with the student until a parent or known carer arrives.

3.18.3 All staff will be made aware of the procedures to be followed in the event of an emergency. Students will be informed in general terms of what to do in an emergency i.e. telling a member of staff.

## 3.19 Defibrillators

3.19.1 The academy has a LIFEPAK CR Plus defibrillator.

3.19.2 The defibrillator is stored in the reception area in an unlocked, alarmed cabinet.

3.19.3 All staff members and pupils are aware of the defibrillator's location and what to do in an emergency.

3.19.4 Although training is not essential to use the defibrillator, as voice and/or visual prompts guide the rescuer through the entire process from when the device is first switched on or opened; **some staff members are trained** in cardiopulmonary resuscitation (CPR), as this is an essential part of first-aid and AED use.

## 3.20 Insurance

- 3.20.1 Staff members who undertake responsibilities within this policy are covered by the academy's insurance.
- 3.20.2 Full written insurance policy documents are available to be viewed by members of staff who are providing support to students with medical conditions. Those who wish to see the documents should contact the principal.

# 4 Process for administering medication

## 4.1 Medication administration within the academy

- 4.1.1 Where possible, it is preferable for medicines to be prescribed in frequencies that allow the student to take them outside of academy hours. If this is not possible, the following policy will apply.
- 4.1.2 Each item of medication must be delivered to the principal or authorised person (listed in this policy) by the parent / carer. Medications provided by other individuals, and passing medication to another student will not be permitted on academy premises and if found will be dealt with under the **Behaviour Policy** and **Drug, Alcohol and Tobacco Policy**.
- 4.1.3 Medication must be provided in a secure and labelled container as originally dispensed. Medication will only be accepted if the academy has received a completed medication administration form (available from the academy or attached to this policy) and each item of medication must be clearly labelled with the following information:
- Student's Name
  - Name of medication
  - Dosage (how much and for how long)
  - Frequency of administration
  - Date of dispensing
  - Storage requirements (if important)
  - Expiry date
  - Amount of medication provided – please note that the academy will only accept a maximum of four weeks supply or until the end of the current term, whichever is sooner

### **Medicines which do not meet these criteria will not be administered.**

- 4.1.4 It is the responsibility of the parents to renew medication when supplies are running low, to ensure that the medication supplied is within its expiry date and to notify the academy in writing if the student's need for medication has ceased.
- 4.1.5 The academy may request additional information (such as doctor's note or prescription slip) prior to administering medication. This will only be done in rare situations where the academy believes that this is a reasonable request. Renewed authorisation or additional information may also be requested where medication is taken for a prolonged period without diagnosis, this will ensure that the correct medication and dosage are still being administered by the academy.
- 4.1.6 The academy will not make changes to dosages on parental instructions alone. For prescription medication, a doctor's note or new prescription slip will be required and for

non-prescribed medication any alteration must be within the recommended guide appropriate for the type of medication.

## 4.2 Medication administration outside of the academy

- 4.2.1 Where the student travels on academy transport with an escort, parents should ensure the escort has written instructions relating to any medication sent with the student, including medication for administration during respite care.
- 4.2.2 The academy will make every effort to continue the administration of medication to a student whilst on trips away from the academy premises, even if additional arrangements might be required. However, there may be occasions when it may not be possible to include a student on a trip if appropriate supervision cannot be guaranteed, or alternative arrangements would not be reasonable for the academy to provide.
- 4.2.3 If the student is on a trip when medication is required, the student or an authorised member of staff will carry the medication. Parents and students will be informed of the process for taking medication whilst on the trip in advance.

## 4.3 Administering the medication

- 4.3.1 Students will never be prevented from accessing their medication; however, medications will only be administered at the academy if it would be detrimental to the student not to do so.
- 4.3.2 Staff members may refuse to administer medication. If a class teacher refuses to administer medication, the principal will delegate the responsibility to another staff member.
- 4.3.3 If a controlled drug is required to be administered, this will only be done so by a qualified staff member who is fully trained in administering a particular type of drug.
- 4.3.4 Medication is stored securely in a locked cabinet in first aid room. It is the responsibility of students to remember to go to the first aid room and request their medication.
- 4.3.4 Where it is appropriate to do so, students will be allowed to administer their own medication for example a Ventolin inhaler may be carried by the student. Parents will be asked to confirm in writing if they wish their child to carry their medication with them in the academy. This would be assessed by the academy depending on the type of medication (and potential consequences if mis-administered) and the competency of the child to self-administer.
- 4.3.5 In some cases, it may be a child is given permission to self-administer the medication under supervision from a staff member to safeguard against accidental overdose. In these cases, the medication will be appropriately stored by the academy who will allow the student access as needed.
- 4.3.6 If a student refuses to take medicines, staff will not force them to do so, and will inform the parents of the refusal, as a matter of urgency, on the same day. If a refusal to take medicines results in an emergency, the academy's emergency procedures will be followed. Any refusal to take medication will be recorded.
- 4.3.7 If a student does not take the medication expected to be taken on a day or for a period, then the reason for this will be recorded. Reasons could include: student absence; parents collecting the student to administer medication themselves; student not turning up for medication where this is the arrangement.

- 4.3.8 The academy cannot be held responsible for side effects which occur from any medication taken. Any side effects suffered by the student will be noted and the academy first aid or emergency procedures will be implemented when necessary.

#### 4.4 Storage of medication

- 4.4.1 Medication will be kept in a secure place, out of the reach of students. Unless otherwise indicated all medication to be administered in the academy will be kept in a locked medicine cabinet.
- 4.4.2 Students will be informed of where their medicines are always and can access them immediately (accompanied by authorised academy staff). Where relevant, the Student will be aware of who holds the key to the medicine cabinet. Medicines and devices such as asthma inhalers, blood glucose testing meters and adrenaline pens will be always readily available to students and not locked away in the first aid room
- 4.4.3 Only authorised academy staff will have access to where medication is stored. No student will be left unaccompanied where medication is accessible.

#### 4.5 Disposal of medication

- 4.5.1 Academy staff will not dispose of any medicines
- 4.5.2 Medicines which are in use and in date should be collected by the parent / carer at the end of each term. Date expired medicines, those no longer required for treatment or when too much medicine has been provided will be returned immediately to the parent for transfer to a community pharmacist for safe disposal.
- 4.5.3 At the end of term the Academy will write to parents of Yr 11 asking them to collect any medication advising that if the medication is not collected within 7 days OMA will dispose of it at an appropriate pharmacy.

#### 4.6 Record keeping

- 4.6.1 The academy will keep records of:
- The medication stored
  - The quantity
  - When the medication has been taken
  - Reasons for medication not being administered when medication was expected to be taken
  - Any medication returned to parents / carers and the reason
- 4.6.2 Medication records will be made available for parents on request.

#### 4.7 Training

- 4.7.1 The academy will ensure that staff members who volunteer to assist in the administration of medication will receive appropriate training / guidance through arrangements made with the School Health Service.
- 4.7.2 No staff member may administer prescription medicines, administer drugs by injection or undertake any healthcare procedures without undergoing training specific to the responsibility.

4.7.3 The academy will keep a list of all training undertaken and a list of staff members qualified to undertake responsibilities under this policy.

4.7.4 The member of staff must always properly read the labels of the medication provided and check the details against the medication information provided by the parent.

## 4.8 Unacceptable Practice

4.8.1 The academy will never:

- Assume that students with the same condition require the same treatment.
- Prevent students from easily accessing their inhalers and medication.
- Ignore the views of the pupil and/or their parents/carers.
- Ignore medical evidence or opinion.
- Send students home frequently for reasons associated with their medical condition, or prevent them from taking part in activities at school, including lunch times, unless this is specified in their IHC plan.
- Send an unwell student to the first aid room alone or with an unsuitable escort.
- Penalise students with medical conditions for their attendance record, where the absences relate to their condition.
- Make parents/carers feel obliged or forced to attend school to administer medication or provide medical support, including for toilet issues. The school will ensure that no parent/carer is made to feel that they must give up working because the school is failing to support their child's needs.
- Create barriers to children participating in school life, including school trips.
- Refuse to allow pupils to eat, drink or use the toilet when they need to to manage their condition.

## 5 Home Remedies

5.1 Parents/carers will complete the medical form and indicate what home remedies the student takes. Parents/carers will seek permission from the Academy for their child to take the medication. This will be carried out on an individual basis.

5.2 Parents/carers wishing to consider home remedies must contact the Academy for permission to do this.

## 6 Linked policies

6.1 Child protection and Safeguarding policy

## Appendix I - Medication Administration Form

The academy will not administer medicine unless you complete and sign this form.

<b>Name of student:</b>		<b>Group / class / form:</b>		
<b>Date of birth:</b>		<b>Date form submitted:</b>		
<b>Name of parent:</b>		<b>Parents signature / consent:</b>		
<b>Medical condition / illness:</b>				
<b>Medicine/s: Please continue on another sheet if you require more space – this must be attached and signed</b>				
<b>Name and type of medicine</b>	<b>Amount provided</b>	<b>Dosage, method and timing</b>	<b>Date dispensed</b>	<b>Expiry date</b>
<b>Special precautions / other instructions:</b>				
<b>Are there any side effects to the medication/s that the academy needs to know about?</b>				
<b>Self-administration: (delete as appropriate) Yes / No</b>				
<i>To be completed by the academy:</i>				
<b>Medication start date:</b>				
<b>Medication end date:</b>				
<b>Review to be initiated by:</b>				
<b>Agreed review date:</b>				

## Appendix 2 - Individual Health Care Plan

To be completed for each student with long-term or complex medication and that the Medical Administration Form is attached

<b>Name of student:</b>		<b>Date of birth:</b>	
<hr/>			
<b>Group / class / form / teacher:</b>		<b>Student address:</b>	
<hr/>			
<b>Date plan drawn up:</b>		<b>Date to be reviewed:</b>	
<hr/>			
<b>Contact information: Please complete with the details of <u>two</u> primary contacts for student</b>			
<b>Name</b>			
<b>Address</b>			
<b>Daytime number</b>			
<b>Evening number</b>			
<b>Relationship</b>			
<hr/>			
<b>Medical contact information: Please complete with the details of medical contacts</b>			
<b>Contact</b>	GP	Clinic / hospital contact	
<b>Name</b>			
<b>Address</b>			
<b>Phone number</b>			
<hr/>			
<b>Medical condition / illness and resulting needs, including medication: Describe medical needs and give details of student's symptoms, triggers, signs, treatments, facilities, equipment or devices, environmental issues etc.</b>			

**Daily care requirements: *i.e. sport / lunchtime / arrangements for academy trips etc.***

**Note down separate arrangements or procedures required for school trips or other school activities outside of the normal school timetable that will ensure the child can participate, e.g. separate risk assessment if necessary**

**Specific support and level of support required: *For student's educational, social and emotional needs.***

**Who is responsible for providing support in the academy (and cover arrangements when they are unavailable):**

**Who in the academy needs to be aware of the student's condition:**

**Emergency information: *Describe what constitutes an emergency for the student, and action to be taken if this occurs.***

**Follow up care:**

**Who is responsible in an emergency (and cover arrangements when they are unavailable):  
*State if different on off-site activities.***

**Medical Administering**

**Written consent received from Parents for pupil to self-administer during school hours**

<b>Written consent received from Parents for [Member of Staff] to administer medicine to [name of student] during school hours</b>		
<b>Written consent received from Headteacher for pupil to self-administer during school hours</b>		
<b>Written consent received from Headteacher for [Member of Staff] to administer medicine to [name of student] during school hours</b>		
<b>Other information: [e.g. where confidentiality issues are raised by the parent/child, the designated individuals to be entrusted with information about the child's condition.]</b>		
<b>Staff training needed / undertaken: Who, what, when?</b>		
<b>Signed:</b>		<b>Date:</b>
<b>Parent / carer</b>		
<b>Student (if appropriate)</b>		
<b>Principal</b>		
<b>SENCO</b>		
<b>GP</b>		

## Appendix 3 – Personal, intimate health care – disclaimer

I ..... (student name) request that only one member of staff be present at all times during my Personal, Intimate and Health Care support.

Signed .....  
Parent/guardian permitted to sign if student is unable

Date .....