



WOODBIDGE HIGH SCHOOL

PROCEDURES FOR STUDENTS REFERRED TO HOSPITAL

Please Note Cyphers Below:

YC: Year Co-ordinator

LG: Leadership Group

LBR: London Borough of Redbridge

If in a qualified first aider's judgement, a pupil should be referred to hospital for assessment/treatment, the first aider should **follow the following procedures**

If the illness / injury is deemed to be an emergency:

- The first aider should contact either MALLARDS or WYNNDALE office via 'walkie talkie' (if available) for them to request an ambulance, giving the receptionist the following information:
 1. Student's name and tutor group
 2. full detail of the illness / injury and any other relevant information that would be useful to the emergency services i.e. location.

- Office Staff should call up the student's details on SIMs and then telephone the emergency services for an ambulance. The emergency services will ask for the following:
 1. The student's name, dob, nature of illness / injury, current situation i.e. conscious, bleeding and any current / ongoing ailments
 2. The school address and means of access to the school premises
 3. A print out of the above details, in preparation, to hand to the ambulance service on their arrival

- Office Staff should ask the emergency services which hospital the student will be taken to, although this is not always known until the ambulance arrives.

- Office Staff should report back to the first aider (and keep in contact with the first aider by 'walkie talkie') regarding the progress of the student, and relay this information to the emergency services, if appropriate.

- Office Staff should ask the on-call teacher to attend the scene of the accident to ensure that 'walkie-talkie' contact is available as is appropriate.

- Meanwhile, Office Staff should contact the following people:
 1. Other admin office- to make them aware of the situation. They *may* be required to meet the ambulance at the gates and direct it accordingly (although this is generally undertaken by the site staff)

 2. Site Services Manager or a member of the Caretaking staff- to inform them of the situation and that they will be required to open the school gates when the ambulance arrives and to ensure that there is clear access.

- Office Staff should phone the parent/s or carer/s using the telephone numbers on SIMs. If the parent/s or carer/s are contactable, then they should be asked to attend the school to take their child to the hospital (if necessary). If it is deemed that the parent/s or carer/s are too far from school to meet the ambulance, then they must be told to go immediately to the hospital. It is the parents'/ carers' responsibility to do so.
- If direct contact cannot be made, a message should be left with a responsible person or on an answering machine to the effect that the child is being taken by ambulance to the named hospital. The office staff must inform the YC (if unavailable a member of the LG) accordingly.
- The office should notify the YC giving full details of what has happened. The YC should be asked if they have other contact telephone numbers. The YC should be informed if no contact has been made with the parent/s or carer/s.
- If the office is unable to contact the parent/carer, the YC (or a member of LG if the YC is unavailable) should then ask one of the nominated members of staff to attend the hospital with the pupil. The nominated staff are: Jenny Saunders (Pupil Welfare Support Officer) and Michelle de la Nougerede (Telephonist). If both are unavailable, the YC should liaise with a member of LG in order to determine a suitable replacement. Or, in the absence of one of these members of staff, the YC must take responsibility.

Note: money from petty cash must be made available to the member of staff attending hospital to pay for the journey home by mini cab, lunch (if applicable) and refreshments

- If, after further attempts, the office is unable to contact the parent/s or carer/s, the receptionist should inform the YC. The YC should contact the LBR Social Services Advice Centre, Ley Street House, during office hours on telephone number 020-8708-5356. They may be able to undertake their own checks and possibly assist in identifying other parents/carers as appropriate. The Education Welfare Office, Lynton House, may also be able to provide help in this regard. The LBR Emergency Duty Social Work Team provide out of hours emergency social work advice/response on telephone number 020-8553-5825.
- Both the agreed school's and the hospital's policy is that pupils attending hospital should *always* be accompanied by an adult either the parent/s or carer/s, or nominated member of staff or YC. Indeed, this 'duty of care' forms part of the Children Act 2006 and confirms that schools must, by law, 'safeguard and promote children's welfare'. Hospital attendance *must* be in an ambulance. For insurance purposes, the headteacher is the only member of staff that is permitted to use his car for transporting a pupil to and from hospital.
- If a Member of Staff is accompanying the student, then the student's personal details should be taken to hospital (printed out from SIMS), along with the telephone numbers of the LBR social services advice centre and LBR Emergency Duty Social Work Team (shown above), in case the parent/s or carer/s are still unable to be contacted.
- Once at hospital, the hospital's policy, as supported by the Children Act 2006, states that the member of staff must stay with the pupil until the parent/carer arrives to take responsibility. The member of staff should ask the hospital's receptionist to continue to try to make contact with the pupil's parent/s or

carer/s. If it is the case that the medical assessment is made within the school working day and the pupil is cleared to return to school, then he/she should do so, in a mini-cab, with the member of staff (unless the parent/s or carer/s have arrived, in which case the parent/s or carer/s should return the pupil to school).

- If the length of stay at the hospital exceeds the member of staff's normal working hours, **the member of staff escorting the pupil should telephone** the Business Manager **who** should contact the YC (or LG link if the YC is unavailable) who should then leave school at 3.10 (end of the school day) to attend the hospital and to relieve the other member of staff. The YC should make contact with the LBR social services advice centre and/or LBR Emergency Duty Social Work Team (shown above) to make them aware of the latest situation with the view that they now take over and deal with the situation accordingly.
- If the support of the named organisations above does not result in the parent/s or carer/s attending the hospital, the Education Welfare Office advise that a 'common sense' approach should be adopted: i.e. they fully support the 'good practice' of negotiating with the hospital team for their taking over the responsibility of the child, on the very rare occasion that there is going to be a lengthy wait for treatment and any delay in parent/s or carer/s arriving.

Approved by the Personnel Committee on the 30th January 2020

Next Review Date: Spring 2024

Reviewer: School Business Manager

