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1. INTRODUCTION

This procedure describes how a learner should be cared for in the event of them becoming unwell whilst in college.

2. SCOPE

This procedure is to be used by all Shrewsbury Colleges Group (SCG) Staff

3. REQUIREMENTS

3.1. Students aged 16 and over*

If a student reports to a member of staff that they feel unwell and the staff member feels that the student should be sent home or to their doctors it is necessary to ensure their safety during this process. If the tutor is teaching and cannot deal with this situation **any** member of staff can assist the student, only when necessary, should a first aider be called (please note, a first aider or any staff member is unable to provide pain killers). The Safeguarding Team does not need to be the first point of contact at this stage unless there is a safeguarding issue.

- Ask if they have parents or guardians who are at home or any other family member (under 18 or High Needs). In some circumstances, students will be living independently, in which case these procedures need to be followed as closely as possible, without contacting a parent or guardian
- Ring the parents/guardians (where appropriate) to explain that their son/daughter has been taken ill and that we recommend they go home or visit their doctor and request the parents/guardians come and collect their son/daughter or make arrangements for them to be collected.
- If the parents/guardians are unable to collect the son or daughter and staff feel the student is able to safely catch a bus/walk, check that the student has a bus pass/is well enough to walk. Ensure the student/parent/guardian has a number to ring/text to inform the SCG that they have arrived home safely.
- If the parents/guardians can't collect straight away and the student isn't able to catch a bus or walk, then make sure that the student is comfortable & checked regularly until collection/able to get home independently. Parents/Guardians are expected to attend collect by 4.30pm at the latest.
- Each site has a sick area that can be used if the student cannot get home or collected immediately. These areas must be supervised by a member of staff.
- For Looked After Young People, the care home, care workers should be contacted and take responsibility

If a student is over 18, in normal circumstance and if there is not an over-riding safeguarding issue, they should be allowed to make their own decision as to the course of action they would like to take.

3.2. Students aged under 16 years of age

School visits remain under the guidance of each school and the staff accompanying them.

3.3. If it is felt that the student needs to go to casualty – all students**3.3.1. Serious Accident/illness**

- Ring for an ambulance from the location of the place the incident has occurred so that the member of staff involved can provide ambulance control with any relevant information. Then contact Reception's emergency line 2111, reception will radio Estates team/security who will await ambulance's arrival and direct them to the location of the student.
- Ring the parents/guardians (students under 18 or High Needs) to inform them of the situation. A member of staff is to accompany the individual (Any member of SCG, e.g. Progression Specialist, Tutor, Admin staff are able to accompany the student) and, should stay with them until a parent/guardian arrives. Parents/Guardians must take responsibility at the hospital as soon as possible.

3.3.2. If the situation does not require ambulance transportation:

- Where the affected individual is under 18 their Parent/Guardian should be contacted in the first instance to arrange for the affected individual to be transported to hospital. Where this is not appropriate or possible and the affected individual is under 18 then two members of staff should accompany the affected individual to hospital, ideally in a college vehicle. This should be done with the permissions of the Parent/Guardian who must then attend hospital as soon as possible.

3.3.3. If a private car is used the following should be taken into account:

- Driver must have business insurance
- Where the SCG takes a person to hospital, whether by SCG vehicle, or private car, there should always be another person, in addition to the driver, accompanying the injured person (unless that person is over 18, in which case one is sufficient), e.g. member of staff or responsible student. It may, depending on the incident, be appropriate, where reasonably practicable, for the accompanying person to be a qualified first aider.

3.3.4. Ensure all actions are documented on an Incident Form by the person sending the student home or to hospital and forwarded to the college Health and Safety manager.

Details should include:

- Driver must have business insurance

- Date/time/reason student advised to go home, to their doctor, to casualty and how they were going to get there
- Time parents/guardians were notified and their response (for students under 18 and High Needs students). You may want to include here who was notified
- Identity who will follow up a situation as required, for example, if the student is sent home due to an accident or incident, ensure this is reported to the college Health and Safety Manager.

3.4. Ensure all actions are documented and forwarded to the college Health and Safety manager.

Details should include:

- Student name and student number
- Date/time/reason student advised to go home, to their doctor, to casualty and how they were going to get there
- Time parents/guardians were notified and their response. You may want to include here who was notified
- Time the school contact was informed and their response, name of the school contact
- Identify who will follow up any situation if required, for example, if the student is sent home due to an accident or incident, identify who will record this in the accident book.

In the event of any difficulties contact one of the Safeguarding Team for advice

| Safeguarding Team: | | |
|---------------------------|--------------------------------|---------------------------------|
| Steve McAlinden | Assistant Principal | 07969 967545 |
| Sue Croxon | Safeguarding Manager | 01743 342345 or 07792 147376 |
| Helen Phillips | Curriculum Support Team Leader | 01743 235491 or 07970 168964 |
| Louise Baker | Safeguarding Practitioner | 01743 342596 or 07792147365 |
| Catherine Plant | Safeguarding Practitioner | 01743 342539 |
| Terri Jones | Safeguarding Mentor | 07970168944 |
| Caroline Batchelor | Safeguarding Team | 01743 342539 |
| Vickie Burrows | Safeguarding Mentor | 07703528781 |
| Robin Breakwell | Safeguarding Team | 01743 342386 |
| Ted Coxon | Safeguarding Team | 01743 342537 |