

# Supporting your healthcare needs at school



Llywodraeth Cymru  
Welsh Government



## Young people's summary



# Education is important

*Everyone has a right to an education.*

## Your rights

All children and young people have rights. You can find them in the **UNCRC** (United Nations Convention on the Rights of the Child). It has 54 articles (chapters) that help protect you.

[www.childrensrights.wales](http://www.childrensrights.wales)

The Welsh Government has to think about your rights in everything we do.

This leaflet tells you about the new guidance (rules). It makes sure **all learners with healthcare needs get the support they need.**

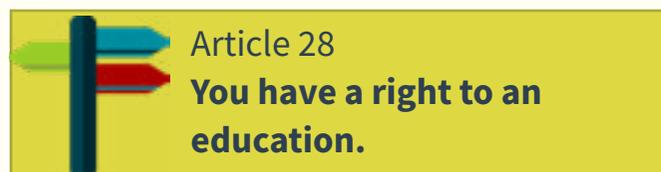
It gives you information so you can have a say in decisions that affect your life.

## Healthcare needs

Everyone needs help sometimes.

Some people have short illnesses like a chest infection or a broken leg. They might only need help in school for a few months.

Other people may have a more serious illness or disability. They might need help for longer.



Your school should have a plan to support learners' healthcare needs.

This plan will show you how they'll support children and young people's healthcare needs.

It should be online and available so you can see it.



## Support team

Everyone has a different role in supporting you. Everyone works as a team to make sure that you get your right to an education.

**Local authorities** – give support and advice to school governors, teachers and support staff.

**School nurse and other health organisations** – give advice, train staff and deliver services.

**Support organisations** – like health charities, can help support you and your family.

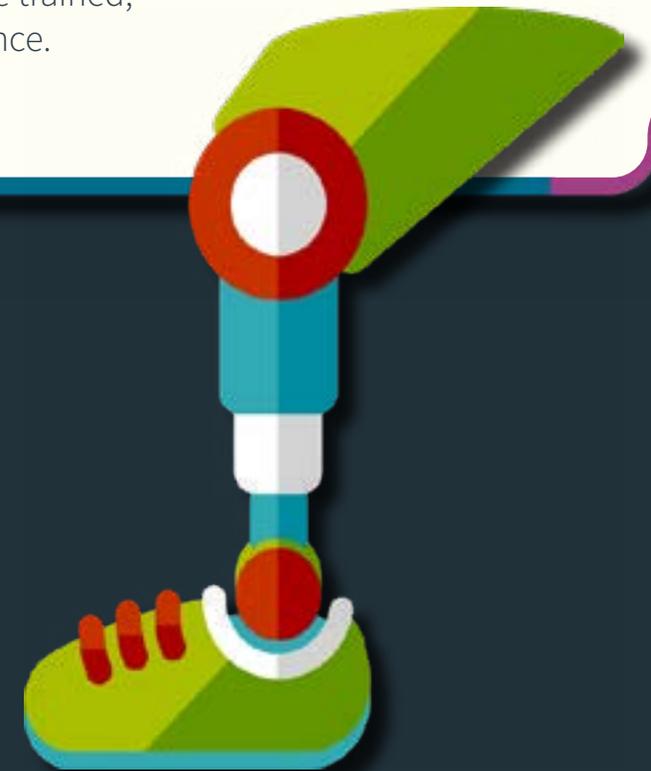
**Governing body** – helps run the school. They will make sure the school follows this guidance and other laws.

**Headteachers** – make sure all teachers and staff are trained, understand the part they play and follow this guidance.

## Support staff and teachers

They support you by:

- helping you with your medication
- making sure you can take part in school activities
- knowing what signs and symptoms to look out for
- managing an emergency
- asking you about your support
- listening and involving you in decisions.



## Parents

Your parents\* are an important part of this team.

They should be involved in decisions, keep information up to date and help you be listened to.

Parents should make sure:

- your school has up-to-date information about your health
- a named family member who can always be contacted
- all permission forms are signed.

\*Parents also means carers.

If you need medication at school, your parents should make sure:

- medicines they provide the school are in-date
- these medicines are labelled and have instructions
- the school knows if anything changes, like the dosage.



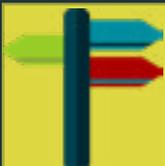
## You

You should be involved in planning what support you need. Your school should make you feel confident that you are getting the support you need.

Your voice matters and should be taken seriously in decisions that affect your life.

You will:

- get information on issues or changes that are happening
- be involved in making your individual healthcare plan if you need one.



Article 12

**You have a right to have an opinion, have a say and be listened to.**

## Individual healthcare plans (IHPs)

IHPs help you get the support you need. They:

- show what support you need
- show how the support will be given
- show who will give support and when
- have up-to-date information
- have details of medicines, emergency situations or other issues
- are checked at least once a year

- will be changed when needed
- are kept private but can be seen by those who support you
- should be easy to use by anyone who is giving you support.

Not everyone needs an IHP. If you only need support for a short time, you won't need one.



## Sharing information

You have a say in how your information is shared and who it's shared with.

You should:

- be involved with deciding who knows about your health and who doesn't
- be told who knows your information
- decide which friends you want to know so they can support you or notice if there's a problem.

Your school needs information to support you. This includes contact details and parents' permission for medication.

You can help keep these records up to date.



Article 17

**You have the right to information.**

## Keeping medication at school

You might need to take medication in school. It's important you know where your medication is and how to get to it.



Article 24

**You have the right to the best health possible and to medical care and information.**

### Emergency medication

If you have this, you should be able to use it when you need to. It mustn't be locked away. It also must be available on school trips or placements.

If your medication is a 'controlled drug' you can have it with you if it's kept safely so others aren't at risk. 'Controlled drugs' must be stored in certain ways so they aren't misused.

### Non-emergency medication

If you have this, it must be kept in a secure place at the right temperature.

## Giving medication

Your school must follow rules when giving you medication. If you're under 16:

- your parents must give written permission
- the school must record any medication given
- you can't be given aspirin unless it's been prescribed to you
- only trained staff can give medications
- you can be part of choosing which staff help you.

If you refuse your medication or misuse it, the school must record this and tell your parents.



## Emergency situations

Your school will know what to do and who to contact in an emergency. If you need to go to the hospital someone will go with you and stay with you till your parents arrive.

If you have an IHP, it will show what an 'emergency' is and what will happen.



## Training

Good training helps teachers and support staff give you the help you need. You can help by:

- showing them your IHP
- making them aware of your healthcare needs
- showing them how they can do simple things like changing batteries in hearing aids
- helping them feel confident that the support they give is helping
- telling them when something is working well or needs changing.

## Making changes

Your support and IHP can be changed. You can work with your support team to decide what's working or what needs to change.

## Problems and making a complaint

If you aren't happy with how you are supported, or decisions that are made, you can make a complaint. Your school will have steps on how you do this. Ask for a copy of your school's complaints procedure. It should be easy to find, easy to understand and easy to use. If you need help to complain contact:

**Meic** – the Welsh Children and Young People's helpline

Call freephone: 080880 23456

SMS TEXT: 84001

IM/webchat: [www.meic.cymru](http://www.meic.cymru)

e-mail: [help@meic.cymru](mailto:help@meic.cymru)

Facebook: [www.facebook.com/meic.cymru](http://www.facebook.com/meic.cymru)



## Thanks for reading this

This new guidance makes sure your healthcare needs are supported. It helps you make the most of your education and have the best opportunities possible.

The full guidance is on this website:

[learning.gov.wales/resources/browse-all/supporting-learners-with-healthcare-needs](http://learning.gov.wales/resources/browse-all/supporting-learners-with-healthcare-needs)

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