Manorfield CE Primary School

Supporting Pupils with Medical Conditions 2026-28

Embrace Multi Academy Trust strives to maintain and improve good provision and outcomes at each of its member schools. Based upon our shared ethos and our values of wisdom, collaboration, respect, integrity, inclusivity, and compassion, we aim to support the learning and development of every person within the trust and our policies are written from this perspective.

Version	Approval Level	Document History	Date	Review Period
V1	Trust Leader	Approved	June 2026	2 Yearly

Contents

1. Introduction 3
2. Aims of this Policy 3
3. Legislation and Statutory Guidance 3
4. Scope 4
5. Definition of 'Medical Condition' 4
6. Who is Responsible for Carrying out this Policy? 4
7. Equal Opportunities 7
8. Being Notified that a Pupil has a Medical Condition 7
9. Procedure Following Notification that a pupil as a Medical Condition 7
10. Pupils with Health Needs Who Cannot Attend School 8
11. Individual Healthcare Plans (IHP) 9
12. Reviewing Individual Healthcare Plans 10
13. Administering Medicines 11
14. Ensuring Good Practice 12
15. Emergency Procedures 12
16. Training 13
17. Record Keeping 13
18. Liability and Indemnity 13
19. Complaints 14

1. Introduction

1.1. Embrace Multi Academy Trust recognises that medical conditions, in terms of both physical and mental health, should not be a barrier to aspiration and success. All pupils with medical conditions are entitled to a full education. The trust has a legal duty to ensure all pupils with short term and long-term medical needs receive appropriate care and support.

1.2. This policy complies with the Equality Act 2010 and reflects the trust's commitment to promoting inclusion, eliminating discrimination, and ensuring that all pupils with medical conditions are supported equitably and with dignity.

1.3. Embrace Multi Academy Trust is committed to ensuring pupils with medical conditions are properly supported in school so that can play a full and active role in school life, remain healthy and achieve their academic potential.

1.4. Manorfield CE Primary School has adopted this policy and set out the arrangements it has put in place for its pupils with medical conditions.

2. Aims of this Policy

2.1. This aim of this policy is to policy ensure that:

- pupils, staff and parents understand the Trust will support pupils with medical conditions
- pupils with medical conditions are properly supported to allow them to access the same education as other pupils, including school trips and sporting activities
- All Embrace schools have a named person who is responsible for implementing this policy.

3. Legislation and Statutory Guidance

3.1. This policy:

- meets the requirements under Section 100 of the Children and Families Act 2014, which places a duty on the Trust to make arrangements for supporting pupils at its schools with medical conditions
- is based on the Department for Education's statutory guidance Arranging education for children who cannot attend school because of health needs (December 2023)
- will have regard to the SEND Code of Practice
- complies with Equality Act 2010.

3.2. Useful Resources

3.2.1. Guidance from the Department for Education:

- Supporting pupils at school with medical conditions- links to useful resources
- Supporting pupils with medical conditions at school - templates
- Mental health issues affecting a pupil's attendance: guidance for schools
- Promoting and supporting mental health and wellbeing in schools and colleges

3.2.2. Guidance specific to the school:

- Leicester City Council; Supporting the education of children with medical needs

- Leicestershire County Council; Education for children with medical needs
- Healthy Schools - Pregnant Pupils Guidance for schools

3.2.3. Consideration should be given to the NICE guidelines (National Institute for Health and Care Excellence), alongside the relevant professionals.

3.3. This policy also complies with the Trust's funding agreement and articles of association.

4. Scope

4.1. This policy applies to trustees, governors, staff, and volunteers who work within Embrace Multi Academy Trust.

4.2. Allergen management is not covered in this policy. Please refer to each school's Allergy & Anaphylaxis Policy for full details on Trust processes and procedures in relation to allergies.

5. Definition of 'Medical Condition'

5.1. For the purposes of this policy, a medical condition is any illness or disability which a pupil has. It can be:

- physical or mental
- a single episode or recurrent
- short-term or long-term
- relatively straightforward (eg the pupil can manage the condition themselves without support or monitoring) or complex (requiring on-going support, medicines or care whilst at school to help the pupil manage their condition and keep them well)
- involving medication or medical equipment
- affecting participation in school activities or limiting access to education.

5.2. Medical conditions may change over time, in ways that cannot always be predicted and therefore should be reviewed periodically.

5.3. Allergies and allergic reactions are not covered in the policy. Please refer to the trust Allergy Policy for full details on school processes and procedures in relation to allergies.

6. Who is Responsible for Carrying out this Policy?

6.1. The trust leader, estates and compliance manager and the principal/headteacher of each school have overall responsibility for the effective operation of this policy and for ensuring compliance with the relevant statutory framework.

6.2. All members of staff are responsible for the success of this policy and must ensure that they familiarise themselves with it and act in accordance with its aims and objectives.

6.3. The implementation of this policy will be monitored by the principal/headteacher of each school and will remain under constant review by Embrace Multi Academy Trust.

6.4. **The Trust**

The Trust will ensure that:

- arrangements are in place to support pupils at school with medical conditions
- sufficient staff have received suitable training and are competent before they are

responsible for supporting pupils with medical conditions

- staff consult health and social care professionals, pupils and parents to ensure that the needs of children with medical conditions are properly understood and effectively supported
- staff are appropriately insured though RPA and aware that they are insured to support pupils in this way.

6.5. **The Principal/Headteacher**

The principal/headteacher has the overall responsibility to:

- ensure all staff are aware of this policy and understand their role in its implementation
- ensure there is a sufficient number of trained staff available to implement this policy and deliver against all individual healthcare plans (IHPs), including in contingency and emergency situations
- ensure all staff who need to know are aware of a pupil's condition
- take overall responsibility for the overseeing the development of IHPs
- ensure contact is made with the school nursing service, in the case of any pupil who has a medical condition that may require support at school, but who has not yet been brought to the attention of the service
- ensure that systems are in place for obtaining information about a pupil's medical needs and that this information is kept up to date and recorded appropriately
- ensure risk assessments for school visits and other school activities outside of the normal timetable are completed.

6.6. **Named Member of Staff**

The named member of staff at the school will:

- work closely with the principal/headteacher as above
- liaise with relevant health professionals including school nurses
- ensure that IHPs are in place and regularly reviewed and updated
- ensure staff are aware of pupils with medical needs as appropriate
- work closely with the SENCO where a pupil has an Educational Health Care Plan (EHCP)
- ensure that staff receive relevant and up to date training
- ensure that pupils with medical conditions are able to access the curriculum including trips and visits and physical education
- meet regularly with parents or carers to review the arrangements in place, the pupil's wellbeing and progress and agree future actions and support.

6.7. **Staff**

6.7.1. Supporting pupils with medical conditions during school hours is not the sole responsibility of one person. Any member of staff may be asked to provide support to pupils with medical conditions, although they will not be required to do so. This includes the administration of medicines.

6.7.2. Those staff who take on the responsibility to support pupils with medical conditions will receive sufficient and suitable training and will achieve the necessary level of competency before doing so.

6.7.3. Teachers will take into account the needs of pupils with medical conditions that they teach. All staff will know what to do and respond accordingly when they become aware that a pupil with a medical condition needs help.

6.7.4. Teachers and teaching assistants will work closely with the SENCO where a pupil has an EHCP.

6.8. Manorfield CE Primary School will refer to the Early Years Foundation Stage Framework and EYFS policy to discuss needs with parents, carers and relevant agencies.

6.9. **Parents and Carers**

Parents and carers will:

- provide the school with sufficient and up-to-date information about their child's medical needs
- be involved in the development and review of their child's IHP and may be involved in its drafting
- carry out any action they have agreed to as part of the implementation of the IHP, eg provide medicines and equipment, and ensure they or another nominated adult are contactable at all times.

6.10. **Pupils**

6.10.1. Pupils with medical conditions will often be best placed to provide information about how their condition affects them. Where possible, pupils should be fully involved in discussions about their medical support needs and contribute as much as possible to the development of their IHPs. They are also expected to comply with their IHPs.

6.11. **School Nurses and Other Healthcare Professionals**

6.11.1. The school will work closely with school nurses (see Appendix 3 for more information) and other medical professionals where a pupil requires support for a medical condition. Healthcare professionals, such as GPs and paediatricians, will liaise with school nurses and notify them of any pupils identified as having a medical condition. They may also provide advice on developing IHPs.

7. Equal Opportunities

7.1. The trust recognises the need to actively support pupils with medical conditions to participate in school trips and visits, or in sporting activities, and not prevent them from doing so. Please refer to the Trust Educational Visits Policy.

7.2. The school will consider what reasonable adjustments need to be made to enable these pupils to participate fully and safely on school trips, visits and sporting activities.

7.3. Risk assessments will be carried out so that planning arrangements take account of any steps needed to ensure that pupils with medical conditions are included. In doing so, pupils, their parents/carers and any relevant healthcare professionals will be consulted.

7.4. All schools will consider access arrangements and/or reasonable adjustments for pupils taking examinations in line with JCQ Guidelines.

8. Being Notified that a Pupil has a Medical Condition

8.1. When the school is notified that a pupil has a medical condition, the process outlined below will be followed to decide whether the pupil requires an IHP.

8.2. Ordinarily, the pupil's parent/carer will notify the school that their child has a medical condition. Parents/carers should ideally provide this information in writing addressed to the principal/headteacher. However, they may pass this information on to a class teacher or another member of staff, or the pupil themselves may disclose that they have a medical condition. Any staff member receiving notification that a pupil has a medical condition should notify the principal/headteacher or the person named as being responsible for the implementation of this policy as soon as practicable.

8.3. Notification may also be received direct from the pupil's healthcare provider or from a school from which a pupil may be joining the Trust. The school may also instigate the procedure themselves where the pupil is returning to the school after a long-term absence.

8.4. The school will make every effort to ensure that arrangements are put into place as soon as is required, but no more than two weeks, or by the beginning of the relevant term for pupils who are new to the school. See Appendix 1.

9. Procedure Following Notification that a pupil as a Medical Condition

9.1. Except in exceptional circumstances where the pupil does not wish their parent/carer to know about their medical condition, the pupil's parents/carers will be contacted by the headteacher or office manager as soon as practicable to discuss what, if any, arrangements need to be put into place to support the pupil. Every effort will be made to encourage the pupil to involve their parents while respecting their right to confidentiality.

9.2. Unless the medical condition is short-term and relatively straightforward (eg the pupil can manage the condition themselves without any support or monitoring), a meeting will normally be held to:

- discuss the pupil's medical support
- identify a member of school staff who will provide support to the pupil where appropriate
- determine whether an individual healthcare plan (IHP) is needed and, if so, what

information it should contain.

9.3. Where possible, the pupil will be enabled and encouraged to attend the meeting and speak on their own behalf, taking into account the pupil's age and understanding. Where this is not appropriate, the pupil will be given the opportunity to feed in their views by other means, such as setting their views out in writing.

9.4. The healthcare professional(s) with responsibility for the pupil may be invited to the meeting or be asked to prepare written evidence about the pupil's medical condition for consideration. Where possible, their advice will be sought on the need for, and the contents of, an IHP.

9.5. In cases where a pupil's medical condition is unclear, or where there is a difference of opinion, the headteacher or office manager will exercise their professional judgement based on the available evidence to determine whether an IHP is needed and/or what support to provide.

9.6. For pupils with medical conditions joining the school at the start of the academic year any support arrangements will be made in time for the start of the term where possible. In other cases, such as a new diagnosis or a pupil moving to the school mid-term, every effort will be made to ensure that any support arrangements are put in place as soon as possible.

9.7. In line with our safeguarding duties, the school will ensure that pupils' health is not put at unnecessary risk, for example, from infectious diseases. The school will not accept a pupil into the school at times where it will be detrimental to the health of that pupil or others.

10. Pupils with Health Needs Who Cannot Attend School

10.1. Where a pupil cannot attend school because of health needs, unless it is evident at the outset that the pupil will be absent for 15 or more days, the school will initially follow the usual process around attendance and mark the pupil as ill for the purposes of the register.

10.2. The school will provide support to pupils who are absent from school because of illness for a period shorter than 15 days. This may include providing pupils with relevant information, curriculum materials and resources.

10.3. In accordance with the Department for Education's statutory guidance, as soon as it is clear that a pupil will be away from school for 15 days or more (either consecutive or over the course of an academic year) because of their health needs, the local authority should:

- be ready to take responsibility for arranging suitable full-time education for that pupil; and
- arrange for this provision to be in place as soon as it is clear that the absence will last for more than 15 days.

10.4. The school will work collaboratively with the local authority (LA), relevant medical professionals, relevant education provider, parents and, where appropriate, the pupil, to identify and meet the pupil's educational needs and to remain in touch with the pupil throughout.

10.5. The Trust can provide support through the Trust safeguarding and attendance lead who will support and agree, with the school and LA, a plan for the pupil which will allow the school, the LA and the provider of the pupil's education to work together and may involve a range of support services.

10.6. For detailed information of how the school will support pupils with health needs who cannot attend school, please refer to the Trust's Pupils with Health Needs Who Cannot Attend School Policy available on the policy section of the Trust's website.

11. Individual Healthcare Plans (IHP)

11.1. The headteacher has overall responsibility for the development of IHPs for pupils with medical conditions. At this school the responsibility has been delegated to Leanne Jones, Lauren Roach and Sara Remorini.

11.2. The aim of the IHP is to capture the steps which the school needs to take to help the pupil manage their condition and overcome any potential barriers to getting the most from their education. In preparing the IHP, the school will need to assess and manage the risk to the pupil's education, health and social well-being and minimise disruption.

11.3. IHPs will be developed with the pupil's best interests in mind and will set out:

- what needs to be done
- when
- by whom
- review date.

11.4. Not all pupils with a medical condition will require an IHP. It will be agreed with a healthcare professional and the parents or carers when an IHP would be inappropriate or disproportionate. This will be based on evidence. If there is no consensus, the principal/headteacher will make the final decision.

11.5. Plans will be drawn up in partnership with the school, parents or carers and a relevant healthcare professional, such as a school nurse, or specialist paediatrician, who can best advise on the pupil's specific needs. The pupil will be involved wherever appropriate.

11.6. IHPs will be linked to, or become part of, any EHCP. If a pupil has SEN but does not have an EHCP, the SEN will be mentioned in the IHP.

11.7. The level of detail in the plan will depend on the complexity of the pupil's condition and how much support is needed. The headteacher or IHP lead with responsibility for developing IHPs will consider the following when deciding what information to record on IHPs:

- the medical condition, its triggers, signs, symptoms and treatments
- the pupil's resulting needs, including medication (dose, side effects and storage) and other treatments, time, facilities, equipment, testing, access to food and drink where this is used to manage their condition, dietary requirements and environmental issues,

eg crowded corridors, travel time between classrooms

- specific support for the pupil's educational, social and emotional needs, eg how absences will be managed, requirements for extra time to complete exams, use of rest periods or additional support in catching up with lessons, counselling sessions
- the level of support needed, including in emergencies. If a pupil is self-managing their medication, this will be clearly stated with appropriate arrangements for monitoring
- who will provide this support, their training needs, expectations of their role and confirmation of proficiency to provide support for the pupil's medical condition from a healthcare professional, and cover arrangements for when they are unavailable
- who in the school needs to be aware of the pupil's condition and the support required
- arrangements for written permission from parents and the principal/headteacher for medication to be administered by a member of staff, or self-administered by the pupil during school hours
- separate arrangements or procedures required for school trips or other school activities outside of the normal school timetable that will ensure the pupil can participate eg risk assessments
- where confidentiality issues are raised by the parent/pupil, the designated individuals to be entrusted with information about the pupil's condition
- what to do in an emergency, including who to contact, and contingency arrangements.

11.8. The IHP will also clearly define what constitutes an emergency and explain what to do, including ensuring that all relevant staff are aware of emergency symptoms and procedures. Other pupils in the school should know what to do in general terms, such as informing a teacher immediately if they think help is needed. If a pupil (regardless of whether they have an IHP) needs to be taken to hospital, staff will stay with the pupil until the parent/carer arrives, or accompany a pupil taken to hospital by ambulance.

11.9. Except in exceptional circumstances, or where the healthcare provider deems that they are better placed to do so, the school will take the lead in writing the IHP and ensuring that it is finalised and implemented.

11.10. Where a pupil is returning to school following a period of hospital education or alternative provision (including home tuition), the school will work with the local authority and the Trust to ensure that the IHP identifies the support the pupil will need to reintegrate effectively.

11.11. Where the pupil has a special educational need identified in an EHCP, the IHP will be linked to or become part of that EHCP.

12. Reviewing Individual Healthcare Plans

12.1. Every IHP will be reviewed at least annually. The IHP leads will, as soon as practicable, contact the pupil's parents/carers and the relevant healthcare provider to ascertain whether the current IHP is still needed or needs to be changed. If the school receives notification that the pupil's needs have changed, a review of the IHP will be undertaken as soon as practicable.

12.2. Where practicable, key staff who provide support to the pupils with the medical condition shall be included in any meetings where the pupil's condition is discussed.

13. Administering Medicines

13.1. Prescription and non-prescription medicines will only be administered at the school:

- when it would be detrimental to the pupil's health or school attendance not to do so, **and**
- where parents or carers have provided written consent.

13.2. The only exception to this is where the medicine has been prescribed to the pupil without the knowledge **of their parents.**

13.3. Pupils under 16 will not be given medicine containing aspirin unless prescribed by a doctor.

13.4. Anyone giving a pupil any medication (for example, for pain relief) will:

- seek a second member of staff to verify dosage and procedure, before administering medication
- first check maximum dosages and when the previous dosage was taken
- record the date and time the medication was taken and sign to indicate this
- inform parents/carers.

13.5. The school will only accept prescribed medicines that are:

- in-date
- labelled
- provided in the original container, as dispensed by the pharmacist, and include instructions for administration, dosage and storage.

13.6. The school will accept insulin that is inside an insulin pen or pump rather than its original container, but it must be in date.

13.7. All medicines will be stored safely. Pupils will be informed where their medicines are at all times and be able to access them immediately. Medicines and devices such as asthma inhalers, blood glucose testing meters and adrenaline pens will always be readily available to pupils and not locked away.

13.8. Medicines will be returned to parents/carers to arrange for safe disposal when no longer required.

13.9. **Controlled drugs**

13.9.1. Controlled drugs are prescription medicines that are controlled under the Misuse of Drugs Regulations 2001 and subsequent amendments, such as morphine or methadone.

13.9.2. The management of controlled drugs will be discussed with parents/carers and health professionals as part of the pupil's Individual Healthcare Plan. Controlled drugs will be kept securely in a locked non-portable container in an agreed location within the school. Only named staff will have access to controlled drugs.

13.9.3. Controlled drugs will be easily accessible in an emergency and a record of any doses used and the amount held will be kept.

13.10. **Pupils managing their own needs**

13.11. Pupils who are competent will be encouraged to take responsibility for managing their own medicines and procedures. This will be discussed with parents/carers and it will be reflected in their child's IHP.

13.11.1. Pupils will be allowed to carry their own medicines and relevant devices wherever possible.

13.11.2. Staff will not force a pupil to take a medicine or carry out a necessary procedure if they refuse but will follow the procedure agreed in the IHP and inform parents/carers so that an alternative option can be considered, if necessary.

14. Ensuring Good Practice

14.1. All staff will use their discretion when working with pupils with medical conditions and review each case individually with reference to the pupil's IHP.

14.2. The school will not:

- prevent pupils from easily accessing their inhalers and medication, and administering their medication when and where necessary
- assume that every pupil with the same condition requires the same treatment
- ignore the views of the pupil or their parents
- ignore medical evidence or opinion (although this may be challenged)
- send pupils with medical conditions home frequently for reasons associated with their medical condition or prevent them from staying for normal school activities, including lunch, unless this is specified in their IHPs
- if the pupil becomes ill, send them to the main office or medical room unaccompanied or with someone unsuitable
- penalise pupils for their attendance record if their absences are related to their medical condition, eg hospital appointments
- prevent pupils from drinking, eating or taking toilet or other breaks whenever they need to in order to manage their medical condition effectively
- require parents, or otherwise make them feel obliged, to attend school to administer medication or provide medical support to their child, including with toileting issues. No parent should have to give up working because the school is failing to support their child's medical needs
- prevent pupils from participating, or create unnecessary barriers to pupils participating in any aspect of school life, including school trips, eg by requiring parents to accompany their child
- administer, or ask pupils to administer, medicine in school toilets.

15. Emergency Procedures

15.1. Staff will follow the school's normal emergency procedures (for example, calling 999). All pupils' IHPs will clearly set out what constitutes an emergency and will explain what to do.

15.2. If a pupil needs to be taken to hospital, staff will stay with the pupil until the parent or carer arrives or accompany the pupil to hospital by ambulance.

16. Training

16.1. Staff who are responsible for supporting pupils with medical needs will receive suitable and sufficient training to do so. Advice will be sought from health professionals and relevant agencies.

16.2. The training will be identified during the development or review of IHPs. Staff who provide support to pupils with medical conditions will be included in meetings where this is discussed.

16.3. The relevant healthcare professionals will lead on identifying the type and level of training required and will agree this with the headteacher and IHP leads. Training will be kept up to date.

16.4. Training will:

- be sufficient to ensure that staff are competent and have confidence in their ability to support the pupils
- fulfil the requirements in the IHPs
- help staff to understand the specific medical conditions they are being asked to deal with, their implications and preventative measures.

16.5. Healthcare professionals will provide confirmation of the proficiency of staff in a medical procedure, or in providing medication.

16.6. All staff will receive a briefing so that they are aware of this policy and understand their role in implementing it, for example, with preventative and emergency measures so they can recognise and act quickly when a problem occurs. This will be provided for new staff during their induction.

17. Record Keeping

17.1. The Trust will ensure that written records are kept of all medicine administered to pupils for as long as these pupils are at the school. Parents/carers will be informed if their child has been unwell at school.

17.2. IHPs are kept in a readily accessible place which all staff are aware of.

17.3. The headteacher and the IHP leads (names above) will ensure the records are up to date.

18. Liability and Indemnity

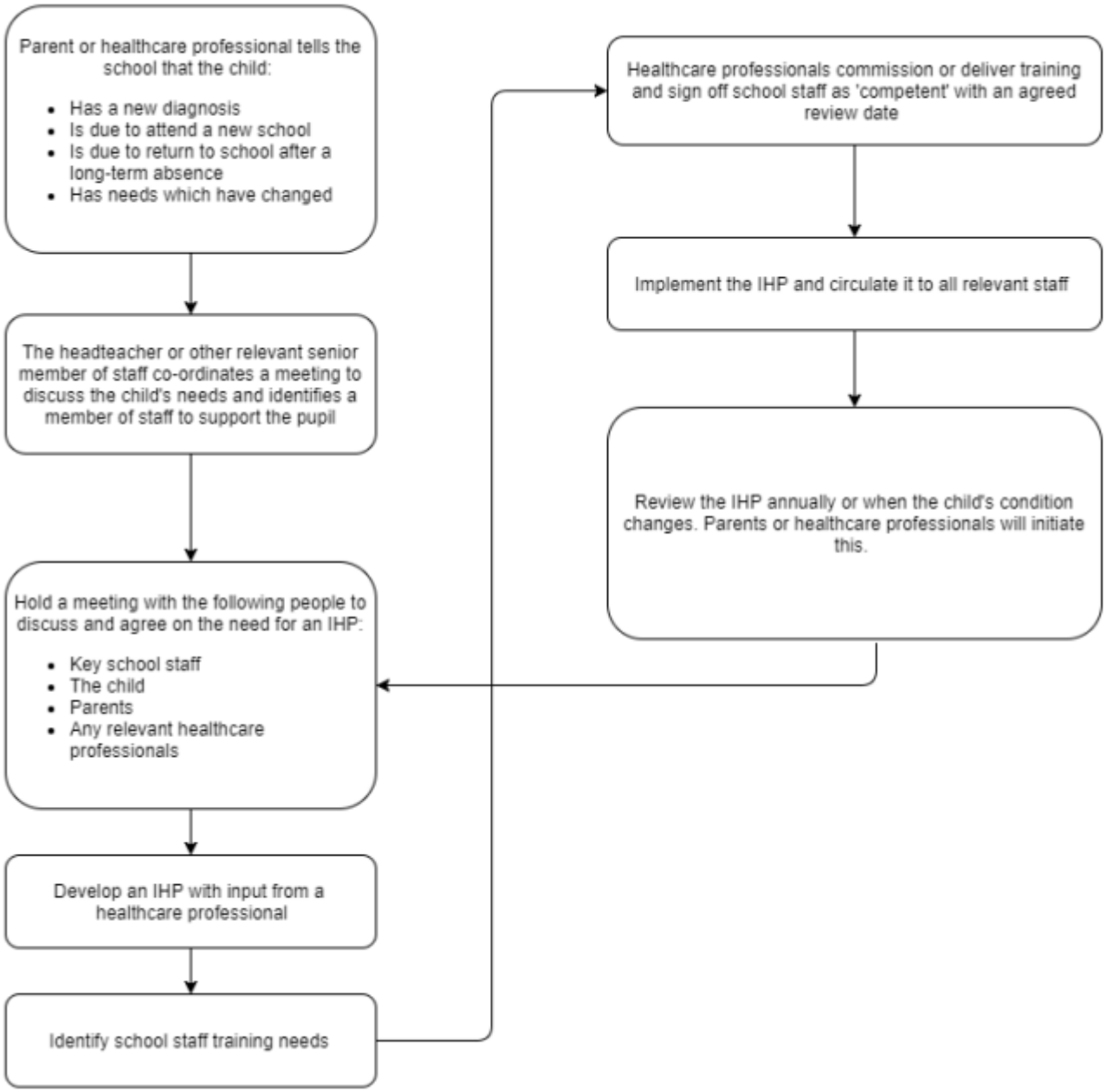
18.1. The Trust will ensure that the appropriate level of insurance is in place and appropriately reflects the school's level of risk.

18.2. The school is a member the Department for Education's risk protection arrangement (RPA). DfE Risk Protection Arrangement

19. Complaints

19.1. Parents/carers with a complaint about their child's medical condition should discuss these directly with the IHP leads in the first instance. If they cannot resolve the matter, they will direct parents/carers to the school's Complaints Policy.

Appendix 1: Being notified a pupil has a medical condition



Appendix 2: Procedures for Children who are Sick or Infectious

- Pupils who have an infectious disease shouldn't attend school/nursery.
- Parents should notify the school if their child has an infectious disease.
- If a pupil becomes unwell during the day – for example, they have a temperature, sickness, diarrhoea or stomach pains – the parents or carers will be contacted to collect their child.
- Pupils with a temperature, sickness, diarrhoea or an infectious disease should not attend school/nursery while they are sick. Depending on the sickness, staff may ask parents to take their child to the doctor before they return to school.
- Staff will notify parents if a risk to other pupils exists.

Children with specific infectious diseases set out in the UK Health Security Agency's exclusion table will not be allowed to return to school/nursery until the appropriate exclusion period has passed.

We will take the following steps to prevent the spread of infection:

- reducing or eliminating sources of infection through good hygiene practices
- good handwashing practice
- encouraging and facilitating healthy eating
- ensuring that regulated food hygiene standard requirements in the maintenance of food preparation areas and preparation of food are followed
- championing and educating staff, parents, carers and pupils on the importance of immunisation as a tool against infection (while recognising the individual's right to choose)

Appendix 3: School Nurses and Useful Contacts for Parents/Carers

School nurses: are responsible for looking after the health of your child whilst they are in school, from 5-19 years of age. For more information, visit Transition to School Advice

In Leicestershire County, school nurses are employed by Leicestershire Partnership NHS Trust to work with primary school pupils up until year 6.

Healthy Together Service: the 0-19 Healthy Together Service has been split into two services:

- 0-11 years (up until year 6 of primary school): **Healthy Together** – delivered by Leicestershire Partnership NHS Trust
- 11- 19 years: **Teen Health 11-19 Service** – delivered by Leicestershire County Council. The Teen Health 11-19 Service is for pupils who attend secondary schools in Leicestershire County, delivered as part of the Council's Children and Wellbeing Service.

Healthy Together Helpline: **0300 300 3001** (Weekdays 9am–4:30pm, excluding bank holidays)

ChatHealth: is a confidential text messaging service runs by Leicestershire Partnership NHS Trust that enables parents of children aged 0-19 and children and young people (aged 11-19) to contact their local public health nursing (health visiting/school nursing) team.

All parents and young people aged 11 to 19 in Leicestershire can access ChatHealth, a dedicated confidential, secure text messaging service which provides confidential, professional health advice and support on a range of areas.

- Parents/carers can text: **07520 615382**
- Young people can text: **07520 615387**

The service operates Monday to Friday between 9am and 5pm, excluding bank holidays. All texts will be responded to by a public health nurse (school nurse) within 24 hours. Outside of the service working hours, you'll receive a message back to inform you that your text will be responded to once the line reopens.

Education Psychology Service: The Leicestershire Educational Psychology Service helpline runs every Wednesday from 9am to 11.30am. Phone **0116 305 5100** or visit the website for more information here