



First Aid, Accidents and Incidents Policy

Policy Reviewed by:	Hayley Richardson-Byrne / Suzy Hollett
Date:	01.09.2026
Policy Verified by:	Senior Management Team
Date:	06.10.2026
Date for Next Review:	01.09.2027

Key Personnel	
Proprietor	Sara Llewellyn
Designated Safeguarding Lead (DSL)	Suzy Hollett
Deputy Headteacher	Natalie Lovelock
HR Manager	Hayley Richardson Byrne
Business Manager	Sophie Illingworth
IT Manager	Jamie Martin
Teaching Staff	Joe Ross Ryan Colvin

1. Policy Statement

At Maple Haven School, we are committed to protecting the health, safety and wellbeing of all pupils, staff, visitors and contractors.

As a specialist independent SEND school, we recognise that many pupils have complex educational, communication, medical, sensory and emotional needs. We are committed to ensuring that effective first aid arrangements are in place to respond promptly and appropriately to illness, accidents, injuries and medical emergencies.

We aim to create a safe environment where pupils receive appropriate care and support, enabling them to access education safely and successfully. First aid provision forms an important part of our safeguarding responsibilities and contributes to the overall welfare of our pupils.

Further information about Maple Haven School can be found at www.maplehaven.school.

2. Purpose

This policy aims to:

- Ensure effective first aid arrangements are in place.
- Protect the health and welfare of pupils, staff and visitors.
- Provide clear guidance for responding to accidents, injuries and illness.
- Ensure compliance with health and safety legislation.
- Clarify roles and responsibilities.
- Promote safe and effective management of medical situations.
- Ensure accurate record keeping.
- Support safeguarding and pupil welfare.

- Ensure reasonable adjustments are made for pupils with SEND and medical needs.

3. Principles

Maple Haven believes that:

- Every individual has the right to receive appropriate first aid when required.
- Prompt action can reduce the severity of injuries and illnesses.
- Staff should be appropriately trained and supported.
- Pupils with SEND may require personalised responses to illness, injury and medical emergencies.
- Effective communication with parents and carers is essential.
- Health and safety is everyone's responsibility.
- First aid arrangements should support inclusion, accessibility and wellbeing.

4. First Aid Provision

The school will ensure that:

- Adequate first aid equipment is available.
- Appropriate numbers of trained first aiders are available during school hours.
- First aid arrangements are regularly reviewed.
- Staff understand how to summon assistance in an emergency.
- First aid provision reflects the needs of pupils attending the school.
- Suitable facilities are available for pupils who become unwell or injured.
- Educational visits have appropriate first aid arrangements in place.

5. Roles and Responsibilities

Proprietor

Sara Llewellyn is responsible for:

- Providing strategic oversight of first aid arrangements.
- Ensuring the school complies with relevant health and safety requirements.
- Monitoring accident, illness and injury trends.
- Ensuring sufficient resources are available to support first aid provision.
- Reviewing significant incidents and lessons learned.
- Ensuring appropriate staffing, equipment and training are maintained.
- Supporting a culture of safety and wellbeing throughout the school.
- Monitoring the effectiveness of the school's first aid arrangements.

Deputy Headteacher and Curriculum Lead

Natalie Lovelock is responsible for:

- Ensuring first aid arrangements support access to education.
- Supporting risk assessments linked to curriculum activities.
- Ensuring educational visits have suitable first aid provision.
- Monitoring the impact of medical needs on attendance, participation and learning.
- Supporting staff in implementing medical and first aid procedures.
- Reviewing incidents where educational provision may be affected.

Designated Safeguarding Lead (DSL)

Suzy Hollett is responsible for:

- Ensuring medical and welfare concerns are considered within safeguarding practice.
- Supporting vulnerable pupils with medical needs.
- Monitoring pupils whose health needs may impact attendance, behaviour or wellbeing.
- Coordinating multi-agency support where necessary.
- Supporting communication with families and external professionals.
- Monitoring patterns of accidents or injuries that may raise safeguarding concerns.
- Ensuring pupils receive appropriate support following significant incidents.

The DSL has appropriate authority, training, time and resources to fulfil these responsibilities effectively.

Business Manager and Operational Lead

Sophie Illingworth is responsible for:

- Leading the day-to-day operational management of first aid arrangements.
- Ensuring first aid supplies are available and maintained.
- Maintaining accident and incident records.
- Supporting communication with parents and carers following accidents or illness.
- Coordinating compliance monitoring and record keeping.
- Ensuring first aid facilities remain suitable and accessible.
- Supporting emergency planning arrangements.

HR Manager

Hayley Richardson Byrne is responsible for:

- Maintaining staff first aid training records.
- Monitoring first aid qualification renewal dates.

- Supporting staff induction relating to first aid procedures.
- Maintaining records of relevant training and qualifications.

Qualified First Aiders

Qualified First Aiders are responsible for:

- Providing immediate first aid treatment.
- Assessing injuries and illnesses.
- Responding appropriately to emergencies.
- Summoning additional medical assistance where required.
- Maintaining first aid records.
- Monitoring first aid supplies.
- Supporting emergency services where necessary.
- Ensuring treatment provided is proportionate to their training and competency.

Teaching Staff

Including Joe Ross and Ryan Colvin, teaching staff are responsible for:

- Reporting accidents, injuries and concerns promptly.
- Seeking first aid support when required.
- Supervising pupils appropriately.
- Following medical and first aid procedures.
- Supporting pupils who may become unwell.
- Participating in relevant training.
- Maintaining awareness of individual pupil medical needs.

All Staff

All staff are responsible for:

- Taking reasonable care of their own health and safety.
- Reporting accidents and hazards.
- Following first aid procedures.
- Seeking assistance when needed.
- Supporting the wellbeing of pupils and colleagues.
- Familiarising themselves with emergency procedures.

6. First Aid Facilities and Equipment

The school will maintain:

- First aid kits in identified locations.
- Portable first aid kits for educational visits.
- Access to emergency contact information.
- Appropriate facilities for pupils who become unwell.
- Emergency medical equipment where required.

First aid equipment will be checked regularly and replenished as necessary.

7. Responding to Illness

Where a pupil becomes unwell during the school day:

- A member of staff will assess the situation.
- A qualified first aider will be consulted where appropriate.
- The pupil will be supervised at all times.
- Parents or carers will be contacted if necessary.
- Emergency services will be contacted where required.
- Records will be completed appropriately.

Pupils who are unwell will not be left unsupervised.

8. Responding to Accidents and Injuries

All accidents and injuries will be managed appropriately according to:

- The severity of the injury.
- The age of the individual.
- Individual medical needs.
- SEND considerations.
- Guidance from trained first aid personnel.

Staff will:

- Remain calm.
- Reassure the injured person.
- Administer first aid where appropriate.
- Seek additional support if required.
- Record the incident.
- Inform parents or carers where necessary.

9. Emergency Medical Situations

Emergency services will be contacted immediately where there is:

- Loss of consciousness.
- Difficulty breathing.
- Severe bleeding.
- Suspected fractures.
- Serious head injuries.
- Seizures requiring emergency intervention.
- Serious allergic reactions.
- Significant medical emergencies.
- Any situation where urgent medical assessment is required.

Parents or carers will be informed as soon as possible.

A member of staff will remain with the pupil until responsibility is transferred to parents, carers or medical professionals.

10. Accident Recording and Reporting

The school will maintain accurate records of:

- Pupil accidents.
- Staff accidents.
- Visitor accidents.
- First aid treatment provided.
- Serious incidents.
- RIDDOR-reportable incidents where applicable.

Records will include:

- Date and time.
- Nature of injury or illness.
- Treatment provided.
- Staff involved.
- Follow-up actions taken.

Records will be stored securely and managed in accordance with data protection requirements.

11. Supporting Pupils with SEND and Medical Needs

Maple Haven recognises that pupils with SEND may:

- Communicate pain or illness differently.
- Have difficulty identifying symptoms.
- Experience heightened anxiety when injured or unwell.
- Require adapted communication approaches.
- Need individualised medical support.

Staff will take account of pupils':

- Communication profiles.
- Medical conditions.
- Sensory needs.
- Emotional regulation needs.
- Personal support plans.
- Education, Health and Care Plans (EHCPs).

Reasonable adjustments will be made wherever necessary.

12. Educational Visits

Appropriate first aid arrangements will be in place for all educational visits.

This will include:

- Access to trained staff.
- Portable first aid kits.
- Emergency contact information.
- Individual healthcare information where required.
- Risk assessments.
- Emergency procedures.

13. Safeguarding Considerations

The school recognises that injuries, accidents or medical concerns can sometimes indicate wider safeguarding issues.

Staff must remain professionally curious and report concerns where:

- Injuries are unexplained.
- Patterns of injuries emerge.
- Explanations are inconsistent.
- There are broader concerns regarding a pupil's welfare.

All safeguarding concerns must be reported in accordance with the Safeguarding and Child Protection Policy.

14. Monitoring and Review

The effectiveness of this policy will be monitored through:

- Accident and incident data.
- First aid audits.
- Training records.
- Health and safety inspections.
- Safeguarding reviews.
- Feedback from staff and families.
- Review of significant incidents.

Lessons learned will be used to improve future practice.

15. Related Policies

- Health and Safety Policy
- Safeguarding and Child Protection Policy
- Educational Visits Policy
- Supporting Pupils with Medical Conditions Policy
- Intimate Care Policy
- Risk Assessment Policy
- Attendance Policy
- SEND Policy

- Emergency Evacuation Policy
- Complaints Policy

Review

This policy will be reviewed annually or sooner if:

- Legislation changes.
- Guidance changes.
- School practice changes.
- Significant incidents identify a need for review.

Maple Haven School is committed to maintaining effective first aid arrangements that support the safety, health, wellbeing and educational participation of all pupils, staff and visitors.