

First Aid Policy – Whole School including Boarding and EYFS

This policy should be read in conjunction to any risk assessment for current pandemics

The aim of this First Aid Policy is to:

1. Ensure that there is an adequate provision of appropriate first aid for:

- All areas of The Mount School site and premises including teaching rooms and boarding accommodation.
- All Mount School staff, pupils, user groups and visitors, including parents and contractors.

2. Comply with the DfE guidance, First Aid in Schools and The Health and Safety at Work etc Act (1974) and to ensure The Mount School provides adequate first aid provision as far as is deemed reasonably practicable. Including:

- Establishing and maintaining first aid posts, clear signage, and equipment within School.
- Ensuring appropriate first aid provision and equipment is available for all off-site trips and visits.
- Ensure School conducts appropriate risk assessments at regular intervals to determine the first aid needs of the School.
- Ensuring that sufficient staff in School are trained to be able to administer first aid in a timely and competent manner.
- Ensure that where individuals have been injured there are suitable systems in place to provide timely and appropriate treatment and that adequate records are made, including reporting using the School Health and Safety system and where appropriate, to the Health and Safety Executive (HSE) relating to Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

Responsibilities

Welfare of the school community is the concern of all; however, the Principal, Senior Leadership Team and School Nurse have primary responsibility for the implementation of this policy and for developing detailed procedures.

First aid requirements are reviewed annually with the consideration of:

- Specific hazards or risks on the site.
- Pupils or staff with special health needs or disabilities.
- Practical departments, such as DT, PE, science, catering, and maintenance.
- Previous record of accidents / incidents at the School.
- Provision for in-school hours and out-of-school hours activities.
- Off-site activities, including trips.
- Contractors on site and agreed arrangements.

Date of last review: November 2025

Date of next review: November 2026

Reviewed by: School Nurse/Deputy Principal

Medical Care

This procedure is limited to the provision of first aid. The School has arrangements in place for:

- Managing pupils with specialist medical needs.
- Provision of medical assessment and investigations including transport to appointments as required.
- Keeping of confidential medical records.
- Medicines management in the Medical Centre and in Boarding, as well as medicines brought to school for and/or by pupils.
- Emotional wellbeing and mental health including counselling and health promotion.
- Infection control.

I. First Aid Personnel and location

I.1 School Nurse

The School Nurse is responsible for providing first aid in the school's Health Centre from 8.30am – 4.30pm Monday to Friday, term-time only.

The School Nurse administers first aid and deals with accidents and emergencies.

The School Nurse keeps secure and confidential electronic records of pupil illnesses, accidents, and injuries of which they have dealt with, together with an account of any first aid treatments, non-prescription medicine and treatments given to a pupil. This is in addition to the accident forms that are required to be completed.

The School Nurse will also notify parents/guardians if a pupil suffers anything more than a minor injury or minor illness during the school day or deemed appropriate.

In the case of:

- A day pupil or flexi-boarder: the School Nurse will contact the pupil's parent/guardian so that the pupil can be collected if required.
- A weekly or full boarder: the School Nurse will most likely care for the pupil in the Health Centre in order to oversee their wellbeing, but, if appropriate, following discussion with the Head of Boarding; the parent/guardian will be contacted so that the pupil can be collected and cared for offsite to prevent the spread of infection as per Public Health England's Guidance.

Health Centre:

Telephone 01904 667500 ext. 2363.

School Nurse emergency mobile: 07506490456

Email: health@mountschoolyork.co.uk

I.2 First Aiders

First Aiders will give immediate help to those with common injuries or illnesses and those arising from specific hazards, and where necessary ensure that an ambulance or other professional medical help is called.

There will always be at least one qualified First Aider on site when pupils are present. At least one person with a current Paediatric First Aid certificate must always be on the premises when EYFS children are on site and when accompanying the children on outings.

1.3 First Aid training

First Aiders have all either taken part in the Emergency First Aid at Work course or Full Paediatric First Aid. These courses are valid for 3 years. A record of certificates are copied for each qualified first aider and expiry dates are managed by the School Nurse.

All new members of staff may be offered the non-compulsory First Aid training which is especially important for any future trip leaders.

During Autumn INSET days, the School Nurse provides annual first aid refresher training to school staff on Basic Life Support, CPR and the use of a defibrillator, allergy awareness/management of allergic reactions, including the use of Adrenaline Auto-Injector (AAI) Pens, and management of asthma attacks and any other conditions that have presented, such as diabetes and epilepsy.

1.4 Access to First Aid

All pupils and staff are given information on the provision of first aid at their induction. All visitors and contractors as accompanied and accounted for by school staff, are directed to first aid assistance as required.

2. First Aid Notices

2.1 List of First Aiders

A list of members of staff who are qualified First Aiders (see Appendix 1) are displayed on noticeboards in key areas around the school site, including: the school office, the boarding house, and junior and senior staff rooms.

2.2 Location of First Aid boxes list

A list of the location of First Aid boxes will be displayed in key areas around school site.

2.3 Location of Emergency First Aid equipment

A list of emergency first aid equipment including defibrillators, asthma kits, anaphylaxis kit, diabetes kit, eyewash stations, and burns kits, will be displayed in key areas around the school site.

3. First Aid Equipment

3.1 First Aid Kits

First aid kits are provided in areas of the School where accidents are considered most likely, with signage indicating their location.

The contents of a first aid kit are in accordance with the guidance given by the Health & Safety (First Aid) Regulations 1981 (including updates to 2020).

First Aid Kit contents are checked termly by the School Nurse. Any shortages which arise between times, should be reported to the School Nurse. If a kit is used, the School Nurse should be informed so a rapid replenishment can take place. Medicines and tablets are not to be kept in first aid boxes.

- One or two first aid kits are taken on organised school trips and sports events.

- Asthma inhalers: The emergency asthma kits are kept in the Boarding Office, Main School Office, Health Centre, Swimming Poolside, Gymnasium Office, Sports Hall Office, EYFS Classroom, Reception Classroom and KS2 Landing. Please refer to the medicines policy for further information.
- Burns kits: The emergency burns kits are kept in the Boarding Office, Catering Department, Science Department (chemistry prep room), Main School Office, Junior Life Science room, Design Technology classroom, and the Health Centre.
- Diabetes: The emergency diabetes blood testing kit and glucose is kept in the Main School Office.
- Anaphylaxis kit: The school emergency anaphylaxis kit is kept at Main reception.
- Eyewash stations: Eye wash stations are in key areas across the school site and include sealed bottles of eye wash solution, or rubber tubes on suitably located taps.
- A Bleed Control kit is kept with the defibrillator in the main reception area.

3.2 Defibrillator

The Mount School York have 2 fully automated defibrillators. The first defibrillator is under the desk at reception, a central location available to all staff. The second defibrillator is located outside of the Sports Hall in a locked cabinet, please follow instructions on the cabinet for access. They both have post codes for entrances around the school to ensure rapid access for emergency services and What3Words listed. The defibrillators are regularly checked by the School Nurse during term time.

When the defibrillator is needed, the instructions for use are very clearly written on the machine and spoken clearly by the machine. If a defibrillator is needed at any time, an ambulance must be called for. School staff receive annual training on using a defibrillator from the School Nurse.

4. Reporting of Accidents and Record Keeping

4.1 Accident Record Forms

Using the School's Accident Record Form, a record is made of any instance where a member of staff, pupil, or other person has an accident on school premises, or as part of a school-related activity. The accident form should be completed by the First Aider providing treatment or given verbally directly to the school nurse for appropriate recording on IAmCompliant and follow up.

Accident Record Forms are available in key areas of school – EYFS classroom, Reception classroom, Junior School KS2 landing, Main office, Sports Hall office, and the Boarding House office.

4.2 Record keeping

An accident form is completed for all accidents by the First Aider, then sent on to the School Nurse. Details of an incident which requires assessment by the School Nurse will be recorded in ISAMS.

The accident form should include the date and time of the accident, who was involved in the accident, how the accident happened, any injuries sustained, details of any first aid and/or treatment administered. The accident form should also state whether parents are contacted, and whether a pupil is sent home, or to hospital. Parents should be notified of all serious accidents involving pupils on the same day.

A copy of the accident form should be given to the individual involved in the accident, and a copy must also be sent to the School Nurse for record keeping.

All accidents are recorded by the School Nurse in the Health Centre on IAmCompliant online recording document. Any follow up information will be added as necessary. Information from Accident Record Forms will be used by the school to help identify trends and possible areas for improvement in the control of health and safety risks. Accident data is reported by the School Nurse to the Governing Body and Health and Safety Manager during the Health and Safety Meeting, on a termly basis.

4.3 Record keeping of accidents in the Boarding House

The Boarding House has several staff who are trained in First Aid. All boarders, staff or visitors should immediately report any injury or illness to a First Aider within the house (when out of school hours). They will treat the pupil (where appropriate) and record the actions taken on an accident form, to include whether it was a minor injury or required support from A & E and if site or on an outside day trip. Accident forms should be sent to the School Nurse, and if an accident happens within the Boarding House, a copy must also be kept in the 'Boarding House Accident Book' Folder, which is kept in the locked Boarding House Office, for a separate log.

4.4 Avoidable Accidents

Any "near misses", or accidents involving pupils which may have been preventable, or which arose out of, or in connection with the premises or school activities are investigated by the School Nurse and may be shared, without personal details, with school maintenance team. The investigation should be to determine what happened, the lessons that can be learned, and any changes that need to be made to risk control measures to avoid a recurrence. This will be investigated and a RIDDOR report submitted to HSE if necessary.

4.5 Notification to the Health and Safety Executive

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013 the school must notify the Health and Safety Executive as soon as possible. A RIDDOR report can be made online by visiting the HSE website: <https://notifications.hse.gov.uk/riddorforms/Default>

The School Nurse is responsible for notifying the HSE of reportable accidents by submitting the online form. If the School Nurse is unavailable, the Health and Safety Manager or Deputy Principal should be contacted.

5. Calling an Ambulance

Any First Aider including the School Nurse is responsible for summoning an ambulance and for organising a member of staff to go with a pupil to hospital. The attending First Aider will do this if out of hours, off-site or in a medical emergency.

Arrangements should be made to ensure that any pupil is accompanied in the ambulance by a member of staff. Parents will be contacted as soon as possible. The member of staff will remain with the pupil in hospital until their parent/guardian is able to attend to take over the chaperone and care role.

Please refer to Appendix 3 'Making an Emergency Call'.

6. Emergency Medical Treatment

In accepting a place at the school, parents are requested to give their consent for Emergency Medical Treatment (on the advice of qualified medical opinion), if the school is unable to contact a parent.

7. Off-site and Out of Hours Provision

- In the case of off-site and out of hours provision, the First Aider present on the trip or present on site or in the boarding house, will attend to any incidents as they occur and fulfil the duties assumed of a trained First Aider.
- Boarding staff receive first aid training, understanding and treatment of serious medical conditions such as anaphylaxis and asthma as well as medicine management training. Boarding staff have contact details of emergency services in the event of an emergency taking place after school hours. This forms part of their induction.
- Outside of school term times, departments whose staff are at work have access to first aid kits across the site.
- External groups hiring the School site are responsible for provision of their own First Aiders and their own appropriate equipment.

8. Students with Identified Medical Needs

- The medical conditions of pupils on ISAMs are kept up to date by the School Nurse so staff can access this information as needed.
- Pupils who have significant, life-threatening conditions are made known to staff by the School Nurse delivering training.
- Staff are made known to pupils who have serious and life-threatening medical conditions (such as anaphylaxis, asthma, diabetes) by the School Nurse. Paper copies of the pupil list are sensitively kept in the Staff Room (Prep and Senior school), PE Department, and Main Office. The list is also accessible on SharePoint. This is updated by the School Nurse and shared with trip leaders prior to a residential or away day.
- Information on pupils who have been diagnosed with a serious food allergy is provided to the catering staff.
- Individual Health Care Plans for these pupils are produced in line with current guidance (Supporting Pupils at School with Medical Conditions 2017) in partnership with parents and school. Health Care Plans will be reviewed yearly, or when notified the condition or management has altered, initiated by parents or Health Care Professionals.

9. Medication

Please refer to '13d Administrations and Storage of Medicines Policy' on the use, prescription and supervision of taking prescription and non- prescription medications.

10. Boarding House First Aid

10.1 Medical Emergencies in Boarding

The Mount School York ensures that the physical and mental health and emotional wellbeing of boarders is promoted, and prompt action is taken when health concerns are identified, including medical emergencies.

Procedure In the event of a medical emergency the following action should be taken:

- 999 call for an ambulance. Boarder monitored by an appropriate member of staff.
- Reception to be informed and requested to lookout for ambulance and to show the ambulance crew to the appropriate place on arrival.
- If Reception is closed during the evening or weekend, the Head of Boarding or Boarding Staff on duty will ensure that a designated member of staff is waiting in Reception to guide the ambulance crew or first responder.
- Boarder's parents/guardians should be informed as soon as possible and given the Boarding mobile contact number.
- An appropriate member of staff should accompany the boarder to hospital.
- Parents/guardians are to be asked to go to the hospital as soon as possible, either remaining with the boarder whilst she is admitted, or to take her home to recover for or however many days the medical professionals have advised.
- Boarding Staff to liaise with parents/guardians to keep up-to-date on the boarder's progress.
- Boarding Staff to liaise with the Head; Deputy Head and School Nurse.

10.2 Care of Unwell Boarders

During the school day (08:30 – 16:05) boarders who are not well enough to be in lessons report to the School Nurse in the Health Centre. The School Nurse will conduct a thorough medical assessment and will refer the boarder to the school GP if deemed necessary. If the boarder needs to be seen by the Doctor, the School Nurse will organise a same day appointment where possible. If the boarder becomes unwell during the school day, it is the School Nurse's responsibility to inform appropriate staff of the pupil's whereabouts.

If a boarder is unwell before the start of the school day, it is the responsibility of the Boarding Team to decide if the pupil requires the day off school. It is the responsibility of the Boarding Team to inform appropriate staff members, and to communicate this to the School Nurse.

Communication between the School Nurse and Boarding Staff, regarding where the pupil is cared for, taking into account the pupil's illness, is decided on a case-by-case basis.

The Boarding Team will monitor the pupil if they are cared for in the Boarding House and communicate any concerns to the School Nurse. The pupil can be collected by their guardian if parents wish.

10.3 Caring for a boarding pupil outside of the school day

Outside of the Health Centre opening hours, boarders who are unwell can contact a member of the Boarding Staff. The Boarding Team will assess the student and act accordingly. Boarding staff have relevant First Aid training. 111 will be called for advice if needed and 999 calls will be made for emergencies.

Boarders who are unwell during the night are encouraged to go to the member of boarding staff on duty. There is always a member of staff on call overnight. Boarders are able to go directly to the residential staff members' flat door to ring the doorbell, and/or send a friend if they are too unwell to approach the staff member themselves. Boarders who are in Year 10 upwards can also ring the boarding duty mobile which is kept with the on call residential staff member overnight. Boarders in KS3 may also ask another boarder in Year 10 upwards to ring the duty mobile to ask for assistance. Boarders allow 2 minutes to give staff members time to wake up and get to the door before ringing the doorbell again.

10.4 Arrangements for Isolation in Boarding

If a boarder contracts an infectious disease or illness, they are looked after by the Boarding Team who are present in the Boarding House whilst the pupil is in the Medical Isolation Room. The Boarding Team will monitor the pupil and communicate any concerns to the School Nurse. The School Nurse will assess the boarder daily, or more often as required. The School Nurse will carry out a thorough medical assessment and contact the School GP if necessary.

The isolation facility has its own bathroom for the boarder to use when isolating, which has a separate toilet and washing facilities. The boarder has access to the catering menu so will choose their meals each day and these are brought to the pupil by boarding staff. Hygiene measures are strictly adhered to by all staff taking care of the boarder. Care is taken to ensure the pupil is supported in managing the stress involved during a period of isolation and has been provided with any methods of distraction and comfort such as books and own clothes. The isolating boarder has the House Mobile phone number, which can be used to contact the staff member on call, during the day or night, as needed. Overnight monitoring of the isolating boarder is the same quality and frequency as that during the day.

When occupied, cleaning arrangements for the Medical Isolation Room are the responsibility of the Head of Boarding and Boarding staff members. When the Medical Isolation Room is vacated, it remains out of bounds to staff and pupils, with appropriate signage in place, until it has been safely deep cleaned by the cleaning team.

The Head of Boarding and/or the School Nurse will keep regular contact with the parents and guardians of the isolating boarder to ensure they have a clear understanding of their progress, both emotionally and physically.

10.5 Appointments for Boarders

The School Nurse has responsibility during Health Centre hours for arranging GP, physiotherapy and chiropodist appointments.

The Boarding Team has responsibility for arranging optician and dental appointments for boarders. The Boarding Team are also aware of how to make GP appointments out of hours, or if the School Nurse is unavailable.

The Mount School York holds an agreement with the School Doctor, based at Dalton Terrace Surgery, whereby daily appointments, Monday to Friday (term-time only), are held for Boarding Pupils who are registered with the Surgery. Additional appointments which are considered an emergency are available daily upon request.

If a weekly or full boarding pupil is required to attend hospital for medical assessment or for an appointment, the School Nurse/Boarding staff will arrange transport via taxi; an account with Fleetways Taxi Company is held. Accompaniment by a member of staff will be organised by the School Nurse/Boarding staff.

Please see Appendix 4 for the Contact List of local health services, including emergency and routine services.

10.6 Communication with boarders' parents/guardians

School staff will aim to communicate with parents and/or guardians for the following:

1. In the event of injury
2. If they are absent from school due to illness for more than one day, or
3. If they have any serious illness requiring treatment such as a GP or hospital visit

11. Consent for First Aid treatment

A pupil's ability to consent to or refuse medical and nursing treatment is recognised. This is based on Gillick/Fraser competency. The School Nurse, doctor or health care professional proposing treatment must use clinical judgement to decide if the pupil understands the nature of the treatment, the risks involved and the consequences of refusal and of acceptance. It is the right of the practitioner to assess the child's ability to give consent (Gillick Competence).

12. Counselling

Please refer to 'Counselling for Pupils in School Policy' for the referral process to the Counsellor and arrangements for any current counselling available.

13. Dealing with First Aid during a Contagious Pandemic

When administering first aid to a pupil during a pandemic full PPE should be worn as appropriate for each situation. The risk assessment guidelines for the pandemic should be followed.

14. Arrangements for those suffering from an infectious disease

This paragraph applies to infectious diseases which may easily be transmitted in the school setting – examples are childhood infectious diseases such as Measles, Mumps and Chickenpox.

- Members of staff or pupils with any confirmed (or suspected) disease that is readily transmissible within the School setting should remain at home or go home;
- Whilst awaiting collection, day pupils will remain in the Health Centre or elsewhere with no or limited contact with other members of the School. They will be accompanied by a member of staff.
- For Boarding pupils, please refer to 10.4 for arrangements for isolation in Boarding.
- The School will follow any relevant PHE, DfE and NHS guidance;
- If required, the School will identify as far as possible close contacts of people who are unwell.

Please refer to Appendix 2 for further information on communicable diseases/infections.

15. Dealing with Body Fluids

To protect ourselves from disease all body fluids should be considered infected. To prevent contact with body fluids the following guidelines should be followed:

- When dealing with any body fluids wear disposable gloves.
- Wash hands thoroughly with soap and warm water after the incident.
- Keep any abrasions covered with a plaster.
- Cleaning staff MAY be available to deal with spills of the following body fluids which must be cleaned up immediately:
 - Blood
 - Faeces
 - Nasal and eye discharges
 - Saliva
 - Vomit
- Appropriate use of absorbent powder should be used to soak up the excess body fluids, and the area treated with a disinfectant solution.
- A mop should never be used for cleaning up blood and body fluid spillages. All contaminated material should be disposed of in a yellow clinical waste bag (available in first aid kits and the Health Centre) then placed in a medical waste bin which is situated in the Health Centre.
- Avoid getting any body fluids in your eyes, nose, mouth or on any open sores you may have. If a splash occurs, wash the area well with soap and water or irrigate with copious amounts of saline or water.
- Personal protective equipment suitable for medical emergencies is available in the medical centre.

Legal Requirements and Education Standards References

First Aid at Work: your questions answered (2014).

<http://www.hse.gov.uk/pubns/indg214.pdf>

Guidance on First Aid for Schools (2014). Department for Education and Employment.

<https://www.gov.uk/government/publications/first-aid-in-schools>

Guidance on Infection Control in Schools and Other Childcare Settings. Public Health England (2014).

<https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities>

Health and Safety at Work etc. Act 1974.

<http://www.hse.gov.uk/legislation/hswa.htm>

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) (1995).

updated 2013) <http://www.hse.gov.uk/riddor/>

Supporting Pupils at School with Medical Conditions (updated August 2017). Department for Education.

The Health and Safety (First Aid) Regulations 1981.

Appendices:

Appendix 1 - List of First Aiders

Appendix 2 - Communicable Diseases and Infections

Appendix 3 - Making an Emergency Call

Appendix 4 - Contact Information for Health Services

Appendix I - List of First Aiders

First Aiders – The Mount School 2025/26

Department	Name	Certificate	Expiry Date
Medical Centre	Sally Christie	Emergency First Aid at Work	March 2026
Support Staff	Naomi Kelly	Emergency Paediatric First Aid	February 2026
	Stephen Scaife	Emergency First Aid at Work	March 2028
Maintenance	Simon Cummins	Emergency First Aid at Work	January 2027
Boarding	Nia Passmore*	Emergency First Aid at Work	March 2028
	Rebecca Abbey	Full Paediatric First Aid	September 2027
	Emily Langley	Full Paediatric First Aid	September 2027
	Ella Seymour	Full Paediatric First Aid	June 2027
	Abigail Johnston	Emergency First Aid at Work	September 2028
College	James Waddington	Emergency First Aid at Work	March 2026
PE	Fiona Newman*	Full Paediatric First Aid	June 2027
	Steven Jeff	Full Paediatric First Aid	March 2028
	Nicole Marshall	Full Paediatric First Aid	September 2027
Leisure Centre	Luke Edmond	Emergency First Aid at Work	April 2026
Studies	Lucy-Anne Asker	Emergency First Aid at Work	January 2027
Languages	Matthew Adams	Emergency First Aid at Work	January 2027
Maths	Helen Mumby	Full Paediatric First Aid	June 2027
Music	Andrew Passmore	Emergency First Aid at Work	March 2028
	Sam Tong	Emergency First Aid at Work	March 2026
Geography	Carol Cook	Emergency First Aid at Work	March 2028
Prep School	Caroline Duffy	EFA@W + Forest school	March 2026
	Stacey Greaves	Full Paediatric First Aid	June 2027
(Mat leave)	Carly Stuart	12 hour Paediatric First Aid	March 2028
(Mat leave)	Hannah Sutcliffe	12 hour Paediatric First Aid	March 2028
	Katy Clyesdale	Full Paediatric First Aid	December 2026
	Mary Buckley	Full Paediatric First Aid	December 2026
	Jodi Chau	Full Paediatric First Aid	June 2027
	Phoebe Howman	12 hour Paediatric First Aid	August 2027

Denotes Paediatric First Aid training

*Denotes lead first aiders

Updated 29/09/2025

Appendix 2 - Communicable Diseases and Infections

Should I keep my child off school, and for how long?

Yes	Until
Chickenpox	at least 5 days from the onset of the rash and until all blisters have crusted over
Diarrhoea and/or Vomiting	48 hours after their last episode
Cold and flu-like illness (including COVID-19)	they no longer have a high temperature and feel well enough to attend Follow the national guidance if they've tested positive for COVID-19
Impetigo	their sores have crusted and healed, or 48 hours after they started antibiotics
Measles	4 days after the rash first appeared
Mumps	5 days after the swelling started
Scabies	they've had their first treatment
Scarlet fever	24 hours after they started taking antibiotics
Whooping cough	48 hours after they started taking antibiotics
No	But make sure you let their school or nursery know about
Hand, foot and mouth	Glandular fever
Head lice	Tonsillitis
Threadworms	Slapped cheek

<https://www.gov.uk/government/publications/infectious-diseases-schools-and-other-childcare-settings/how-long-should-you-keep-your-child-off-school-checklist-poster-text-version>

Appendix 3 - Making an Emergency Call

If emergency services are called, it is the attending member of staff or first aider's responsibility to ensure that this is actioned without delay, and that the School Nurse has been called/informed as soon as possible so that they can also take action/attend the location. The casualty should never be left alone.

In the event of an emergency, the first response must be to dial 999.

Instruction to the Emergency Services must be clear giving the following information:

- Name and age of the casualty
- What has happened (the main symptom or reason for the call)
- Callers own name and contact details
- The location of the emergency - exact postcode and location within the site of the person needing help
- Inform ambulance control of the best entrance and organise for a member of the maintenance team to meet the crew, and to take them to the casualty.

Appendix 4 - Contact Information for Health Services

Boarding Contact List for Health Services at The Mount School York				
Health Service	Description of service	Service name	Address	Telephone Number
Emergency Services	Emergency help in fire, police, and medical emergencies	Emergency Services	-	Call 999
Accident and Emergency Department	A&E (accident and emergency) is for serious injuries and life-threatening emergencies only. It is also known as the emergency department or casualty. For more information, visit: https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-go-to-ae/	Accident and Emergency	York District Hospital, Wiggington Road, York, YO31 8HE. (1.8 miles)	01904 631313. Call 999 if you require an ambulance.
Urgent Care Centre	Urgent treatment centres (UTCs) provide medical help when it's not a life-threatening emergency. For treatment of minor illnesses and minor injuries. They can help with things like: <ul style="list-style-type: none"> • sprains and strains • suspected broken bones • injuries, cuts and bruises • stomach pain, vomiting and diarrhoea • skin infections and rashes • high temperature in children and adults • mental health concerns 	Urgent Care Centre	York District Hospital, Wiggington Road, York, YO31 8HE. (1.8 miles)	01904 631313.
School Doctor/GP Surgery	Treating all common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment.	Dr Dawn Penfold, Dalton Terrace Surgery	Dalton Terrace Surgery, Dalton Terrace, York, YO24 4DB. (120yds)	01904 658542.
NHS 111	If you need medical attention, but it's not a life-threatening situation, NHS 111 can tell you what to do next.	NHS 111	-	Dial 111 (Open 24/7)
Local Pharmacy	Pharmacists can give you advice on a range of conditions and suggest medicines that can help. They may also be able to offer treatment and some prescription medicine for some	Pharmacy Health – Blossom Street.	57 Blossom Street, York, YO24 1AZ. (0.3 miles)	01904 622761

	conditions, without you needing to see a GP (this is called Pharmacy First).			
Dentist	Providing care for the teeth and mouth. Offering routine and emergency dental care appointments.	Blossom Family Dental Care	25 Blossom Street, York, YO24 1AQ. (0.4 miles)	01904 654889 (Offering routine and emergency appts)
		York Dental Suite – Dr Mafalda Quieroz (Private).	The York Dental Suite, Liquor store, Bishopthorpe Road, York, YO23 1FT. (1.1 miles)	01904 937041 (Offering routine and emergency appts)
		Dental emergency out of hours	-	Call NHS 111 to find an out-of-hours dental service near you.
Optician	Eye tests and care.	Specsavers	15 Low Ousegate, York, York, YO1 9QX. (0.8 miles)	01904 655611
Physiotherapist	Treating neurological and musculoskeletal problems.	NHS Physiotherapy	NHS referrals can be made through GP appointments with our school doctor.	-
		Mobility Physiotherapy and Pilates rehabilitation	Unit 1, home farm, 81 Main St, Bishopthorpe, York YO23 2RA (2.7 miles)	07954 327405
Chiropractic care	Chiropractors assess how well the spine and nervous system are functioning. Chiropractic is known to help a variety of complaints, primarily related to musculoskeletal system i.e. your spine, muscles, joints and nerves.	Chiropractic 1 st Dr Arlene Scholten	68 The Mount, York YO24 1AR. (0.3 miles)	01904 659679
Chiropodist	Podiatry treatment to diagnose and treat a variety of foot disorders and deformities as well as providing general foot advice.	Acomb Road Foot Health Centre	HowardLesterPodiatry Acomb Road Foot Health Centre 6 Acomb Road, York, YO24 4EW	01904 793758

			(0.5 miles)	
Sexual Health Services	Sexual health and contraception services in York.	YorSexualHealth	York Sexual Health Centre, Monkgate Health Centre, 31 Monkgate, York, YO31 7WA. (1.6 miles)	01904 721111
CAMHS	A specialist service for children and young people up to the age of 18 experiencing mental health issues that are significantly impacting their daily lives.	York & Selby CAMHS Team	ORCA House, Link Road Court, Osbaldwick, York, YO10 3JB (3.8 miles)	01904 420950
CAMHS Crisis Team	The crisis and liaison team provide mental health support to young people (up to the age of 18) who are experiencing a crisis with their mental health.	Crisis Team for people living in County Durham, Darlington, Teesside, North Yorkshire and York.	-	In a mental health emergency, call the crisis team: 0800 0516 171 (Open 24/7)
Other useful mental health resources/websites:	Wellbeing and mental health support for young people.	https://www.youngminds.org.uk/ https://thegoto.org.uk/ https://www.kooth.com/ https://www.themix.org.uk/ https://www.beateatingdisorders.org.uk/		

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