



21st May 2026

Supporting Medical Needs at Saxon Hill

Dear Families,

We are writing to provide a brief reminder about how we support pupils' health needs in school and to clarify the roles of staff involved. We hope this helps reassure families and supports clear communication. We have also attached a poster that will be displayed in school to support the sharing of this information.

We have two specialist school nurses on site daily, **Nicola Ball** and **Eloise Fletcher**, commissioned by **MPFT (NHS)**. They are not school employees. Support can include advice for SEND, health advice, assessment and care planning, transition support, health training to schools and carers, safeguarding, help with EHCPs, health reviews (year 6 Year 9), height and weight requests that fit the criteria, continence support and assessments and liaising with the MDT. Nurses are based on site as a safety measure to support with any clinical emergencies within school if available at that time. There is a Special School Nursing outreach team that also cover and are available during school holidays

Day-to-day medical care in school is delivered by the school's **Health and Welfare Support Assistant (HWSA) team**. This team administers medication, provides enteral feeding, and delivers care such as diabetes support, following the care plans written by the nurses. HWSAs are school staff who receive additional training from the nursing team, while the HWSA team know pupils' medical needs extremely well, they are not medical professionals and cannot provide medical advice. Class teams are also trained where appropriate.

We understand that it can be frustrating when care plans need to be reviewed or amended, particularly if you have attended meetings where recommendations have been discussed verbally and you are keen for these to be implemented quickly in school. To ensure that your child's care is safe, consistent and in line with clinical guidance, our nurses can only update care plans once they have received written recommendations from the appropriate health professional (such as a consultant, paediatrician or dietician for areas including epilepsy, allergies, medication and enteral feeding). Similarly, for physiotherapy programmes and Speech and Language Therapy advice (including dysphagia and eating and drinking plans), we can only follow guidance that has been provided to us in writing by those professionals.

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We absolutely recognise that you know your child best, and your insights are incredibly important to us. At the same time, schools are legally required to follow written clinical advice when delivering medical and therapeutic support. This ensures that all care is safe, accountable and consistent for your child.

We want to reassure you that this process is not intended to place barriers in the way of your child's care, but to ensure that we are acting in their best interests and within our legal responsibilities. Where possible, we will always support families to seek the written advice needed, so that updates can be made as quickly as possible.

With regards to the processes of medication management at the start and end of the day, we want to improve privacy and reduce queuing, therefore the front-of-school hatch will now be used only for signing medications in and out. If you need to discuss your child's health needs or care plans, please contact school to speak to the nurses or ask at reception for a private meeting space.

If you have any concerns or would like to speak with the leadership team, please contact Reception and we will be happy to support you.

Kind regards,
The Leadership Team



Medical Support in School – Who to Contact and When



At Saxon Hill Academy, we work closely with families, NHS colleagues and school staff to ensure pupils' medical needs are met safely and consistently.



Our Specialist School Nurses (NHS)



We have two Specialist School Nurses on site daily, commissioned by **MPFT (NHS)**

The nurses are not school employees. **Their role includes: Writing and updating all medical care plans / Training school staff / Supporting in emergency situations.**

All medical care in school follows written NHS-approved care plans.



Health and Welfare Support Assistants (HWSA)



Day-to-day medical care in school is provided by our **Health and Welfare Support Assistant (HWSA) Team**. The HWSA team:

- Administers medication
- Provides enteral feeding
- Supports diabetes and other agreed medical needs
- Works strictly within written medical care plans

HWSAs are school staff who receive additional training from the nursing team.

Care Plans

- All medical care in school is delivered in line with **written NHS-approved care plans**
- Care plans **cannot be amended** without written information from your child's:
 - Consultant
 - Dietitian
 - Speech and Language Therapist (for eating and drinking plans)
- Verbal updates cannot be acted upon, even though we recognise that parents know their child best
- Once in place, care plans must be followed **exactly** by all staff

Medication

- The front-of-school hatch is used only for signing medication in and out

Questions, Concerns and Support

- If you have questions or concerns, please ask at Reception to speak to the School Nurses or the HWSA Team
- If concerns are ongoing or unresolved, please ask to speak to a member of the Leadership Team