



First Aid Policy

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Reviewed: September 2026

Next Review: September 2027

Last approved by Council: March 2025

'Cheltenham College' refers to Cheltenham College Senior School *and* Cheltenham College Preparatory School (including Cheltenham College Pre-Prep and Nursery School)

'College' refers to Cheltenham College Senior School

'Cheltenham Prep' refers to Cheltenham College Preparatory School

'Nursery and Pre-Prep' refers to Cheltenham College Nursery School and Pre-Prep

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1. Introduction

1.1 Cheltenham College will ensure, so far as is reasonably practicable, that first aid arrangements will be managed in compliance with the Health and Safety (First Aid) Regulations 1981. These first aid arrangements provide for training and re-training of first aiders, provision of first aid equipment and facilities and for the recording of first aid given. Arrangements will be such that first aid may be offered to employees, pupils, visitors, contractors, and others who may be affected by our activities. This policy takes account of the DfE 'Guidance on First Aid for Schools' Feb 2022 and the Statutory Framework for EYFS September 2021.

In EYFS a number of practitioners are trained in Paediatric First Aid to ensure that there is always a qualified practitioner available when EYFS children are on and off site. Training is given by qualified instructors and updated every 3 years. If a child in EYFS receives first aid, a written record is kept, and parents informed on the same day or as soon as reasonably practicable. In the event of a child in EYFS suffering a serious accident, injury or death, local child protection agencies will be consulted.

1.2 First Aid means the treatment of minor injuries which do not need treatment by a medical practitioner or nurse as well as treatment of more serious injuries prior to assistance from medical practitioner or nurse for the purpose of preserving life and minimising the consequences of injury or illness. First Aid does not include giving any tablets or medicines.

1.3 Nothing in this policy should affect the ability of any person to contact the emergency services in the event of a medical emergency. For the avoidance of doubt, staff should dial 999 for the emergency services in the event of a medical emergency before implementing the terms of this Policy and make clear arrangements for liaison with ambulance services on the School site.

1.4 Cheltenham College will:

- a) Ensure compliance with relevant legislation
- b) Undertake sufficient assessments of first aid needs
- c) Identify and implement reasonably practicable arrangements for dealing with accidents or incidents requiring provision of first aid
- d) Provide competent persons for carrying out first aid treatment
- e) Conduct regular checks on first aid equipment and the availability of consumables

1.5 Health Centre nurses will be the Appointed Person for First Aid for pupils, and if they are not on site the role is performed by designated First Aiders. The Lead Nurse will ensure that suitable equipment, facilities and consumables are provided for first aid treatment. Cheltenham College's Health Centre will provide a first aid service during term time, including the ability for the duty nurse to attend incidents around site subject to Health Centre staffing and in-patient demands. Cheltenham College also undertakes to ensure that trained first aiders are provided at suitable locations to enable first aid to be administered without delay during all normal working times, including academic vacation periods.

1.6 Those who are externally employed to provide first aid cover at fixtures are done so in line with Cheltenham College's safeguarding procedures.

1.7 Cheltenham College provide a six Automated External Defibrillators (AED) defibrillator devices in suitable locations around the school so that they can be easily obtained in the event of cardiac arrest or circulatory collapse. They are located at the following sites:

1. Outside College Office in corridor off Quad
2. Cheltenham Prep school on the wall outside the Admissions Office ground floor
3. Sports Centre

4. Boathouse
5. Porters/Security vehicle
6. College Field Pavilion (Code C195X)

1.8 In situations where a trained first aider is not available or is absent in exceptional unforeseen and temporary circumstances, it is acceptable and complies with the regulations for Cheltenham College, to appoint a person to take charge of any situations where an ill or injured person requires attention from a medical practitioner, which requires the use of first aid equipment. If a pupil is injured and requires emergency First Aid it is better that a staff member does what they can to help, whilst calling for emergency help, than to do nothing. Staff will use their best endeavours, to secure the welfare of pupils and others. The consequence of taking no action is likely to be more serious than trying to assist.

1.9 In emergency situations, proportionate physical contact may be appropriate to administer first aid, as stipulated in Cheltenham College's Restraint and Reasonable Force policy.

1.10 The main duties of First Aiders are to give immediate first aid to pupils, staff or visitors when needed and to ensure that an ambulance or other professional medical help is called when necessary.

1.11 If First Aid treatment is required it should be recorded using the College's accident procedure.

1.12 Cheltenham College provides training and refresher training of first aiders. The Health, Safety and Risk Manager coordinate's first aid training records and arranges for refresher courses and training of additional or new staff to ensure adequate levels of training are maintained. Suitably qualified trainers provide the training. College has a member of staff qualified to deliver First Aid training.

1.13 First aid kits are provided in all Cheltenham College vehicles used for transporting pupils. It is the responsibility of the driver to ensure that the contents of the first aid box checks with the contents list attached within the box. Drivers using items from the first aid box should seek replacements from the Health Centre before signing off the vehicle.

1.14 First aid kits are provided for all buildings and departments, under the management of the Head of Department, and re-stocking overseen by the Health Centre Team (please refer to Appendix 1)

1.15 Cheltenham College's Health Centre is the nominated First Aid Room during term time. Outside term time the Sports Centre's First Aid Room is the nominated First Aid Room.

2. Responsibilities

2.1 All staff have the following responsibilities:

- a) To report accidents, no matter how minor, or incidents that might have resulted in an accident.
- b) To co-operate with any member of qualified first aid staff in fulfilling their duties, and when completing an accident report form.
- c) To consider strongly following any advice given to them by a member of the Health Centre staff or a First Aider, such as visiting a hospital, checking with a doctor, or resting in the Health Centre, at home or the Boarding House for a period of time.

2.2 Teachers and other staff in charge of pupils are expected to use their best endeavours, particularly in emergencies, to secure the welfare of the pupils in the same way that parents might be expected to act towards their children. **In general, the consequences of taking no action are likely to be more serious than those of trying to assist in an emergency.**

3. Arrangements

3.1 **First Person on Scene** - The person who is present should assess the situation and decide on the next course of action, which may involve immediately calling for an ambulance. The Health Centre should be informed as soon as possible. First aiders can also be called if necessary and should be called if a School Nurse is not immediately available. However minor the injury, the Health Centre should always be informed.

3.2 **Health Centre Availability** - Cheltenham College Health Centre is staffed by qualified nurses, on duty in the Health Centre during the working day, Monday to Saturday 0800 – 1800, to administer first aid. GPs are on site daily 8-0930 and Tuesday & Thursday 2.30-1800.

3.3 **First Aiders on Site** - Other Cheltenham College staff are trained and qualified as First Aiders. There is always a qualified First Aider available when pupils are on site. Each boarding house will have a trained first aider on the House staff. The training records and dates are kept in the HR Department (on Cascade) and staff are reminded when their qualification is due to expire.

3.4 Anaphylaxis

3.4.1 Cheltenham College is aware that some pupils may require treatment for anaphylactic reactions and dedicated staff are aware of the procedure for the use of an Adrenaline Auto Injector (AAI) (EpiPen) for which training is provided. If in any doubt as to whether known anaphylactic pupil is in anaphylactic shock, ADMINISTER AAI and call 999.

3.4.2 The policy and protocol for Adrenaline Auto Injector use is covered in the Anaphylactic Reactions Policy and the appropriate AAI Protocols. Copies of these are held in the Health Centre, scanned onto ISAMS, in house and in the Emergency AAI cupboard, located Common Room Entrance Way (College) and at the bottom of Boarding House Staircase (Cheltenham Prep)

3.4.3 Details of those pupils who may suffer anaphylactic reactions are provided to staff and photoboard are on display at various locations around both College & Prep sites and are to be visible by all staff. These will be prepared and sent out by Health Centre Staff. **Please make yourselves familiar with the pupils who are at risk of Anaphylaxis.**

3.4.4 Spare Adrenaline Auto Injectors are provided in College, in or near to the dining areas, in Boarding House Receptions and the Health Centre

LINK: [Anaphylaxis Reactions Policy](#)

3.5 Asthma

Asthma kits can be found in the following locations:

- Common Room on top of emergency cupboard in lobby
- Chapel Foyer
- Sports Hall Reception
- Boat House
- Security Vehicle
- In between Prep Dining and Assembly Halls next to AAI
- Health Centre for large first aid bags to issue for sport and trips

LINK: [Asthma Management Policy](#)

3.6 Diabetes

Separate policy for the treatment and care of pupils with diabetes

LINK: [Diabetes Policy](#)

3.7 Epilepsy

Separate policy and Protocol for the treatment and care of pupils with epilepsy

LINK: [Epilepsy Policy](#)

LINK: [Epilepsy Protocol](#)

3.8 Staff are updated on these conditions and their treatment, annually

3.9 Less common conditions are considered when required and protocols agreed in line with current medical guidelines.

3.10 An Accident Form should be completed either by the staff member who witnesses or is supervising the activity or by the First Aider who responds and sent to the Health, Safety and Risk Manager. Accident Reporting Forms are available on the Health and Safety Portal on Digizone.

3.11 The Health, Safety and Risk Manager is responsible for reporting any incident which is reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013).

3.12 The College maintains a risk assessment system that considers accident reports to determine whether current controls and precautions are adequate and appropriate.

3.13 If someone at Cheltenham College has an accident whilst around the Cheltenham College site which requires first aid, staff are to summon medical help immediately from the Health Centre.

4. Calling an ambulance

4.1 Health Centre nurses are normally responsible for summoning an ambulance if required. Pupils are escorted to hospital by the House Matron. If Health Centre staff are unavailable, the call for an ambulance should not be delayed and staff should summon the ambulance themselves. The House Matron normally remains with the pupil in hospital until the parents have been contacted.

4.2 Staff should always call an ambulance in the following circumstances:

- A significant head injury
- Fitting, or unconsciousness
- Difficulty breathing/chest pains
- A severe allergic reaction
- A severe loss of blood
- Severe burns
- The possibility of a serious fracture
- If the First Aider does not consider that they can adequately deal with the presenting condition or is unsure of the correct treatment

South West Ambulance Service have provided more guidance for Educational Establishments to assist in making 999 calls for Ambulance assistance. The guidance is provided in **Appendix 5** of this policy.

If an ambulance is called, the Nurse or First Aider in charge should make arrangements for the ambulance to have access to the accident site.

Help Ambulances to find us by giving the best location information that you have;

- Road Name and junctions
- Notable landmarks – E.g. A pub, restaurant, church, or shop
- What-Three Words - South Western Ambulance use What Three Words to direct their crews

Arrangements should be made to ensure that a pupil is accompanied in the ambulance, or followed to hospital, by a member of staff, if it is not possible to contact the pupil's parents in time.

Cheltenham College Post Codes and What Three Words for Ambulance

BUILDING	ADDRESS	What Three Words
CHELTENHAM COLLEGE SENIOR SCHOOL RECEPTION	Bath Road Cheltenham GL53 7LD	chose.minute.cats
CHELTENHAM COLLEGE PREP SCHOOL	Thirlestaine Rd Cheltenham GL53 7AB	entry.feel.author
HEALTH CENTRE	Thirlestaine Rd Cheltenham GL53 7AA	spicy.sting.attend
ASHMEAD	College Rd Cheltenham GL53 7JD	juices.foal.trace
BOYNE HOUSE	College Road Cheltenham GL53 7JD	putty.payer.invest
CHANDOS	Thirlestaine Rd Cheltenham GL53 7AA	notes.work.vocab
CHRISTOWE	Sandford Road Cheltenham GL53 7BL	patch.mice.tiny
COLLEGE LAWN	College Lawn Cheltenham GL53 7AG	cloud.scope.jobs
HAZELWELL	College Rd Cheltenham GL53 7JD	began.gently.taps
LECONFIELD	College Road Cheltenham GL53 7JE	relax.dollar.asking
NEWICK	Sandford Road Cheltenham GL53 7AW	each.tested.candle
QUEEN'S	College Lawn Cheltenham GL53 7AE	insist.chains.fish
SOUTHWOOD	Thirlestaine Rd Cheltenham GL53 7AA	cried.olive.drift
WESTAL	Thirlestaine Rd Cheltenham GL53 7AH	newly.trips.tend
SPORTS CENTRE	Thirlestaine Rd Cheltenham GL53 7AH	saving.award.rested
COLLEGE FIELD CRICKET NETS ENTRANCE	Thirlestaine Road Cheltenham	mirror.spot.giant
REEVES FIELD	Charlton Park Drive Cheltenham GL53 7FF	twig.storm.loft

5. Contact numbers:

Health Centre:

Direct Dial:	01242 265629
Internal calls:	Extension: 229
Duty Nurse:	Mobile: 07786 333856

Cheltenham College Security:	Mobile: 07887 547314
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6. Emergency Medical Treatment

Parents, when accepting a place at Cheltenham College are required to authorise the Head, or an authorised Deputy acting on their behalf, to consent on the advice of an appropriately qualified medical specialist, to their son or daughter receiving emergency medical treatment, including general anaesthetic and surgical procedure under the NHS, if the College is unable to contact them in time. Best efforts to contact parents will always be sought first.

7. Equipment

7.1 First aid equipment is available in areas where an accident is considered possible or likely (for example the Sports Hall or the Science Laboratories). Details of where first aid kits are located can be found at Appendix 1.

7.2 It is the responsibility of sports coaches and those organising trips to ensure that First Aid bags are taken to every match or trip, and to return these to the Health Centre after use so that they may be available for cleaning and re-stocking each week. These must be signed out and in and is the responsibility of that member of staff to ensure the safe return.

8. Sports Fixtures

Cheltenham College in the addition of first aid provision, provides emergency medical cover through Prime Practice on match days during the Autumn & Spring terms, in the main match playing areas.

9. School Trips and Away Fixtures

First Aid requirements for trips and away from College are also covered in a dedicated policy – School Trips/Away Fixtures Medical Policy

LINK: [School Trips/Away Fixtures – Medical Policy](#)

10. Head Injury and GRTP (Gradual Return to Play and Learn)

Health Centre are notified of head injuries that result in concussion and other major injuries elsewhere. Cheltenham College has a Head Injury and GRTPL (Gradual Return to Play and Learn) policy which provides for a phased return to play and learning for pupils over defined periods.

LINK: [Head Injury and GRTPL Policy](#)

LINK: [Head Injuries Policy](#)

11. Disposal of Body Fluids (vomit, blood, urine)

Cheltenham College has appropriate procedures in place for the disposal of body fluids and supplies for the removal of these fluids are situated at various locations around Cheltenham College site. Details of the procedures, and the location of supplies are provided in the Diarrhoea and Vomiting Policy and guidance for Diarrhoea in House, links to these policies below.

LINK: [Diarrhoea and Vomiting Policy](#)

LINK: [Diarrhoea in House](#)

12. Care of boarders who are unwell

If a boarder becomes unwell or needs first aid during the school day, they will report to the Health Centre for an initial consultation. The Health Centre will be responsible for any first aid/ treatment and recording of the incident (including dispensing of medication) and informing parents. If a boarder requires time away from school, Matron and Housemasters/ Housemistresses or House Parents / Assistant House Parents will be informed by the Health Centre and boarders can use the Rest and Recovery rooms in the boarding house. If a boarder becomes unwell or needs first aid between 18:00 – 08:00 the boarding house staff will be responsible for any first aid/ treatment and recording of incident (including dispensing of medication) as well as informing parents. If a pupil requires further medical attention, house staff will escort the boarder to A&E or call an ambulance if required. Notes will be recorded (iSAMS/ House log) and passed onto the Health Centre at 08:00.

If a boarder displays any symptoms of diarrhoea or vomiting, they will be treated in accordance with the Diarrhoea in House Policy (CC).

13. Restraint and Reasonable Force

The Restraint and Reasonable Force Policy sets out the circumstances under which it might be necessary to use physical force, as a last resort, for example, where it is necessary to block, restrain, or lead away a pupil who is presenting a risk to themselves or others. In extreme circumstances the use of restraint and reasonable force may be required in a First Aid situation.

Where reasonable force is used the Deputy Head (Pastoral) must be informed and it will be recorded in writing.

LINK: [Restraint and Reasonable Force Policy](#)

14. Safe Use of Ice Packs for Treating Injuries and Swelling

Leaving an ice pack (i.e. ice pack taken from freezer compartment) on an injury for too long, or in direct contact with the skin, can cause **Frostnip or Frostbite**. The intense cold from the Ice Pack can cause burns which damage the upper layers of the skin (frostbite) and require burns treatment or skin grafts.

Symptoms

A person suffering from Frostnip/Frostbite may experience the following symptoms:

1. The intense cold feeling where the ice pack contacts the skin
2. A burning or tingling sensation
3. Reddened or pale skin
4. Blue, white, grey or waxy skin, with swelling and skin blisters
5. The area starts to ache
6. Numbness – if numbness is experienced the ice pack must be removed immediately

If someone has symptoms of frostbite, seek medical help immediately.

Preventing Frostnip/Frostbite burns;

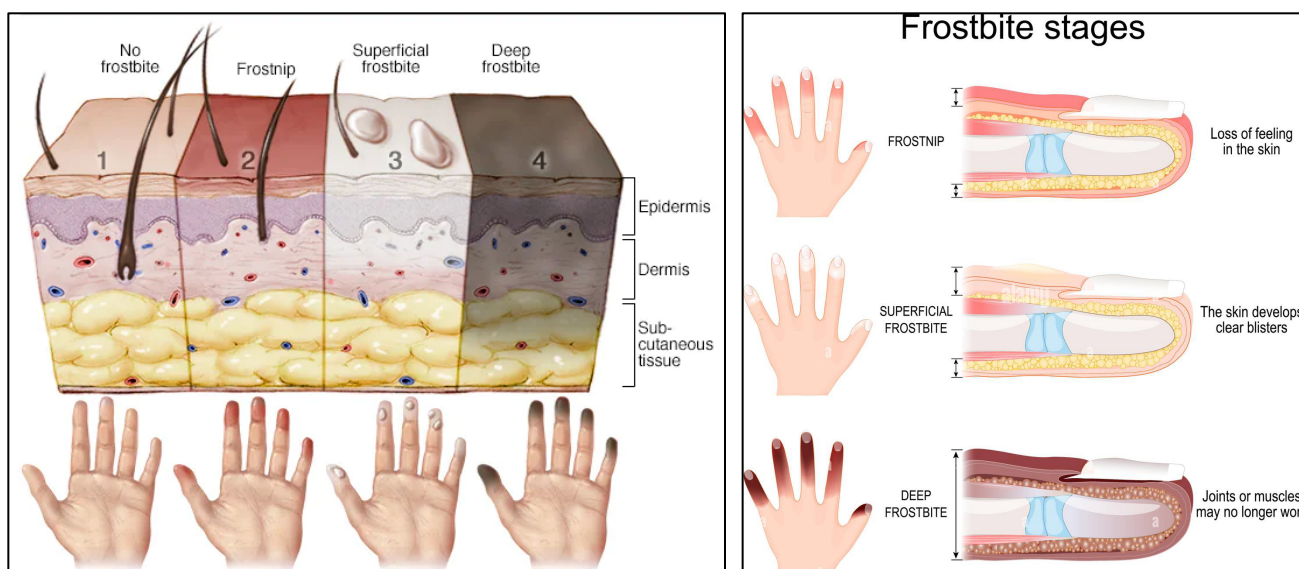
1. Wrap the ice pack in a tea towel or other fabric material to provide a barrier between the ice pack and the skin (a plastic bag is insufficient).
2. Limit the ice pack contact to no more than 20- minutes – then take a 20-minute gap before reapplying – ice pack application must be timed
3. Do not fall asleep with an ice pack in contact with the skin.

When not to use an Ice Pack

- Do not use an icepack if the skin already feels numb
- Do not use an icepack if the skin is already burned or blistered

Treatment

- Remove the ice pack immediately
- Soak affected area with **warm** water (**not hot**)
- Wash and dry area and wrap in sterile bandage
- Seek medical help if signs of Frostbite



15. Record Keeping and Monitoring

15.1 Cheltenham College maintains a record of all accidents and injuries and reviews these regularly in order, where possible, to minimise the likelihood or recurrence. Records are kept of all visits to the Health Centre.

15.2 The Health and Safety Committee will organise a regular review of the Cheltenham College Accident Record to review Cheltenham College's systems and management of medical welfare and any trends in accidents, injuries and illnesses at Cheltenham College to identify whether a review or change in welfare practice is needed. This will also form part of the First Aid risk assessment process.

In addition, the Deputy Head (Pastoral) or a senior member of staff will undertake a review of all procedures following any major incident to check whether the procedures were sufficiently robust to deal with the major occurrence or whether improvements should be made.

16. Reporting

16.1 Reporting to Parents: In the event of serious accident or injury parents or guardian(s) must be informed as soon as practicable. Cheltenham College will contact the parents or guardians if a pupil suffers anything more than a trivial injury, if he or she becomes unwell or if there are any concerns about his or her health.

Parents should contact their son or daughter's Housemaster/Housemistress or the Nurses at the Health Centre at any time if they wish to discuss any concerns relating to their child's health. Cheltenham Prep School parents of day pupils will normally contact the Health Centre directly.

16.2 Reporting to HSE: Schools are legally required under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) to report deaths, serious injuries, occupational diseases, and dangerous occurrences to the HSE under RIDDOR. The regulations provide definitions for what are reportable injuries and incidents. The HSE guidance 'Incident Reporting in schools (accidents, diseases, and dangerous occurrences) guidance for employees' sets out how RIDDOR is applied in schools.

Appendix 1 - Location of First Aid Kits

Sports Hall: Kits are located as follows:

- i) On the balcony.
- ii) By the squash courts.
- iii) In the Sports Hall Store.
- iv) In the swimming pool lifeguards office (incl face shields and emergency blankets)
- v) On the Poolside

Old Gym: One in Upper Gym on wall

Lower Gym: In the Climbing Kit locker

Rackets Court: On top of the locker outside the Court

Tennis Pavilion: In cupboard underneath microwave oven

Accounts: One in the kitchen.

College Reception: One in the Post Room.

Sports Teams: It is the responsibility of the coach to ensure they have a fully stocked First Aid Kit of an appropriate size for the team they are coaching. This should be collected from the Health Centre, signed out and returned as soon as is possible so that it may be restocked and available for use by others. All Medium & Large Kits contain an Emergency Salbutamol (Ventolin Inhaler and Disposable Spacer. This should be used at the first sign of an Asthma Attack. Please contact the Health Centre if it has been used

Kitchen College: in the Catering Office.

Estates Dept: One in Kitchen, Burns kit in central corridor, One in Wood workshop

Grounds Dept: Kit in Grounds Office - Main College Field, Workshop end of CDT block, Tennis Pavilion store

Gardens Dept: Kit on wall in Karenza

CCF: One kit in storeroom and one kit in the .22 Rifle Range (.22 Range kit taken on all trips away from College).

DEPARTMENTS:

Art One in Art Department office and in the main art studio.

DT One on wall outside Department Office, two in DT workshops

EFS Body fluid disposal kit at rear of Room 45.

Drama One in Theatre/Media Technician's office.

English One kit in corridor.

Geography Body fluid disposal kit in Room 31, One first aid kit in room 30

History & Politics Large kit in Room 6.

ICT One in ICT Office.

Library One in back room of the library.

Music One in Music Department office; one in the Choir Vestry.

Science

Chemistry One large kit in the Prep Room and 5 small boxes in chemistry labs.

Physics One large kit in the Prep Room.

Biology One in the biology Prep Room and one in each of the labs.

Wilson Block (Upstairs) One in staff common room

Archives One on wall in central room

Housekeeping	One in cleaner's stores area, One in laundry, one in Housekeeping staff room in Prep basement.
HOUSES:	
Ashmead	1 in a locked area of the medicine cabinet in Matron's office. Cleaner's kit kept in storage space next to front ground floor stairs
Boyne	i) Matron's Surgery ii) Entrance Hall iii) Cleaner's kits in cleaner's cupboard and laundry room
Chandos	Matron's office and one in Medical room
Christowe	Matron's Office and in Lobby by fire alarm panel
College Lawn	Matron's Office & Kitchen
Hazelwell	Matron's Office and one next to fire documents box
Leconfield	Entrance Hall and Hsms study
Newick	2 in linen room and one outside Hsms Study
Queen's	One in entrance porch and one in kitchen
Southwood	Hsms Study and one in entrance hall
Westal	Matrons office (two kits)
PREP SCHOOL:	
Reception	One in admin office
Staff Common Room	In Kitchen
Science and Tech Building	Science Prep Room - Large kit on top of store cupboard
Old DT Workshop	Workshop in cupboard
Art	In Art Room
Davies Building	In Maths Office
Pre-Prep	Two kits in reception washrooms
Pre-Prep Cottage	Sink Cupboard (Rainbow Room)
Lower School	Middle Room
Lake House	In Music Admin Office
Staff Room	Work Room
Barn	Inside door at entrance
Boarding	Housemaster's flat - rear of office door and in Sewing Room
Kitchen	On shelf in main kitchen

Appendix 2 - Guidelines for Staffing of Away Matches

- A Senior Coach will be designated by the Head of Sport for all away fixtures and will be responsible for all key logistical calls whilst visiting the away venue. The name(s) should be listed on Evolve and emails detailing the away trip. A contact mobile number is required – a Cheltenham College mobile can be made available - see Mary Lewis by break on the preceding day at the latest.
- When more than one bus is going to a particular venue, a member of staff per bus will be nominated by the Head of Sport to ensure all necessary protocols are performed during the journey.
- All coaches are responsible for taking the requisite first-aid bags and for returning them to the correct place. Please check for Health Conditions on ISAMS prior to departure and check with pupils that they have their medication if required. In particular, Adrenaline Auto injectors (AAI's) and Ventolin Inhalers
- All coaches should be fully familiar with the various policies related to head injuries and concussion, especially the Head Injury and GRTP (Gradual Return to Play)
- An accurate list of all pupils on board must be established before departure from Cheltenham College (Houses to be informed of any changes to team details) and before departure from the venue in case there is a need for a roll call during the trip, e.g. following an accident.
- All pupils must be told to wear seat belts and a check should be completed before leaving College campus.
- Players should be checked before the match starts to ensure they are fully prepared with correct kit and are presentable. They should also be spoken to at the end of the match to check for any problems or injuries, especially following a contact sport, such as rugby.
- Reporting Injuries - Houses must be made aware of any injuries or concerns re a pupil, by the pupil's coach, if he/she has not already been referred to the Health Centre (in which case a report should have been made by the duty nurse). This needs to be by phone call or personal visit. In the case of a day pupil, parents must be informed directly, if the relevant HsM is unavailable.
- Problems - Senior Coach should report to the Head of Sport (if not the same person) to provide details of any problems encountered during the away fixture, either in terms of injury, discipline, or inadequate facilities. Nil returns required. Any significant incidents should be reported to Director of Sport (D o S) or Deputy Head Co-Curricular (D H C C).
- Accident Report Forms must be completed and sent to relevant parties. D of S or J O should be informed if facilities need attention, especially from a Health & Safety point of view.

Casualty Officer:

- The Casualty Officer (CO) will stay at the away venue for the duration of the fixture.
- In the case of an injury, the CO will accompany the pupil(s) concerned, as appropriate, to a school Health Centre or a Hospital. In addition, they will:
 - Inform the Senior Coach (Away) of the injury and likely time of return.
 - Inform the relevant HsM of the injury and the likely time of return (house numbers provided and issued to COs by the heads of sport at the start of term).
- Stay with the injured pupil throughout, unless relieved by the pupil's parent(s), until all consultation/treatment is completed (keeping HsMs updated on the pupil's progress).
- Ensure that the injured pupil(s) are safely delivered back to House.
If there are no injuries requiring medical treatment, the Senior Coach (Away) will inform the CO's driver (or CO if no driver available) that they are free to return to College.

Appendix 3 - Guidelines for Staffing of Home Matches

- Senior Coach (Home) will be nominated by the Head of Sport and will be responsible for all key logistical calls during the afternoon's fixture. In the Autumn and Spring terms, the name(s) should be provided at the same time as the naming of the Casualty Officer for away matches. In the summer, it should be stated when match arrangements are circulated prior to the fixture. A contact mobile number is required – a Cheltenham College mobile can be made available, if necessary - see Mary Lewis by break on the preceding day at the latest.
- All coaches are responsible for taking the requisite first-aid bags (signed out from the Health Centre) and for returning them to the correct place.
- All coaches should be fully familiar with the various policies related to head injuries and concussion, especially the Head Injuries Policy.
- First Aid Provision - On match days during the Autumn & Spring terms, Cheltenham College employs a company providing a paramedic service in the main match playing areas (varies according to the season). Details of relevant mobile numbers (including the Health Centre) will be made available to all College coaches.
 - In the case of injury, the coach or match official should summons the First Aid Officer and follow their instructions.
 - Minor injuries will be dealt with by the First Aid Officer on duty and reported to the Health Centre.
 - In the event of a more serious injury, the pupil concerned might be taken to Cheltenham General Hospital or Gloucester Royal Hospital.
 - In the Summer Term, injuries must be referred directly to the Health Centre. Pupils should never be sent to the Health Centre on their own. If in any doubt, an ambulance should be called.
- Reporting Injuries - Houses must be made aware of any injuries or concerns re a pupil, by the pupil's coach, if he/she has not already been referred to the Health Centre (in which case a report should have been made by the duty nurse). This needs to be by phone call or personal visit. In the case of a day pupil, parents must be informed directly, if the relevant HsM is unavailable.
- Problems - Senior Coach should report to the Head of Sport (if not the same person) to provide details of any problems encountered during the home fixture, either in terms of injury, discipline, or inadequate facilities. Nil returns required. Any significant incidents should be reported to D of S or DH C-C.
- Accident Report Forms must be completed and sent to relevant parties. D of S or DH C-C should be informed if facilities need attention, especially from a Health & Safety point of view.

Appendix 4 - Sport Injury Arrangements - The Prep

Pupils who sustain an injury on the fields / Astro but are still able to walk to the Health Centre without risk of causing further damage to themselves will be escorted there by an appropriate adult. In the event of a more serious injury, the Health Centre will be informed immediately, and a Nurse will come to assess the situation and engage further help where necessary.

All games staff are first aid trained and there will always be at least one first aid kit per venue on match days e.g. on each Astro, on the hard courts, in the sports hall, on the fields etc. Staff oversee these kits and will ensure they are available at every match and will treat any minor injuries at the scene.

All accidents and injuries will be reported by means of an accident report form and a telephone call to the parent, and Health Centre by the member of coaching staff in charge.

Calling 999 for an Ambulance – A Guide for Education Establishments

It is always best practice if someone who is with the patient can ring 999, so you will need to get a telephone to the patient or get the patient to a telephone. Using a mobile phone to call where a landline is not near to the patient will avoid any undue delay.

This is important for a variety of reasons, if the call is about an illness the call Emergency Medical Dispatcher (EMD) may want to know if there is a rash, what their breathing sounds like, any rapid swelling of the lip, face, throat, or tongue, does their skin feel normal temperature etc. If the call is about an injury the EMD may ask questions like, is the limb cold, pale, or blue, can the patient weight-bear, are there any pins and needles in the limb, any bleeding etc. This will also enable any lifesaving instructions to be relayed prior to the arrival of ambulance clinicians.

When you first ring 999 you will be put through to an emergency operator who will ask which service you require (Police, Fire, Ambulance). The BT Emergency Operator will then connect you to an Emergency Medical Dispatcher (EMD) at the Ambulance Service, whose role is outlined below.



The South Western Ambulance Service uses a triage tool called Medical Priority Dispatch System (MPDS), which establishes a universal standard for EMD's taking emergency 999 calls based on the signs and symptoms reported by the caller. Calls are prioritised so that patients with life threatening conditions receive the fastest and most appropriate response. The ambulances are only sent on blue lights and sirens to the most serious conditions, thus minimizing the risk to other road users and the wider public.

When you are connected to the ambulance service, the EMD will immediately begin to gather information, following the steps below.

- You will be asked two pre-triage questions, ***Is the patient breathing?*** and ***Is the patient awake?*** If the patient is not breathing, you will not be asked if the patient is awake. If the patient is not awake, you will be asked ***Does their breathing sound noisy?***
- You will then be asked ***Okay, Tell me exactly what has happened?*** at this point the ambulance service will only want to know a summary of what is happening/has happened. i.e. "they have injured their ankle playing football", "they have breathing difficulties" etc.

- You will then be asked to confirm the address of the emergency including a contact telephone number just in case you get cut off and the EMD can call you back. These may be requested a second time to confirm that have been correctly recorded.
- The call will then be triaged, based on the description of events described. For this to be done more effectively the EMD will need to speak with the patient or someone who is with the patient.
- The EMD will carry out a safe effective assessment of the symptoms reported, as the clinical assessment progresses each answer determines the next question to be asked.
- Instructions on how to manage the patient will be given by the EMD, in response to the symptoms presented. These may include simple wound care, patient positioning or even CPR instructions.

An ambulance may be physically dispatched at any point in the process, so there is not necessarily a delay by having to answer more questions.

Obviously, these questions will vary depending on the symptoms and condition of the patient, it does therefore require the patient or someone with the patient to answer these questions, to enable the call to be prioritised most appropriately. Not all incidents will require an ambulance to attend.

Following the assessment, you may be asked if the school or the parents are able to transport the patient to hospital, Doctors surgery, Minor Injury unit or to contact the NHS111 service or await a call back from an Ambulance Service Clinician.

Remember:

- If, when asked is the patient breathing, you answer no, this could potentially be a life-threatening emergency and an ambulance will be dispatched immediately or even diverted from a lower priority emergency call.
- If deemed necessary, the EMD will ask you if someone is able to get a defibrillator if one is available and may give you the location of the nearest Community Public Access Defibrillator (CPAD).
- The EMD will talk you through what you can do to help, such as providing instructions on how to perform Cardiopulmonary Resuscitation (CPR). This requires a phone to be next to the patient and ideally on loudspeaker. You will be asked to shout out the chest compressions as you give them, so the EMD knows what is happening. If there is more than one person able to perform CPR, please remember to swap as it will be very tiring.
- Do not stop resuscitation when paramedics arrive, as they will require a few seconds to gather and assemble their equipment. They will let you know when they are ready to take over.
- Where possible, it is important for someone to meet and direct the ambulance crew, as this may assist them in getting to the patient quicker.