

Health and Wellbeing Centre



Queen Margaret's
School for Girls

Escrick Park, York

More than a school

The health and happiness of our girls are at the heart of everything we do. QM was recently named Independent School of the Year for Student Wellbeing, and has successfully achieved the Gold Boarding School Mental Health Award.

Our girls are part of a nurturing community. A key part of our holistic pastoral care is the support provided by the school's Health and Wellbeing Centre, which is centrally located on our campus.

Health and Wellbeing Centre

QM's Health and Wellbeing Centre (HWBC) is a well-equipped department with a waiting room, two treatment rooms, a well-stocked dispensary, lounge, counselling room, four single bedrooms, and shower, bath, and toilet facilities. The Centre is staffed by a team of Registered Nurses who offer a comprehensive school nursing service.

The Centre is open Monday - Saturday 08:00 - 20:00. 20:00 - 08:00 is covered on an on-call basis. All Housemistresses are also first-aid qualified. The HWBC operates by appointment where possible, and housestaff can arrange these on behalf of students. Girls are encouraged to attend the HWBC before school, at break, lunchtime or after school where possible, unless their requirement is urgent.

In addition, the School Medical Officer holds surgeries via telephone consultation on Monday and Wednesday mornings for Full Boarders and Flexi Boarders who are registered with Elvington Medical Practice. The School Medical Officer, along with their colleagues, will also see students by appointment at Elvington Medical Practice.

Day girls who become unwell whilst at school can be admitted to the Health and Wellbeing Centre. If a girl is too unwell for lessons, we encourage Flexi and Weekly boarders to return home to be cared for by their family where possible. Full Boarders are able to be cared for at QM.

Unwell boarders from Years I-V do not generally stay in house during the day and must go to the Health and Wellbeing Centre where a joint decision with their Housemistresses will be made about where the student is to stay. Unwell Sixth Form girls can stay in their rooms during the day, but this must be discussed with the nursing team to ensure there are guidelines in place for regular monitoring.

Contact the Health and Wellbeing Centre by email; medicalcentre@queenmargarets.com or by phone; 01904 727680.



Meet the Team



Paula Edwards, Senior Sister



Joan Evans, Nurse



**Dr Nicole Kessen,
School Medical Officer**



**Rosalyn Lester,
Emotional and Wellbeing Practitioner**



**Ruth Wilson,
Physiotherapist**

Our Services

The HWBC offers a range of services which cover acute medical problems, chronic health conditions (such as allergies, diabetes, asthma and epilepsy), and minor illness and minor injury assessment with additional pastoral support. The Centre also has an Emotional and Wellbeing Practitioner who supports the team and offers a confidential service to students.

Physiotherapy is available through the HWBC for students, consent must be provided by parents for this service. Optician, dental, chiropractor and appointments for any other peripatetic services are encouraged to be arranged in the school holidays with parents or guardians. If an emergency occurs then a member of housestaff can accompany a student as required.

The team in the HWBC work closely with parents and guardians to ensure the appropriate and safe care of students. Communication is key to this, and parents are encouraged to keep school up to date with any changes to their daughter's health and treatments. Before a student joins QM, and every year thereafter, all parents are required to complete a medical questionnaire on the Parent Portal so that the school has accurate and up to date information on her medical history. Again, if there are any changes to a students' health and treatments between annual questionnaires being completed, parents should inform the school immediately.

All Full Boarders and, if appropriate, Weekly Boarders are registered with Dr Kessen at Elvington Surgery (01904 608224). A clinic is held for students every Monday and Wednesday morning, this can be face to face appointments or via telephone consultation.

Consent

The law states that students aged 16 or over are entitled to consent for their own treatment. This can be overruled in exceptional circumstances or if there is evidence to suggest that the individual cannot make an informed decision. Students under 16 can consent to their own treatment if they are believed to have enough intelligence, competence and understanding to fully appreciate what it involves, this is Gillick competence.

On admission to the school, parents are asked to provide medical consents for medical treatments by the nursing staff or school GP, immunisations and over-the-counter medications.

The Head, HWBC team and housestaff can act in loco-parentis and will do so if an emergency situation arises. Every effort is made to contact parents and gain a verbal consent where possible.

Confidentiality

Confidentiality regarding medical information is strictly maintained and consent from the student to pass on any information is collected. However, many medical matters do not require strict confidentiality, for example a student may talk to a teacher or to housestaff and then be sent to the HWBC for assessment. In most situations it is advised that housestaff in particular are informed of a situation as they are caring for the student out of school hours.

Our Services

Pupil Illness

When a student is unwell the HWBC may recommend that they are best cared for out of the school environment if a parent or guardian is able to collect and care for them. If this is not possible, the student can be cared for in the HWBC during the day and either in the HWBC or the boarding house overnight.

Medication

Students who require regular medication are requested to hand them over to housestaff when they arrive at school. The medication and details for its administration are recorded on the school's computer system to ensure the safety of the student.

Medication can be administered by housestaff or the HWBC team. Students in the Sixth Form can be assessed to determine if they are competent to administer their own medication – this assessment is done by the nurses in the HWBC and a self-medication form is signed by the student to confirm they accept responsibility.

Over-the-counter medication (OTC) is also held in boarding houses and in the HWBC. These medications have been agreed as suitable by the School Medical Officer. These medications are recorded on the school's computer systems to ensure all staff are aware of when they have been administered and so that no potential overdosing of medication occurs.

Controlled drug medication is stored in a double-locked cupboard in the HWBC. It is counted in and out at every administration. A Controlled Drug Book is used to document administration as well as being recorded on the school's computer systems.

Vaccinations

Routine vaccinations on the UK vaccination programme are administered by the Vaccination UK team. The school is contacted with the dates the team is visiting and the relevant consent forms are sent to parents in advance. Consents are given directly to the vaccination team, not the school. The HWBC hosts the vaccination team and support the students on the day. Current recommended immunisations can be found under the Routine Childhood Immunisation Schedule at www.gov.uk

Health Promotion

The nurses at QM have a vast wealth of knowledge and experience. They are an integral part of the school's PSHE programme for all year groups. This is generally around health promotion topics including healthy food choices, stopping smoking or vaping, health screening, sexual health, contraception and mental health support.

'Mini Medicals' are offered to our new students, these are voluntary in nature. This is an opportunity for new students to meet and spend time with the HWBC team at a time when they are not ill or injured so that, should they require support in future, they are already familiar with the arrangements. Mini Medicals are an opportune time for students to talk about their medical and social health with the HWBC team.

Other Services

Rosalyn Lester is the school's Emotional and Wellbeing Practitioner, Rosalyn is based in the HWBC and is usually available to students twice a week. Referrals to see Rosalyn can be self-directed by a student, or made by the nursing team, Head of Year, housestaff or by a student's Tutor.

Please email [rl Ester@queenmargarets.com](mailto:rl Lester@queenmargarets.com)

The HWBC also welcomes other visiting therapists including CAMHs and specialist nurses who use the Centre's facilities for seeing students.

Ruth Wilson is the school's Physiotherapist. Ruth is an experienced Chartered Physiotherapist and appointments with her can be arranged on a private basis. Parents should contact the HWBC team, who can coordinate an appointment for a student to be seen at school.

Around the Clock Support

Everybody has worries or problems at some point in their lives. It is often helpful to talk to someone else about how you are feeling and to get support through difficult times.

QM students are encouraged to talk with friends or Prefects but, of course, there are occasions when it is most appropriate to talk with an adult. There is a huge support network in place for girls at QM; they may turn to their Tutor, Head of Year, housestaff, safeguarding team, the school nurses or to our Emotional and Wellbeing Practitioner. In their school planners, girls are also provided with contact details for a number of independent support organisations, such as Young Minds and The Mix.



Contact Us



Please always feel free to contact the HWBC team either by phone or email on 01904 727608 / medicalcentre@queenmargarets.com

We hope our girls' time at Queen Margaret's is happy and healthy, with the reassurance that the school's Health and Wellbeing Centre team is on hand to support them if needed.

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