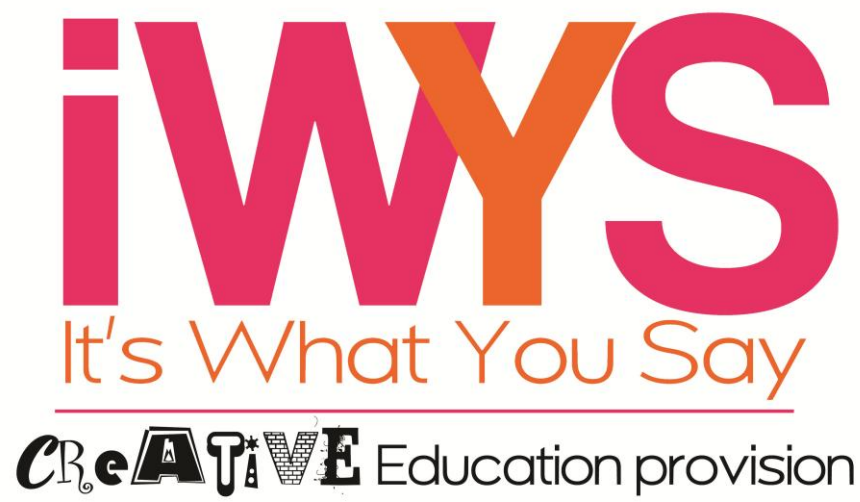




IWYS ALTERNATIVE PROVISION HEAD INJURY MANAGEMENT PACK

Applies to	Students, staff, visitors and contractors
First Aid Lead	Charmaine Baines
Date introduced	September 2026
Review date	September 2027

Staff Procedure • Parent/Carer Information Letter • Staff Quick Guide • Incident Record

1. Purpose

The purpose of this procedure is to ensure that any student, staff member or visitor who sustains a head injury while at IWYS Alternative Provision receives an appropriate, prompt and safe response.

Head injuries can range from a minor bump or bruise to concussion or a more serious traumatic brain injury. A person does not have to lose consciousness to have concussion. All head injuries must therefore be taken seriously and managed according to the person's symptoms, the circumstances of the injury and the level of risk.

2. Scope

- On IWYS premises, during lessons, break and lunchtime.
- During PE, sport, practical/vocational activities and educational visits.
- During transport arranged by IWYS or where a student arrives reporting a recent head injury.

3. General Principles

1. Remain calm and reassure the injured person.
2. Make the area safe before approaching.
3. Arrange for a trained first aider to assess the person as soon as possible.
4. Treat the injury according to the person's immediate needs and within staff training.
5. Look for signs of a potentially serious head injury.
6. Call 999 immediately where emergency symptoms are present.
7. Contact the parent/carers where appropriate.
8. Record the incident accurately and securely.
9. Ensure appropriate supervision following the injury.

4. Immediate Response

Step 1 – Make the area safe

- Stop the activity where necessary.
- Remove immediate hazards where safe to do so.
- Ask other students to move away.
- Prevent further risk to the injured person.

Step 2 – Obtain first aid assistance

A qualified or appropriately trained first aider should attend as soon as possible. Establish what happened, when it happened, how the head was injured, whether consciousness was lost, whether vomiting occurred and what symptoms are present.

Where known, staff should also consider relevant medication, previous significant head injury and medical conditions that may affect bleeding or recovery.

5. If the Person Is Conscious and Appears Stable

- Reassure the person and keep them in a safe, quiet environment.
- Monitor them appropriately and do not allow them to return to risky physical activity.
- A cold pack/ice pack may be used for swelling, wrapped in a cloth or towel.
- Do not return a student to normal activity if they are experiencing concerning symptoms such as headache, dizziness, confusion, nausea or visual problems.

6. When to Call 999

CALL 999 FOR EMERGENCY ASSISTANCE if, following a head injury, the person:

- Is unconscious and does not wake, or cannot stay awake / is difficult to wake.
- Has a seizure or fit.
- Develops new weakness or numbness.
- Has difficulty speaking or understanding.
- Has significant difficulty walking or balancing.
- Develops significant problems with vision or hearing.
- Has clear fluid coming from the nose or ears.
- Has bleeding from the ears or significant bruising behind the ears.
- Has a wound with an object embedded in it or a suspected serious skull injury.
- Has suffered a significant/high-energy mechanism of injury.
- Becomes increasingly confused or behaves in an unusual way.
- Or staff have serious concerns about their condition.

7. Possible Neck or Spinal Injury

If the mechanism suggests a neck or spinal injury, do not unnecessarily move the person. Ask them not to move, keep them as still as possible and call 999 where appropriate. Follow emergency-service instructions.

8. When to Contact NHS 111

- Vomiting following the injury.
- Dizziness or persistent headache.
- Memory problems, unusual behaviour or increasing concern.
- Relevant bleeding/clotting problems or medication that increases bleeding risk.
- Any other symptoms causing concern where the situation is not immediately life-threatening.

9. Possible Concussion

Concussion is a temporary brain injury and can occur without loss of consciousness.

- Headache
- Dizziness
- Feeling sick
- Tiredness
- Difficulty concentrating
- Confusion or memory problems
- Sensitivity to light/noise
- Blurred or altered vision

- Changes in behaviour or mood

If concussion is suspected, remove the student from physical activity, keep them under appropriate supervision, inform the parent/carer and advise the parent/carer to seek appropriate medical advice.

10. Parent/Carer Contact

Parents/carers should be contacted following a head injury particularly where the student has symptoms, visible swelling/bruising/wound, suspected concussion, requires medical assessment, or staff have any concern. Explain what happened, observed symptoms, first aid provided, any medical advice sought and what the parent/carer should monitor.

11. Leaving IWYS Following a Head Injury

- The parent/carer should be informed of the circumstances.
- The student should be collected where appropriate if staff believe supervision is required.
- Relevant information should be passed to the parent/carer.
- The incident must be recorded.
- Any healthcare professional advice should be followed regarding return to education, sport and activities.

12. Monitoring

Remain alert for increasing headache, vomiting, increasing drowsiness, confusion, unusual behaviour, balance problems, weakness/numbness, visual problems, seizures or any deterioration. If symptoms worsen, seek further medical advice and call 999 where emergency symptoms are present.

13. Recording the Incident

- Student name; date/time; location; activity and mechanism of injury.
- Witnesses; symptoms reported/observed; first aid provided.
- Whether consciousness was lost and whether vomiting occurred.
- Whether 999 or NHS 111 was contacted.
- Parent/carer contact and advice provided.
- Collection/medical assessment arrangements.
- Staff involved and follow-up action.

14. Safeguarding Considerations

Where the circumstances of the injury raise a safeguarding concern, staff must follow IWYS safeguarding and child protection procedures. This includes inconsistent explanations, concerns that the injury may have been deliberate, possible assault, inadequate supervision or other concerns about the student's safety.

15. Return to Education and Activities

A student should not automatically be expected to return to normal activities immediately following a head injury. Where symptoms remain, temporary adjustments may include reduced physical activity, quiet working, additional rest breaks, reduced screen time where symptoms are worsened, reduced concentration demands and temporary exclusion from contact/high-risk activities. Medical advice should be followed.

16. Staff Responsibilities

Role	Responsibilities
All staff	Recognise potential seriousness, obtain first aid assistance, report incidents, follow emergency procedures and supervise appropriately.
First aiders	Provide first aid within training, identify escalation signs, arrange medical assistance and document treatment.
Headteacher / Provision Lead	Ensure suitable first aid arrangements, staff training, incident review, parent communication and procedure review.

17. Head Injury – Staff Quick Decision Table

Situation	Action
Minor bump; alert and behaving normally	First aider assesses, monitor, record and inform parent/carer as appropriate.
Headache, dizziness, nausea or other concerning symptoms	Remove from activity, monitor and seek appropriate medical advice.
Vomiting following injury	Seek NHS 111/medical advice; escalate if symptoms deteriorate.
Loss of consciousness but subsequently recovered	Seek urgent medical assessment.
Seizure	Call 999.
Unconscious/difficult to wake	Call 999.
New weakness/numbness	Call 999.
Difficulty speaking, understanding or walking	Call 999.
Clear fluid/blood from ears or nose	Call 999.
Suspected skull injury/dent/open serious head wound	Call 999.
Significant/high-energy injury	Call 999 or follow emergency service advice.
Possible neck/spinal injury	Do not unnecessarily move; call 999 where appropriate.
Safeguarding concern	Follow safeguarding procedure and seek appropriate medical help.

IMPORTANT: If you are concerned about a student's condition following a head injury, seek medical advice. In an emergency call 999. For urgent but non-life-threatening advice call NHS 111.

Head Injuries at IWYS Alternative Provision

Dear Parent/Carer,

At IWYS Alternative Provision, the health, safety and wellbeing of our students is extremely important to us. We want to make parents and carers aware of the procedures we follow if a student experiences a head injury while at IWYS.

Head injuries are common and many are minor. However, symptoms can sometimes develop after the initial injury, so we take all head injuries seriously and make sure students are appropriately assessed, monitored and supported.

What will happen if your child has a head injury?

10. The activity will be stopped where necessary.
11. An appropriately trained first aider will attend.
12. Your child will be assessed and monitored.
13. Appropriate first aid will be provided within the staff member's training.
14. Your child will not continue an activity if this could place them at further risk.
15. We will contact you where appropriate.
16. The incident will be recorded.
17. If there are serious concerns, emergency medical assistance will be requested.

If we believe your child requires urgent medical attention, we will not delay calling 999 while waiting for a parent/carer to arrive.

When would IWYS call 999?

- Unconscious or cannot be woken; cannot stay awake.
- Seizure or fit.
- New weakness or numbness.
- Difficulty speaking, understanding, walking or balancing.
- Significant vision or hearing problems.
- Clear fluid from ears or nose.
- Bleeding from ears or significant bruising behind the ears.
- Serious or suspected skull injury or significant head wound.
- Significant/high-energy injury or other serious signs.

What if the injury is not an emergency?

If your child is alert and does not appear to have an immediately life-threatening injury but has symptoms such as vomiting, dizziness, persistent headache, memory problems, unusual behaviour or other symptoms that concern staff, we may advise that medical advice is obtained through NHS 111, a GP, an urgent treatment service or another appropriate healthcare professional.

Possible Concussion

A student does not have to be knocked unconscious to experience concussion. Possible symptoms include headache, dizziness, nausea, tiredness, difficulty concentrating, memory difficulties, confusion, sensitivity to light/noise, changes in vision or changes in behaviour or mood. If concussion is suspected, we will remove the student from physical activity and inform you.

What should you look out for at home?

- Increasing sleepiness or difficulty waking.
- Confusion or unusual difficulty communicating.
- Unsteadiness.
- Weakness or numbness.
- Significant vision problems.
- A seizure.
- Repeated vomiting.
- Any significant deterioration or concern.

If you are concerned about your child's condition, contact NHS 111 or seek emergency assistance where appropriate.

Information We Ask Parents/Carers to Provide

Please ensure IWYS has up-to-date emergency contact information. Please inform us of relevant medical information that may affect how we respond to a head injury, including known bleeding/clotting conditions, medication that increases bleeding risk, previous significant head injuries or other relevant medical information.

Recording Head Injuries

Head injuries will be recorded in accordance with IWYS procedures. Records may include the date/time, location, what happened, symptoms, first aid, medical advice and communication with parents/carers.

Return to Activities

Your child may need to temporarily avoid contact sports, physical education, rough play, strenuous activity or activities where another head impact could occur. Where medical advice has been given, please provide this information to IWYS so that we can support a safe return to education and activities.

Our Commitment

- Respond promptly to head injuries.
- Maintain appropriate first aid arrangements.
- Contact parents/carers appropriately.
- Seek emergency medical assistance where necessary.
- Record incidents accurately.
- Support students following injury.
- Work with parents/carers and healthcare professionals where further support is required.

Our staff are not expected to diagnose head injuries. Where there is uncertainty or concern, appropriate medical advice will be sought.

If you have any questions regarding our head injury procedures, please contact the IWYS Alternative Provision office.

Yours sincerely,

Headteacher / Provision Lead
IWYS Alternative Provision

Telephone: _____

Email: _____

HEAD INJURY – WHAT STAFF SHOULD DO

1. STOP • 2. ASSESS • 3. ESCALATE • 4. RECORD • 5. INFORM

STOP

- Stop the activity and make the area safe.
- Do not allow the student to continue risky physical activity.

ASSESS

- Get a trained first aider.
- Find out what happened and when.
- Check consciousness, symptoms, vomiting, memory and behaviour.
- Consider possible neck/spinal injury.

ESCALATE

CALL 999: unconscious/difficult to wake, seizure, new weakness/numbness, serious speech/walking problems, significant vision/hearing changes, clear fluid/blood from ears/nose, suspected skull injury, significant/high-energy injury, or serious deterioration.

CONTACT NHS 111: vomiting, dizziness, persistent headache, memory problems, unusual behaviour or other concerning symptoms where the situation is not immediately life-threatening.

RECORD

- Record the mechanism, symptoms, first aid, advice sought, parent contact and outcome.

INFORM

- Contact parent/carer as appropriate.
- Explain symptoms to monitor.
- Follow medical advice about return to activity.

DO NOT diagnose concussion. If you are concerned, seek medical advice.

PART 4 | HEAD INJURY INCIDENT / OBSERVATION RECORD

Complete as soon as practicable after the incident. Store securely in accordance with IWYS procedures.

Student name	
Date of birth	
Date of incident and Time	
Location	
Activity taking place	
Staff/witnesses	
Parent/carers contacted	Yes / No Time: _____ By: _____
Emergency services contacted	999 / NHS 111 / Neither Time: _____

Description of what happened

Symptoms observed/reported

Symptom	Present?	Symptom	Present?
Headache	☐ Yes ☐ No	Dizziness	☐ Yes ☐ No
Nausea	☐ Yes ☐ No	Vomiting	☐ Yes ☐ No
Confusion	☐ Yes ☐ No	Memory difficulty	☐ Yes ☐ No
Drowsiness	☐ Yes ☐ No	Visual changes	☐ Yes ☐ No
Balance problems	☐ Yes ☐ No	Weakness/numbness	☐ Yes ☐ No
Seizure	☐ Yes ☐ No	Loss of consciousness	☐ Yes ☐ No
Other	☐ Yes ☐ No		

First aid / action taken

Medical advice / outcome

Parent/carers communication and advice given

Completed by	
Role	
Signature	
Date/time completed	
Follow-up required	Yes / No Details: _____

Key Guidance

This procedure is intended to support staff decision-making and should be used alongside current official guidance and IWYS policies.

- NHS – Head injury and concussion: symptoms, emergency signs and when to seek medical help.
- NICE NG232 – Head injury: assessment and early management.
- Current IWYS First Aid Policy.
- Current IWYS Safeguarding and Child Protection Policy.
- Current IWYS Administering Medication and Medical Conditions Policy.
- IWYS accident/incident reporting arrangements.

Guidance should be checked regularly because clinical and statutory guidance may change.

Document Review Record

Date	Reviewer	Changes made	Next review