



CREATING A CLIMATE FOR GREAT LEARNING,
SUCCESS AND OPPORTUNITY

Benton Park School

Supporting Students with Medical Conditions

Including the Management and Administration of
Medicines in School

Policy

2023

Introduction

Benton Park School is an inclusive school community that welcomes and supports children and young people with medical conditions. We provide all students with equal opportunities in our school.

This policy and supporting guidance PG505 - Supporting Children / young persons with Medical Conditions in School / DfE document “ Supporting children / young persons at school with medical conditions”/ meets the requirements under [Section 100 of the Children and Families Act 2014](#), which places a duty on Governing Bodies to make arrangements for supporting children and young peoples at their school with medical conditions. It is also based on the Department for Education’s statutory guidance on [supporting children / young persons with medical conditions at school](#).

Benton Park School recognise that students with medical needs have the same rights of admission to our school or setting as other children. Many students will at some time have short-term medical needs, perhaps entailing finishing a course of medicine such as antibiotics or a broken bone. Some students however may have longer term medical needs and may require medicines on a long-term basis to keep them well, for example children with well-controlled epilepsy or cystic fibrosis.

This policy and supporting guidance PG505 - Supporting Children / young persons with Medical Conditions in School / DfE document “Supporting children / young persons at school with medical conditions” describe how we will meet the needs of children and young people with short, long-term and / or complex medical conditions, including diabetes and asthma.

No child or young person will be denied admission or prevented from taking up a place in our school because arrangements for their medical condition have not been made. However, in line with our safeguarding duties, we must ensure that children / young person’s health is not put at unnecessary risk from, for example, infectious diseases. There may be times we cannot accept a student in school where it would be seriously detrimental to the health of that student or others to do so.

We also make sure all our staff understand their duty of care to children and young people in the event of them requiring medical intervention. We accept responsibility for members of staff who give or supervise students with the taking of medication / medical procedures during the school day.

We recognise that some students may require medicines or medical care in particular circumstances, such as students with severe allergies who may need an adrenaline injection. Students with severe asthma may have a need for daily inhalers and additional doses during an attack. Diabetic student may need to carry medication on them to control their medical condition.

Most children with medical needs are able to attend school regularly and can take part in normal activities, sometimes with some support. However, staff may need to take extra care in supervising some activities to make sure that these students, and others, are not put at risk.

This policy applies to staff and students of Benton Park School, there is a separate policy for staff and students attending the Meadows Park educational provision, this is managed by the Governing Body of the Green Meadows Academy.

The Headteacher of Benton Park School working with the Governing Body retains overall responsibility for the support of students with medical condition and the safe management of medicines in school.

Day to day responsibility for the oversight and application of this policy, monitor and review is delegated to the Nominated Person. The Nominated Person at Benton Park School is the Safety and Facilities Manager.

Aims

This policy aims to ensure that:

Students, staff and parents/carers understand how our school will support students with medical conditions.

The whole school environment is inclusive to students with medical conditions. This includes the physical environment, as well as social, sporting, and educational activities.

Our staff are trained in the impact medical conditions can have on students in order to be safe, welcoming, and supportive of students with medical conditions.

Our school understands that students with the same medical condition will not necessarily have the same needs.

Our staff understand their duty of care to children and young people with medical conditions and know what to do in the event of an emergency.

The policy also seeks to clarify the roles and responsibilities for managing short- and long-term administration of medicines, including those of staff, students and parents/carers.

Please note that parents should keep their children at home if acutely unwell or infectious.

Roles and Responsibilities.

Governing Body.

Our Governing Body has ultimate responsibility to make arrangements to support children and young people with medical conditions. Our Governing Body will also ensure that sufficient staff have received suitable training and are competent before they are responsible for supporting children with medical conditions or the administration of medication.

They will delegate the day to day oversight and operation of this to the nominated person. The Nominated Person will oversee the development and implementation of this policy in partnership with the SENCo and/or Pastoral Team. The nominated person at Benton Park School is the Safety and Facilities Manager

The Governors nominated responsible for Health and Safety and/or Inclusion will liaise with the SENCo and the Safety and Facilities Manager and report back to the Governing Body.

Headteacher

The Headteacher will:

- make sure all staff are aware of this policy and supporting guidance and understand their role in its implementation,

- ensure that there are a sufficient number of trained staff available to implement this policy and deliver against all individual healthcare plans (IHCPs), including in contingency and emergency situations,
- ensure that all staff who need to know are aware of a student's condition,
- Oversee responsibility for the development and monitoring of IHCPs,
- Ensure the school contact the school nursing service in the case of any children and young people who have a medical condition that may require support at school, but who has not yet been brought to the attention of the school nursing service,
- ensure that systems are in place for obtaining information about a student's medical conditions and that this information is kept up to date,
- ensure that supply and peripatetic staff are made aware of relevant information to support children with medical conditions.

Staff.

Supporting children and young peoples with medical conditions during school hours is not the sole responsibility of one person. Any member of staff may be asked to provide support to children and young people with medical conditions, although they will not be required to do so unless this is relevant to their role in school. This includes the administration of medicines.

Our staff will take into account the conditions of students with medical conditions that they teach. All staff will know what to do and how to respond accordingly when they become aware that a child or young person with a medical need requires help.

Our school staff are responsible for:

- following the procedures outlined in this policy and supporting guidance document
- retaining confidentiality within policy guidelines,
- contacting parents/carers and/or emergency services when necessary and without delay,
- understanding the nature of any conditions if they have children or young persons with medical conditions in their class or form in order to adequately support them. This information will be provided to them on SIMS.

The Headteacher has overall responsibility for the development of IHPs for students with medical conditions. The day to day management, production and oversight of IHCPs has been delegated to SENCo and/or Pastoral Teams.

The Safety and Facilities Manager will advise on the development and implementation of IHP's.

Parents/Carers

We expect our parents/carers:

- will provide the school with sufficient and up-to-date information about their child / young persons medical conditions via Edulink or contact with their child's Year Leader
- will be involved in the development and review of their child's IHCP and may be involved in its drafting,
- will carry out any action they have agreed to as part of the implementation of the IHCP, e.g. provide medicines and equipment.
- are responsible for making sure their child is well enough to attend school.
- will provide medicines and equipment in line with this policy and supporting guidance e.g. in original labelled containers, in date and sufficient for the student's conditions,

- will provide up to date contact information and ensure that they or another responsible adult are contactable at all times for if their child becomes unwell at school,
- will only request medicine or medical procedures to be administered at school when it would be detrimental to their child's health or school attendance not to do so,
- will provide written agreement before any medicines can be administered to their child,

If an IHCP is required for their child, it is expected that our parents/carers will work with our school and healthcare professionals to develop and agree it.

Students

Students with medical conditions will often be best placed to provide information about how their condition affects them. Our students will be involved as far as possible in discussions about their medical support needs and contribute as much as possible to the development of their IHCPs. They are also expected to comply with their IHCPs.

School nurses and other healthcare professionals.

We will work with our Local Health Authority School Health Service and Nursing Team to support the medical needs of students in our school. This may include assistance with supporting medical conditions, assistance with IHCPs, and assistance with supplementing information provided by the student's parents/carers or GP. We will also seek their advice for where specialist local health teams can be contacted for particular conditions e.g. asthma, diabetes, epilepsy etc.

The School Health Service and Nursing Team are also the main contacts for advice on training for staff to administer medication or take responsibility for other aspects of support.

The School Health Service and Nursing Team will notify our school when a student has been identified as having a medical condition that will require support in school. This will be before the student starts our school, wherever possible. They may also support staff to implement a child's IHCP.

Healthcare professionals, such as GPs and paediatricians, will liaise with the School Health Service and Nursing Team and notify them of any students identified as having a medical condition. They may also provide us advice on developing IHCPs.

Should a medical condition prevent a child from attending school for 15 or more days, we will make a referral to the Leeds CC Medical Needs Teaching Service (referral forms can be accessed on www.mntsleeds.org and emailed to the email address on the form).

Management and Administration of Medicines in School

Parents should provide full information about their child's medical needs, including details on medicines their child needs.

It only requires one parent to agree to or request that medicines are administered. Where parents disagree over medical support, the disagreement must be resolved by the Courts. We will continue to administer the medicine in line with the consent given and in accordance with the prescriber's instructions, unless and until a Court decides otherwise.

Medicines should only be brought to school when essential; that is where it would be detrimental to a child's health if the medicine were not administered during the school 'day'. We will normally only accept medicines that have been prescribed by a doctor, dentist, nurse prescriber or pharmacist prescriber. Prescribed medicines must always be provided in the original container as dispensed by a pharmacist and include the prescriber's instructions for administration and dosage and expiry date. Where possible medicines that require to be taken 3 times a day should be taken outside the school day and not brought into school. If in doubt parents/carers should ask for advice from the prescriber.

Prescribed medication will only be accepted in school with written and signed instructions from the parent, this would normally be a completed **Administration of Medicines Form (appendix 2)**. This is available for parents/carers to download from our website, alternatively a hard copy can be obtained from school reception.

In some cases it may be appropriate for school to agree to administer non-prescribed medication. Please note non-prescribed medications will only be administered at school when it would be detrimental to a child's health or school attendance not to do so. In some cases we may ask for medical evidence to determine this.

Staff will not give a non-prescribed medicine to a child unless there is prior written permission from the parents/carers, this would normally be a completed **Administration of Medicines Form (appendix 2)**.

A child under 16 should never be given aspirin-containing or ibuprofen medicine unless prescribed by a doctor.

Each item of medication must be delivered to the school reception, **in a secure and labelled container as originally dispensed**. Each item of medication must be clearly labelled with the following information:

- . Student's Name.
- . Name of medication.
- . Dosage.
- . Frequency of administration.
- . Date of dispensing.
- . Storage requirements (if important).
- . Expiry date.

We will never accept medicines that have been taken out of the container as originally dispensed or make changes to prescribed or recommended dosages on parental instructions.

We will store, manage, and dispose of out of date medication and medical devices in line with the detailed guidance in PG505 - Supporting Children / young persons with Medical Conditions in School / DfE document "Supporting children / young persons at school with medical conditions".

We will ensure that any medication required critically in the case of an emergency e.g asthma inhalers, Adrenaline Auto Injectors (AAI), insulin, is always readily available from Student Reception and encourage students to carry their own asthma inhalers, Adrenaline Auto Injectors (AAI), insulin on their person where possible. We will

ensure appropriate arrangements are made to ensure these are readily available on offsite school Educational Visits.

In most cases Medication will be kept in a secure place, out of the reach of students, this is currently held in the designated cabinets in student reception. Medication to be administered in school that is a controlled drug will be kept in a locked non-portable cabinet in the medical room.

It is the responsibility of parents to notify the school in writing if the student's need for medication has ceased.

It is the parents' responsibility to renew the medication when supplies are running low and to ensure that the medication supplied is within its expiry date.

School staff will not dispose of medicines. Medicines, which are in use and in date, should be collected by the parent at the end of each term or when the student no longer requires these. Date expired medicines or those no longer required for treatment will be returned immediately to the parent for transfer to a community pharmacist for safe disposal. Parents will be asked to confirm in writing if they wish their child to carry their medication to and from school.

Parents will be asked to confirm in writing if they wish their child to carry basic/common medication with them in school where this does not pose a risk to other students and they are competent to do so e.g. Asthma inhalers/ paracetamol/ allergy medication. This will be based on discussions with the student and their parents/carers. Where this has been agreed with parents/carers school cannot record when the medication was taken or how often.

Medication must only be used by the student for whom it has been provided. Students must not share their prescribed or non-prescribed medication with any other individual including students who have been prescribed similar or the same medication, this includes siblings. Staff who become aware that students are sharing medication will explain to the student that such practice is not allowed and report this to the pastoral teams who will contact parents/carers.

Parents are reminded that it is their responsibility to send students with the required medication at all times and to inform the school of any changes to their child's medical conditions.

Emergency Inhalers

As part of our school Asthma policy. Benton Park now holds a supply of Emergency use inhalers. These inhalers will only be used where a student has been diagnosed with Asthma and has been prescribed an inhaler and whose parents/carers have provided written consent for them to use it in an emergency. This would only be used when the students own inhaler is not available or is unusable.

If parents would like to give written consent for their child to be able to use the emergency inhalers please complete (**Appendix 5**)

Designated Staff

Staff who assist in the administration of medication will receive appropriate training/guidance. Staff who are trained to administer, or supervise the administration of Medicines are:

Emma Leonard
Louise O'Donoghue

Sarah Owens
Katie Dawson
Danielle Isles
Sophie Charlton
Lindsey Seddon
Tilly Fox
Saroj Parmar

In the event that school administer an Epi-pen to a student, an ambulance will be called immediately and the Epipen will go to hospital with the student. All staff have regular reminders on the administration of Epi-pens in an emergency.

It is anticipated that most of our students are able to administer their own prescription medication and staff will supervise this where appropriate. Where a student is unable to administer their own medication under supervision an Individual Care Plan will be agreed with parent/carers.

Infection Control amendment – Where ever possible students should be encouraged to self-medicate where possible with appropriate supervision.

Staff should not administer medication where there is any doubt regarding the medicines, application or dosage but check with a parent/carer or a health professional before taking further action. If staff have any other concerns related to administering medicine to a particular child, the issue should be discussed with the parent/carer, if appropriate, or with a health professional attached to the school or setting.

If students refuse to take medicines, staff will not force them to do so. If information provided by the parent/carer and/or GP suggests that the student is at great risk due to refusal we will contact parents/carers immediately and may also seek medical advice and/or emergency services support. Where the information provided indicates that they will not be at great risk, but parents/carers have informed us that the medication/medical procedure is required we will contact the parent/carer as soon as possible.

If a refusal to take medicines results in an emergency, the school's emergency procedures will be followed.

Staff administering or supervising the administration of medicines will update school records of the administration of medicines (**Appendix 3**). This will include the date and time medicines have been taken, the dosage taken and the member of staff who administered or supervised the taking of medication. These records will be made available for parents.

All staff will be made aware of the procedures to be followed in the event of an emergency.

Request for a student to carry non-prescribed medication

The School will also allow students whose parents/carers have decided the student can be responsible for administering and managing their own medication to do this providing written consent is given and school have a reasonable belief the medication is safe and necessary.

Parents/carers may send daily doses of safe, over the counter medication only, to school with their child, if it supports good attendance. However, this is the parents/carers responsibility.

Parents/carers are responsible for ensuring that students do not bring more than a daily dose of medication into school each day. In giving written permission they are allowing their children to self-medicate, the parents/carers accept responsibility for ensuring their child is clear regarding the safe use of the non-prescribed medication and that they understand that they are not under any circumstances allowed to give non-prescribed medication to other students.

Whilst we understand that some students may experience recurring pain due to dental treatment such as orthodontics or period pain this should be for short periods of time of no longer than 3 days. If a student suffers regularly from frequent or acute pain the parents/carers should refer the matter to the student's GP.

Medication must only be used by the student for whom it has been provided. Students must not share their prescribed or non-prescribed medication with any other individual including students who have been prescribed similar or the same medication, this includes siblings.

Staff who become aware that students are sharing medication will explain to the student that such practice is not allowed and report this to the pastoral teams who will contact parents/carers.

Students with Long Term / Complex needs

Parents have the prime responsibility for their child's health and should provide schools and settings with information about their child's medical condition.

Parents/carers, and the child if appropriate, should obtain details from the student's General Practitioner (GP) or paediatrician, if needed. The school nurse or a health visitor and specialist voluntary bodies may also be able to provide additional background information for staff.

Students with long-term or complex medication needs will have an **Individual Health Care Plan (Appendix 1)** agreed with parents/carers, in conjunction with the appropriate health professionals. Where a Care Plan is required the management, production and oversight of IHCPs has been delegated to SENCo and/or Pastoral Teams. The Safety and Facilities Manager will advise on the development and implementation of IHP's. In many cases a health professional may be able to provide a specialist care plan that can be uploaded onto our SIMS system. We ask parents/carers to ensure these are regularly reviewed with the relevant health professional.

All adults should be aware of issues of privacy and dignity for children with particular needs.

Emergency Situations.

Our staff will follow our school's normal emergency procedures (for example, calling 999) in the event of a medical emergency. All student's IHCPs will clearly set out what constitutes an emergency and will explain what to do.

If a student needs to be taken to hospital, our staff will stay with them until the parent / carer (or designated adult) arrives, or accompany a student to hospital by ambulance and stay with them until the parent/carers, or designated adult arrives.

In some cases, where it is in the best interests of the child school may agree with parents/carers consent to transport a student to the minor injuries unit or A&E to seek urgent treatment. Staff must be cleared to transport students in a private vehicle and have the relevant checks and insurance in place.

IHCPs and Individual Children and young people Risk Assessments (IPRAs).

We will follow the detailed guidance in PG505 - Supporting Children / young persons with Medical Conditions in School / DfE document "Supporting children / young persons at school with medical conditions" regarding both the development and monitoring of IHCPs and when an IPRA may be required.

We will review IHCPs annually, or earlier if evidence is presented that the student's needs have changed.

When our school is notified that a student has a medical condition, the process outlined below will be followed to decide whether the child / young person requires an IHCP:

Our school will make every effort to ensure that arrangements are put into place within 2 weeks, or by the beginning of the relevant term for students who are new to our school.

When notification of a child with a medical condition is received, our school will:

- Gather all the required information by providing parents/carers with the appropriate forms and having follow-up conversations where necessary.
- Where possible, make appropriate arrangements for staff to administer any medication or medical procedures and to receive whatever training is necessary.
- Where required, instigate an IHCP.

Educational Visits

We will follow the detailed guidance in PG505 - Supporting Children / young persons with Medical Conditions in School / DfE document "Supporting children / young persons at school with medical conditions" regarding school trips and/or off-site activities and ensure that any medical conditions are included in the specific risk assessments for those activities.

Trip Leaders responsible for an Educational visit should always be aware of any medical needs, and relevant emergency procedures. A copy of any Individual Care Plan should be taken on visits. If a Trip Leader is concerned about whether they can appropriately provide for a student's safety, or the safety of other students on a visit, they should seek parental views and medical advice from the school nursing service or the child's GP.

The school will make every effort to continue the administration of medication to a student whilst on trips away from the school premises, even if additional arrangements might be required. However, there may be occasions when it may not be possible to include a student on a school trip if appropriate supervision and/or appropriate safe storage of medication cannot be guaranteed.

Staff on an extended educational visit may administer non-prescription medication if parental permission to do so has been given on the EV1 form and signed by the parent/carers. This must be administered in line with the manufacturer's instructions, if

in doubt staff should seek medical advice. Staff will not give a non-prescribed medicine to a child unless there is specific prior written permission from the parents.

A child under 16 should never be given aspirin-containing medicine or ibuprofen unless prescribed by a doctor.

Sporting Activities

We will follow the detailed guidance in PG505 - Supporting Children / young persons with Medical Conditions in School / DfE document "Supporting children / young persons at school with medical conditions" regarding sporting activities and ensure that any medical conditions are included in the specific risk assessments for those activities.

Most students with medical conditions can participate in physical activities and extra-curricular sport. School will provide flexibility for students to participate in ways appropriate to their own abilities. For many, physical activity can benefit their overall social, mental and physical health and well-being. Any restrictions on a student's ability to participate in PE should be recorded in their Individual Care Plan.

Some students may need to take precautionary measures before or during exercise, and may also need to be allowed immediate access to their medicines such as asthma inhalers or diabetic remedies. Staff supervising sporting activities should consider whether risk assessments are necessary for some children, be aware of relevant medical conditions and any preventative medicine that may need to be taken and emergency procedures.

Unacceptable practice

Our school staff will use their discretion and judge each case individually with reference to the child / young person's IHCP, but it is generally not acceptable to:

- Prevent children / young persons from easily accessing their inhalers, medication or administering their medication when and where necessary.
- Assume that every child / young person with the same condition requires the same treatment.
- Ignore the views of the child / young person or their parents / carers.
- Ignore medical evidence or opinion (although this may be challenged).
- Send students with medical conditions home frequently for reasons associated with their medical condition or prevent them from staying for normal school activities, including lunch, unless this is specified in their IHCPs or in the best interests of the child.
- If the child / young person becomes ill, send them to Student Reception or the medical room unaccompanied or with someone unsuitable.
- Penalise children / young persons for their attendance record if their absences are related to their medical condition, e.g. hospital appointments.
- Prevent children / young persons from drinking, eating or taking toilet or other breaks when they need to in order to manage their medical condition effectively.
- Require parents / carers, or otherwise make them feel obliged, to attend school to administer medication or provide medical support to their child / young person, including with toileting issues. No parent / carer should have to give up working because the school is failing to support their child / young person's medical needs.
- Prevent students from participating, or create unnecessary barriers to students participating, in any aspect of school life, including school trips where reasonable steps can be made to ensure it is safe for the student to attend.

- Administer, or ask children / young persons to administer, medicine in school toilets.

8. Complaints.

If our parents / carers or children / young people have any issues with the support provided they should initially contact their child's Year Leader or the Inclusion Team to discuss their concerns.

If, for whatever reason, this does not resolve the issue, they may make a formal complaint via the school's complaints procedure which is published on our schools' website.

9. Review.

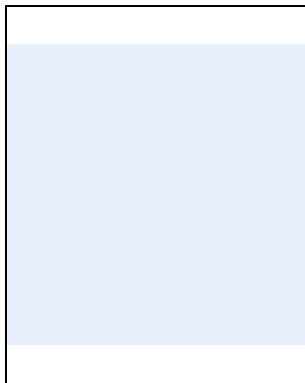
This policy will be reviewed and approved by our Governing Body at least annually.



Appendix 1
BENTON PARK SCHOOL

CREATING A CLIMATE FOR GREAT LEARNING,
SUCCESS AND OPPORTUNITY

Individual Healthcare Plan – Med 1



Name:

Date of Birth:

Condition:

Year:

Date: **Review Date:**

CONTACT INFORMATION

Family Contact 1	Family Contact 2
Name:	Name:
Phone No: (work)	Phone No: (work)
(home)	(home)
Relationship:	Relationship:

Clinic/Hospital Contact	G.P. Details
Name:	Name:
Phone No:	Phone No:



Describe condition and give details of student's individual symptoms:

External Specialist Support:

Daily care requirements: (eg before sport/at lunchtime)

Describe what constitutes an emergency for the student, and the action to take if this occurs:

Follow up care:

Who is responsible in an Emergency: (State if different on off-site activities)

Form Copied To:

Form Tutor	<input type="checkbox"/>	Parents	<input type="checkbox"/>	SIMS	<input type="checkbox"/>
Key Stage Leader	<input type="checkbox"/>	Safety/Facilities Manager	<input type="checkbox"/>	Other:	<input type="checkbox"/>



Appendix 2
BENTON PARK SCHOOL

CREATING A CLIMATE FOR GREAT LEARNING,
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Medication Administration Request Form – Med 2

Please note a child under 16 should never be given medicine containing aspirin or ibuprofen unless prescribed by a doctor

Name:

.....

Date Of Birth:

.....

Male/Female:

.....

Year:

.....

Condition or Illness:

.....

MEDICATION

Name/Type of Medication:
(as described on the container)

For how long will your child take this medication:

Date dispensed:

Amount held by school:

Full Directions for use:

Dosage and method:

Timing:

Special Precautions:

Side Effects:

Self Administration:

Procedures to take in an Emergency:

CONTACT DETAILS

Name:

Daytime Tel No:

Relationship to Pupil:

Address:

Signed:

Date:

Request for a student to carry and self-administer medicine

The School will allow students whose parents/carers have decided their child can be responsible for administering and managing their own medication to do this providing written consent is given.

Parents/carers may send daily doses of over the counter medication only, to school with their child, if it supports good attendance. However, this is the parents/carer's responsibility.

Parents/carers are responsible for ensuring that students do not bring more than a daily dose of medication into school each day. In giving written permission they are allowing their children to self-medicate, the parents/carers accept responsibility for ensuring their child is clear regarding the safe use of the non-prescribed medication and that they understand that they are not under any circumstances allowed to give non-prescribed medication to other students.

THIS FORM MUST BE COMPLETED BY PARENTS/GUARDIAN

If staff have any concerns discuss request with school healthcare Professionals

Benton Park School	
Student's Name	
Year	
Address	
Medicine	
Reason for use	
Procedures to be taken in an emergency	
Contact Information	
Emergency Contact Name	
Day time contact number	
Relationship to student	
I would like my child to carry his/her medicine as described above on him/her for use as necessary. I understand it is my responsibility to notify school if I wish to change or amend this permission.	
Name	
Signature	
Date	

Appendix 5

USE OF EMERGENCY SALBUTAMOL INHALER CONSENT FORM



Students showing symptoms of asthma/having asthma attack

1. I can confirm that my child has been diagnosed with asthma/has been prescribed an inhaler.
2. My child has a working, in-date inhaler, clearly labelled with their name, which they will bring with them to school every day and a spare inhaler that will be left at school
3. In the event of my child displaying symptoms of asthma, and if their inhaler is not available or is unusable, I consent for my child to receive salbutamol from an emergency inhaler held by the school for such emergencies

Signed

Date.....

Name

(print).....

Relationship to

student.....

Student's

Name.....

Year.....

Parent/Carer address and contact details:

.....
.....
.....

Telephone.....

Email.....