

Intimate Care Policy

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1.0 Statement of intent

- 1.1 The Schools takes the health and wellbeing of its pupils very seriously. As described in the [Supporting Pupils with Medical Conditions Policy](#), the school aims to support pupils with physical disabilities and illnesses to enable them to have a full and rich academic life whilst at school.
- 1.2 The Governors recognises its duties and responsibilities in relation to the [Equality Act 2010](#), which states that any pupil with an impairment affecting their ability to carry out normal day-to-day activities must not be discriminated against.
- 1.3 Pupils will always be treated with care and respect when intimate care is given, and no pupil will be left feeling embarrassed, or caused distress or pain.

2.0 Legal Framework

- 2.1 This policy has due regard to relevant legislation and guidance, including, but not limited to, the following:
 - [Children and Families Act 2014](#)
 - [Education Act 2011](#)
 - [Health Act 2006](#)
 - [Equality Act 2010](#)
 - [DfE \(2023\) 'Keeping children safe in education'](#)
- 2.2 This policy will be implemented in conjunction with the schools':
 - [Health and Safety Policy](#)
 - [Supporting Pupils with Medical Conditions Policy](#)
 - [First Aid Policy](#)
 - [Child Protection Policy](#)
 - [Safeguarding Policy, Procedures and Guidance](#)
 - Staff Code of Conduct (internal policy)

- [Protected Disclosure Procedure](#) (Whistle Blowing)
- [Administering Medication Policy](#)

3.0 Definitions

- 3.1 For the purpose of this policy, intimate care is defined as any care which may involve the following:
- Washing
 - Touching
 - Carrying out an invasive procedure
 - Changing a child who has soiled themselves
 - Providing oral care
 - Feeding
 - Assisting in toilet issues
 - Providing comfort to an upset or distressed pupil
- 3.2 Intimate care tasks are associated with bodily functions, body products and personal hygiene that demand direct or indirect contact with, or exposure of, the genitals.
- 3.3 Examples of intimate care include support with dressing and undressing (underwear), changing incontinence pads, nappies or medical bags such as colostomy bags, menstrual hygiene, helping someone use the toilet, or washing intimate parts of the body.
- 3.4 Pupils may be unable to meet their own care needs for a variety of reasons and will require regular support.

4.0 Health and safety

- 4.1 The [Health and Safety Policy](#) lays out specific requirements for cleaning and hygiene, including how to deal with spillages, vomit and other bodily fluids.
- 4.2 Any member of staff that is required to assist a pupil with changing a medical bag will be trained to do so and will carry out the procedure in accordance with the [Supporting Pupils with Medical Conditions Policy](#).
- 4.3 Staff will wear disposable aprons and gloves while assisting a pupil in the toilet or while changing a nappy, incontinence pad or medical bag.
- 4.4 Soiled nappies, incontinence pads and medical bags will be securely wrapped and disposed of appropriately.
- 4.6 Where one pupil requires intimate care/toileting, nappies, incontinence pads and medical bags will be disposed of in nappy bins, as per health and safety guidelines.
- 4.7 Where more than one pupil requires intimate care, nappies, incontinence pads and medical bags will be disposed of according to HCC recommendations.
- 4.8 The changing area or toilet will be left clean.
- 4.9 Hot water and soap will be available to wash hands.
- 4.10 Paper towels will be available to dry hands

5.0 Staff and facilities

5.1 Staff members who provide intimate care are trained to do so, and are fully aware of best practice. Suitable equipment and facilities will be provided to assist pupils who need special arrangements following assessment from a physiotherapist or occupational therapist. This may include the following:

- Adjustable bed
- Changing mat
- Non-slip step
- Cupboard
- Potty, adapted toilet seat or commode seat
- Hoist
- Swivel mat
- Disposable gloves/aprons
- Nappies, pads and medical bags
- Tissue rolls (for changing mat/cleansing)
- Supply of hot water
- Soap
- Barrier creams
- Antiseptic cleanser for staff
- Antiseptic cleanser for the changing bed/mat
- Clinical waste bag
- Spillage kit

5.2 Pinewood has three extended disabled toilet facilities with a washbasin facilities, one of which is in a hygiene room. Guillemont has a wheelchair accessible toilet with a washbasin and a physiotherapy room with a hoist, toilet and washbasin.

5.3 Mobile pupils over the age of five, will be changed while standing up.

5.4 Pupils who are not mobile (Pinewood) will be changed on a changing mat on the floor.

5.5 Staff will be supported to adapt their practice in relation to the needs of individual pupils, taking into account developmental changes such as the onset of puberty or menstruation.

6.0 School responsibilities

6.1 Arrangements will be made with a multi-agency to discuss the personal care needs of any pupil prior to them attending the school.

6.2 Pupils who require intimate care will be involved in planning for their own healthcare needs wherever possible.

6.3 In liaison with the pupil and parents, an individual intimate care plan will be created to ensure that reasonable adjustments are made for any pupil with a health condition or disability.

6.4 Regular consultations will be arranged with all parents and pupils regarding toilet facilities.

- 6.5 The privacy and dignity of any pupil who requires intimate care will be respected at all times.
- 6.6 A qualified member of staff will change the pupil, or assist them in changing themselves if they become wet, or soil themselves.
- 6.7 Any pupil with wet or soiled clothing will be assisted in cleaning themselves and will be given spare clothing, nappies, pads, etc., as provided by the parents.
- 6.8 Members of staff will react to accidents in a calm and sympathetic manner.
- 6.9 Accurate records of times, staff, and any other details of incidents of intimate care will be kept in a [Record of Intimate Care Intervention](#), and they will be stored discretely in the classroom cupboard. When completed they will be passed to the SAO for secure record keeping.
- 6.10 Pupils will be changed by one of the team of designated members of staff. Where possible, the same child will not be cared for by the same adult on a regular basis. This will ensure, as far as possible, that over-familiar relationships are discouraged from developing.
- 6.11 Careful communication with the child's preferred means of communication (verbal, symbolic etc) is used to make them aware of each procedure that is carried out and the reasons for it.
- 6.12 Each child will be encouraged to do as much for themselves as they can, to teach self-care skills.
- 6.13 The family's cultural practices will always be taken into account for cases of intimate care.
- 6.14 Where possible, only same-sex intimate care will be carried out.
- 6.15 Parents will be contacted if the pupil refuses to be changed, or becomes distressed during the process.
- 6.16 Excellent standards of hygiene will be maintained at all times when carrying out intimate care.

7.0 Parental responsibilities

- 7.1 Parents will change their child, or assist them in going to the toilet, at the latest possible time before coming to school.
- 7.2 Parents will provide spare nappies, incontinence pads, medical bags, wet wipes and a change of clothing in case of accidents.
- 7.3 A copy of this policy will be read and signed by parents to ensure that they understand the policies and procedures surrounding intimate care.
- 7.4 Parents will inform the school should their child have any marks/rashes.

7.5 If intimate care is required on a regular basis, parents and carer will be involved with their child's intimate care arrangements. The needs and wishes of the children and parents will be carefully considered alongside any possible restraints e.g. staffing and equal opportunities legislation.

7.6 For all intimate care (regular or incidental), either two members of staff should be present or access should be available with a second person nearby, whilst being discreet, if one person is changing.

8.0 Safeguarding

8.1 Intimate care is a regulated activity; therefore, only members of staff who have an enhanced DBS certificate with a barred list check are permitted to undertake intimate care duties.

8.2 Wherever possible, staff involved in intimate care will not be involved in the delivery of sex education to the pupils in their care as an extra safeguard to both staff and pupils involved.

8.3 If required, individual intimate care plans will be drawn up for pupils as appropriate to suit the circumstances of the pupil.

8.4 Each pupil's right to privacy will be respected. Careful consideration will be given to each pupil's situation to determine how many carers will need to be present when the pupil requires intimate care.

8.5 If any member of staff has concerns about physical changes to a pupil's presentation, such as marks or bruises, they will report the concerns to the DPO immediately. A CPOMs incident must also be completed as soon as possible.

8.6 Special consideration will be taken to ensure that bullying and teasing does not occur.

8.7 If a child makes an allegation against a member of staff, all necessary procedures will be followed.

9.0 Offsite visits

9.1 Before offsite visits, including residential trips, the pupil's individual intimate plan will be amended to include procedures for intimate care whilst off the school premises.

9.2 Staff will apply all the procedures described in this policy during residential and off-site visits.

9.3 Consent from a parent will be obtained and recorded prior to any offsite visit.

10.0 Monitoring and review

10.1 This policy is reviewed every two years by the Executive Headteacher / HoS and the DDSLs.

10.2 All changes are communicated to relevant stakeholders.

10.3 The review date is stated in the header of this document.

Appendix 1. Record of Intimate Care Intervention

[illegible]

Appendix 2. Toilet Management Plan

Pupil's name:	Class/year group:
Name of personal assistant:	
Date:	Review date:
Area of need	
Equipment required	
Locations of suitable toilet facilities	
Support required	Frequency of support

Working towards independence (if appropriate)

Pupil will try to	Personal assistant will	Parents will	Target achieved date

Signed _____ Parent

Signed _____ DSL / DDSL

Signed _____ Class teacher: on behalf of designated staff team

(Back page of Appendix 2: Toilet Management Plan)

Intimate Care Agreement

Support staff

As the member of staff supporting your child with intimate care, you can expect the following:

- We will stop what we are doing to help you, avoiding all unnecessary delays.
- When your child uses the agreed emergency signal, we will stop what we are doing and come and help.
- We will treat your child with respect and ensure privacy and dignity at all times.
- We will ask your child's permission before completing any intimate care.
- We will check that your child is as comfortable as possible, both physically and emotionally.
- If we are working with a colleague to help your child, we will ensure that we talk in a way that does not embarrass your child.
- We will review the child's Intimate Care Plan with parents and make changes as required.

Pupil

As the pupil who requires help with intimate care, your child will need to do the following:

- whenever possible, to let staff know a few minutes in advance that I am going to need help with intimate care, so that they can make themselves available and be prepared to help me.
- try to use the toilet at break time, or at the agreed times.
- only use the agreed emergency signal for real emergencies.
- tell you if I want staff to stay in the room or stay with me in the toilet.
- tell you straight away if staff are doing anything that makes me feel uncomfortable or embarrassed.
- talk to other trusted people about how staff help me. They too will let staff know what I would like to change.

Appendix 3. Procedures

Policy and procedure

Staff responsibilities:

- The school will carry out a relevant risk assessment to ensure provision for pupils in need is safe.
- Staff will wash their hands before and after providing intimate care, and routinely throughout the day.
- All staff will have due regard for the school's Infection Control when carrying out intimate care. The school adheres to the HSC Public Health document – 'Guidance on infection control in schools and other childcare settings.

Use of changing and toilet facilities:

- All surfaces and facilities are cleaned frequently with detergents and bleach on a daily basis, and toilets are cleaned between use by different pupils.
- Facilities can only be used by one pupil at a time – the school will ensure there are sufficient facilities to accommodate all pupils needs.
- Where required, each individual is allocated their own potty and nappies are disposed of as per normal procedures.

Monitoring and review

- This policy appendix is reviewed in line with any government changes and communicated to all relevant individuals.
- The scheduled review date is shown in the header of this document.