



INTIMATE CARE POLICY

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An academy within:



“Learning together; to be the best we can be”



Intimate & Personal Care Policy

1. Introduction

- 1.1 NRCS is committed to providing the highest quality care which meets the individual needs of children/young people and promotes their dignity, privacy and independence. No child or young person should be discriminated against or treated differently because of medical or continence needs.
- 1.2 This document applies to all staff who undertake intimate and personal care tasks with children and young people.
- 1.3 Responsible bodies including the Local Safeguarding Children's Board must work within national and locally agreed and published Safeguarding Protocols. These include procedures for the Referral of allegations, concern about the quality of care or practice or a complaint against those who work with Children. Schools and colleges must also have regard to statutory guidance *Keeping Children Safe in Education (2015)*, which provides further guidance as to how they should fulfil their duties in respect of safeguarding and promoting the welfare of children in their care. Further information including a Code of Conduct can be found at <http://www.doncastersafeguardingchildren.co.uk/education/education.asp>.

2. Aims & Scope of Policy

- To safeguard the rights of children and young people and staff who are involved in providing intimate and personal care;
- To ensure inclusion for all children and young people in an appropriate education setting and ensure that no child is discriminated against because of their specific needs;
- To maintain an effective and consistent approach for intimate and personal care between parents/carers and practitioners involved; and
- To ensure all staff involved in intimate and personal care have access to appropriate training and supervision.

3. Definitions

- **Personal care** is defined as those tasks which involve touching, which is more socially acceptable, and is non-personal and intimate, and usually has the function of helping with personal hygiene and enhancing social functioning. This includes skin care, applying sun cream, external medication, feeding, administering oral medication, hair care, brushing teeth, applying deodorant, dressing and undressing, washing non-personal body parts, and prompting to go to the toilet.
- **Intimate care** is defined as those care tasks associated with bodily functions, body products, and personal hygiene which demand direct or indirect contact with or exposure to the genitals, including such tasks as for example dressing and undressing (underwear), helping with the use of the toilet, changing continence pads/nappies (faeces and/or urine), bathing/ showering, washing intimate and personal parts of the body, changing sanitary towels or tampons and administering some medications or first aid.



4. Guiding principles

4.1 This policy is underpinned by the following guiding principles:

- Assistance with intimate and personal care must be provided in a manner which is respectful of the child's/young person's rights to feel safe and secure, to remain healthy, and to be treated as an individual;
- Children/young people have a right to information, in a format which is understandable, about how to ask a question or make a complaint about intimate and personal care;
- Children/ young people should be consulted as far as possible and encouraged to participate in planning and decision-making about their intimate and personal care. Particular attention must be given to those children and young people who have disabilities/conditions which mean they require additional support to do this;
- Decisions and plans about intimate and personal care are made in partnership with parents/carers;
- Intimate and personal care plans should include opportunities to promote independence skills;
- Where staff carry out medical or nursing procedures relating to intimate or personal care for a child/young person (e.g. catheter care, administration of oxygen, administration of rectal diazepam, a variety of gastrostomy feeds), these are only carried out on the individual concerned. Staff carrying out these procedures should be authorised and trained to do so and their training should be kept up to date as advised and agreed Records should be kept of all relevant procedures in line with the child/ young person's individual plan.
- Intimate care tasks will be planned and carried out as part of an individual care plan for children/young people.

4.2 The Manual Handling Operations Regulations 1992, amended in 2002, will also need to be adhered to for example there may be a need to provide specialist equipment (e.g. hoist, sling, changing bed etc.) for a larger child/young person, information, instruction, training and supervision as is required following any risk assessments undertaken.

5. Links with other policies/Guidance

5.1 This policy will be considered in conjunction with other relevant legislation, policies, risk assessments and/or other guidance, related to the following aspects:

- Supporting pupils with medical conditions
- Moving and Handling
- Health and Safety
- Cleaning of Bodily Fluid Spillages
- Disposal of offensive/hygiene waste
- School Emergency Plan Template
- SEND Code of Practice 2015
- Children and Families Act 2014
- Equality Act 2010
- Childcare Act 2006



- Complaints Procedure
- Anti-bullying and tackling discrimination
- Safeguarding/ child protection policy and procedures
- Statement of procedures for dealing with allegations of abuse against staff
- Whistleblowing Policy and Procedures for Schools

6. Ensuring staff competency

- Staff at NRCS will be given information during the recruitment process about the types of intimate, personal and medical care they may be required to carry out, and this should be included in any job description/role profile.
- All staff working with children and young people will have been through appropriate police and security checks (DBS).
- Staff will be given appropriate initial and on-going instruction/training in how to carry out intimate and personal care activities. This may include both generic training for example safeguarding, and specific instruction in how to assist particular children according to their individual care plan. For any specific procedure, e.g. moving and handling or the administration of rectal medication, individual training will be provided in order to ensure that staff have a full and competent knowledge of the procedure
- Staff will have access to a set of procedures which give detailed guidance on how to carry out specific activities related to intimate and personal care and any individual care plan which is in place for a child/young person.
- NRCS will make contingency provision for short and longer term emergencies such as a member of staff being absent due to illness.
- In the event of an allegation against a member of staff the procedures highlighted in the setting/ LA's Safeguarding Policy will be followed and appropriate action taken.

7. Safeguarding the dignity of children when providing intimate and personal care

- The number of carers involved with giving intimate and personal care will be indicated in the child's individual health care plan, those who do not have an IHP but need an intimate care plan will be on the format in appendix, and will be based on individual need. Under normal circumstances, the child's need for privacy would indicate that one carer is sufficient. However, two or more carers may be required on occasion, for example where this is necessary to support children with behavioural needs, or where more than one carer is needed to assist with moving and handling.
- The child/young person's preferences about gender or maturity of their carer(s) should be respected wherever possible.



8. Developing, documenting, and communicating intimate and personal care plans

- Children/young people will be included as far as possible in developing intimate and personal care plans
- Parents/carers will be expected as part of the plan to supply the setting with a sufficient supply of clean clothing, nappies/pads/pull ups, and any other medical equipment etc. relevant to their child/young person's needs as identified in the plan.
- Relevant members of the multi-disciplinary team may be consulted and involved as plans are developed; this may include nursing practitioners, therapists.
- All individual care plans will detail not only how to carry out the intimate or personal care activities, but should include reference to the cleaning bodily fluids guidance and detail the precautions to be applied to the particular tasks in terms of infection control and protection of staff from contamination. They should also detail how to dispose of any bodily fluids and contaminated items and the safe storage of contaminated clothing.
- Where an intimate and/or personal care plan exists, this information will be shared with all relevant services on request in line with current Data Protection guidelines.
- Individual Care Plans will be regularly reviewed and amended in the light of changes in the child/young person's needs.
- Planning for outings and education visits will take into account how the child/young person's intimate and personal care needs will be met when away from the setting and included in the curriculum/ wider activities.

9. Monitoring and reviewing

9.1 Intimate and personal care plans will be reviewed as a minimum annually or when there are any significant changes in a child or young person's needs. However, if this information is part of a Moving & Handling Care Plan- the Moving & Handling part of the Care Plan needs to be reviewed every 6 months or when there are any significant changes in a child or young person's needs.

10. Checklist for intimate and personal care procedures

- Opportunities to develop and use social skills will be integrated within intimate and personal care routines.
- Children/young people will be enabled to communicate their needs and preferences during intimate and personal care activities.
- When referring to care routines or body parts care will be taken to use appropriate and agreed language.
- Intimate and personal care procedures will only be carried out in line with the guidance/information and training given for the procedures to be carried out.
- Where staff are uncertain how to carry out an activity, they will seek guidance



from their manager.

- Staff will familiarise themselves with the child/ young person's individual intimate and personal care plan before assistance is given.
- Care will be taken to communicate with the child/young person throughout the activity.
- Children/young people will be encouraged to do as much as they can for themselves. For example, when supporting toileting needs best practice is:
 - Staff hands will be washed thoroughly before and after the change and the child/ young person should be encouraged and supported to wash their own hands wherever possible
 - Assist with cleaning if necessary: the child should only return to learning if they are clean and comfortable
 - Wear disposable gloves and aprons to reduce the risk of infection
 - All soiled waste and protective equipment used will be bagged as offensive/hygiene waste and disposed of appropriately
 - The changing area will be wiped with antibacterial cleaner between changes
 - Bag up soiled clothes to be sent home with the child and alert the parents/ carers through established home/ setting communication channels
 - Explain to parents/ carers that spare clothes provided by the setting need to be cleaned and returned as soon as possible
- The utmost care will be taken to ensure dignity, privacy and respect. This includes ensuring that doors are closed, or screens are used if 2 children/young people are sharing the use of a bathroom/medical area. Carers should also keep the body and genital area covered as much as possible.
- The Personal Care Plan will be referred to for information about transfer methods to be used during care routines, for those children/young people who require assistance with moving and handling.
- For children and young people who present with challenging behaviour who require intimate and/or personal care, this should be included within their behaviour plan and individual risk assessment.
- If an issue arises during personal care accurate records (cpoms) will also be kept when a child requires assistance with intimate care and parents will be contacted via Seesaw or Phone call.
- Staff who provide intimate care will speak to the pupil personally by name, explain what they are doing and communicate with all children in a way that reflects their ages.
- The religious views, beliefs and cultural values of children and their families will be taken into account, particularly as they might affect certain practices or determine the gender of the carer.



11. Massage/Tacpac

- Massage is used with pupils who have complex needs and/or medical needs in order to develop sensory awareness, tolerance to touch and as a means of relaxation.
- Massage will be undertaken by school staff in accordance with safeguarding guidelines.
- Any adult undertaking massage for pupils will be suitably qualified and/or demonstrate an appropriate level of competence.

Appendix A

Is it Any Wonder?

If you leave the door open when you're changing me
Or bring Sonia in and 'do her at the same time'....
If you talk to your friend Hilary
And do me at the same time.....

If you look through me like I'm not there
And chat to your mate about last night's telly and expose my private hair
And leave me uncovered from me toe to me belly
And you cough and splutter and 'phwor' that's smelly...

Is it any wonder that I believe myself to have no worth?
Is this what you believe and aren't grown-ups always right and can be trusted?

Is it any wonder that I don't understand words like 'dignity' and 'privacy'
When I've not been shown or given any?

Is it any wonder.... That I don't scream or cry, or moan or complain
When the new worker does things to me and I don't know their name
And when he says, "It will be OK and if it's not then you'll be blamed!
You know he's right – 'cos grown ups are always right and can be trusted'

Is it any wonder..... I won't eat my food?
When someone says -'she won't even touch her apple crumble' ...
And I bang my head against the wall instead –
So hard, the plaster crumbles.

John Drury 1995



Appendix B

Intimate Personal Care Plan

Child's Name:Date of birth:.....

Year Group: Class:

Class teacher responsible:

Date of record:.....Review date:

Area of need for the Care Plan (note any additional communication needs)	
Equipment required/ by whom	
Environmental considerations	
Support required (who and frequency)	

Outcome(s)/ Independence working towards:

Setting will	Parents will support by	Child will try to	Target achieved date
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Signed:	Signed:	Signed (if appropriate)	

Intimate Personal Care Plans can be used for a range of needs and activities including Toileting, Feeding, Medication and Dressing.