

Intimate Care Policy



**Scientia Academy
September 2021**

**LGB – to review September
2021**

**Review date Annually or as
required**

Contents:

Statement of Intent

1. Legal Framework
2. Definitions
3. Health and Safety
4. Staff and facilities
5. School responsibilities
6. Roles and Responsibilities
7. Parental responsibilities
8. Procedures for intimate care
9. Safeguarding procedures
10. Swimming
11. Offsite Visits
12. Intimate Care Plans
13. Monitoring and review

Appendices

Appendix 1 – Intimate Care Plan

Appendix 2 – Record of Intimate Care Intervention

Appendix 3 – Toilet Management Plan

Appendix 4 – Agreement between Pupil and Teaching Assistant

Appendix 5 – Intimate Care during COVID-19

Statement of Intent

Scientia Academy:

At Scientia Academy, we recognise that all children have different rates of development and differing needs during their time at school and some children may remain dependent on long-term support for person care, while others progress slowly towards independence.

- Understands the importance of its responsibility to safeguard and promote the welfare of children.
- Pupils may require assistance with intimate care as a result of their age or due to having SEND.
- In all instances, effective safeguarding procedures are of paramount importance.

This policy has always been developed to ensure that all staff responsible for providing intimate care undertake their duties in a professional manner and treat children with sensitivity and respect.

The school is committed to providing intimate care for children in ways that:

- Maintain their dignity.
- Are sensitive to their needs and preferences.
- Maximise their safety and comfort.
- Protect them against intrusion and abuse.
- Respect the child's right to give or withdraw their consent.
- Encourage the child to care for themselves as much as they can.
- Protect the rights of all others involved.

Signed by:

_____ Headteacher

Date: _____

_____ Chair of Governors

Date: _____

Review date: _____

1. Legal Framework

- 1.1. This policy has due regard to the relevant legislation, including, but not limited to, the following:
- Equality Act 2010
 - Children and Families Act 2014
 - Childcare Act 2006
 - Health Act 2006
 - Education Act 2011
 - The Control of Substances Hazardous to Health Regulations 2002 (as amended in 2004)
- 1.2. This policy has due regard to the relevant statutory guidance, including, but not limited to, the following:
- DfE (2020) 'Keeping children safe in education'

2. Definitions

- 2.1. For the purpose of this policy, “**intimate care**” is the hands-on, physical care in personal hygiene, as well as physical presence or observation during such activities.
- 2.2. Intimate care includes the following:
- Helping a child with eating and drinking for reasons of illness or disability
 - Washing other than to the arms and face, and to the legs below the knee
 - Application of medical treatment other than to the arms and face, and to the legs below the knee
 - Toileting, wiping and care in the genital and anal areas
 - Dressing and undressing
 - Carrying out an invasive procedure
 - Changing a child who has soiled themselves
 - First aid and medical assistance
 - The supervision of a child involved in intimate self-care

- Providing comfort to an upset or distressed pupil

Pupils' Needs

- The staff work hard to build effective relationships with the parents and carers of the children at Scientia Academy.
- Any needs that a child may have will be dealt with sensitively and appropriately, working with parents/carers to ensure that each child can access the curriculum.
- Any child who has personal care or continence needs will be attended to in a designated area within school which allows the child privacy but ensures staff assisting them are not isolated and within view and/or earshot of other staff (see risk assessment for details).
- Parents will be contacted in extreme cases where soiling is severe and/or linked to illness e.g. sickness and diarrhoea, or when a child refuses to let a member of staff help change their clothing and cannot manage this themselves.
- Risk assessments are in place for staff to support all children with toileting and changing as required; this can be common requirement in the early years. Irregular accidents will be dealt with using the standard toileting and intimate care risk assessment and parents will be informed on collection by a staff member.
- Children with complex, long term or regular intimate care needs will have a health care plan/care plan in place.

3. Health and Safety

- 3.1. The Health and Safety Policy lays out specific requirements for cleaning and hygiene, including how to deal with spillages, vomit and other bodily fluids.
- 3.2. 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 Pupils with Medical Conditions and Administering of Medicine Policy.
- 3.3. Staff will wear disposable masks / shields, aprons and gloves while assisting a pupil in the toilet or while changing a nappy, incontinence pad or medical bag.
- 3.4. Soiled nappies, incontinence pads and medical bags will be securely wrapped and disposed of appropriately.
- 3.5. Where one pupil requires intimate care/toileting, nappies, incontinence pads and medical bags will be disposed of in an ordinary bin, as per health and safety guidelines.
- 3.6. Where more than one pupil requires intimate care, nappies, incontinence pads and medical bags will be disposed as follows:

- Special bins are in downstairs disabled toilet (near the library) and in the upstairs disabled toilet (near the cleaners' cupboard).

3.7. The changing area or toilet will be left clean.

3.8. Hot water and soap will be available to wash hands.

3.9. Paper towels will be available to dry hands.

4. Staff and Facilities

4.1. 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
- 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

4.2. Mobile pupils will be changed while standing up.

4.3. Pupils who are not mobile will be changed on a purpose-built changing bed or changing mat on the floor.

- 4.4. Staff will be supported to adapt their practice in relation to the needs of individual pupils, considering developmental changes such as the onset of puberty or menstruation.

5. School Responsibilities

- 5.1. Pupils who require intimate care will be involved in planning for their own healthcare needs wherever possible.
- 5.2. In liaison with the pupil and parents, an individual intimate care plan (appendix 1) will be created to ensure that reasonable adjustments are made for any pupil with a health condition or disability.
- 5.3. Regular consultations will be arranged with all parents and pupils regarding toilet facilities.
- 5.4. The privacy and dignity of any pupil who requires intimate care will always be respected.
- 5.5. A qualified member of staff will change the pupil or assist them in changing themselves if they become wet, or soil themselves.
- 5.6. 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.
- 5.7. Members of staff will react to accidents in a calm and sympathetic manner.
- 5.8. Accurate records of times, staff, and any other details of incidents of intimate care will be kept in a Record of Intimate Care Intervention (appendix 2), and they will be stored in the medical room. It will also be recorded on Medical Tracker.
- 5.9. Arrangements will be made for how often the pupil should be routinely changed if the pupil is in school for a full day, and the pupil will be changed by a designated member of staff – if this is needed.
- 5.10. A minimum number of changes will be agreed.
- 5.11. The family's cultural practices will always be taken into account for cases of intimate care.
- 5.12. Where possible, only same-sex intimate care will be carried out.
- 5.13. Parents will be contacted if the pupil refuses to be changed or becomes distressed during the process.
- 5.14. Excellent standards of hygiene will always be maintained when carrying out intimate care.

6. Roles and Responsibilities

6.1. The Headteacher is responsible for:

- Ensuring that intimate care is conducted professionally and sensitively.
- Communicating with parents in order to establish effective partnerships when providing intimate care to children.
- Handling any complaints about the provision of intimate care in line with the school's Complaints Procedures Policy.

6.2. All members of staff who provide intimate care are responsible for:

- Undertaking intimate care practice respectfully, sensitively and in line with the guidelines outlined in this policy.

6.3. School Admin Officer is responsible for:

- Ensuring that the intimate care of all children is carefully planned, including the creation of individual plans following discussions with the parent and the child, with input from the SENCO.
- Ensuring any changes needed to be made to the intimate care plan is done in a timely manner, sharing all changes with those that are needed.
- Liaise with the relevant phase leaders or class teachers to see if plans can be ceased due to the independence of toileting.

7. Parental Responsibilities

7.1. The school will liaise closely with parents to establish individual intimate care plans (appendix 1) for each child which will set out the following:

- What care is required and when
- Number of staff needed to carry out the care
- Any additional equipment needed
- The child's preferred means of communication, e.g. visual/verbal, and the terminology to be used for parts of the body and bodily functions
- The child's level of ability, i.e. what procedures of intimate care the child can do themselves
- Any adjustments necessary in respect to cultural or religious views
- The procedure for monitoring and reviewing the intimate care plan

- 7.2. The information concerning the child's intimate care plan will be stored confidentially in the school office and on medical tracker, and only the parents and the designated members of staff responsible for carrying out the child's intimate care will have access to the information.
- 7.3. The parents of the child are required to sign the Child's intimate care plan to provide their agreement to the plan; no intimate care will be carried out without prior parental consent.
- 7.4. In respect of the above, if no parental consent has been given and the child does not have an intimate care plan, but the child requires intimate care, parents will be contacted by phone in order to gain consent.
- 7.5. Any changes that may need to be made to a child's intimate care plan will be discussed with the parents to gain consent and will then be recorded in the written intimate care plan.
- 7.6. Parents will be asked to supply the following items for their child's in a named bag:
 - Spare nappies / incontinence pads / medical bags
 - Wipes, creams, nappy sacks, etc.
 - Spare clothing
 - Spare underwear
- 7.7. Parents will change their child or assist them in going to the toilet at the latest possible time before coming to school.
- 7.8. Parents will inform the school should their child have any marks / rashes.

8. Procedures for Intimate Care

- 8.1. Staff who provide intimate care will conduct intimate care procedures; no child will be left in wet/soiled clothing or nappies / incontinence pads / medical bags.
- 8.2. Each child being provided with intimate care will have a clearly labelled bag allocated to them in which there will be wipes, change of clothing, change of nappies / incontinence pads and any other individual changing equipment necessary.
- 8.3. Before starting an intimate care procedure, members of staff will put on a face mask / shield, disposable gloves and aprons, and the changing area will be cleaned appropriately using appropriate cleaning products.
- 8.4. The changing area for the children is private from the other children.

- 8.5. Hot water and liquid soap are available for staff to wash their hands before and after changing an intimate care procedure; the changing area will also be cleaned appropriately after use using appropriate cleaning products.
- 8.6. Always explain or seek the permission of the pupil before starting an intimate care procedure, according to the pupil's age and level of understanding.
 - 8.7. Any soiled clothing will be placed in a tied plastic bag in the child's personal bag and will be returned to parents at the end of the school day. Unless parents have given consent for these to be disposed of.
- 8.8. Any used nappies / incontinence pads will be placed in a tied plastic bag and disposed of in the nappy bin which are located in the disabled toilets (downstairs near the library and upstairs near the cleaner's cupboards)
- 8.9. Any bodily fluids that transfer onto the changing area will be cleaned appropriately.
- 8.10. If a pupil requires cream or other medicine, such as for a nappy rash, this will be provided if full parental consent (written) has been gained prior to this.
- 8.11. Older children and those who are more able will be encouraged to use the toilet facilities and will be reminded at regular intervals to go to the toilet.
- 8.12. Children will be reminded and encouraged to wash their hands after using the toilet, following the correct procedures for using soap and drying their hands.
- 8.13. All intimate care carried out will be recorded on a Record of Intimate Care Intervention (appendix 2)
- 8.14. If a member of staff has any concerns about physical changes in a child's presentation, e.g. marks, bruises, soreness, etc, they must immediately report these to the DSL.
- 8.15. Children with SEND have the same rights to safety and privacy when receiving intimate care; additional vulnerabilities that may arise from a physical disability or learning difficulty must be considered when planning for meeting a child's needs.
- 8.16. Inform parents / carers at the end of each day of the number of times intimate care has been provided.
- 8.17. Contact a parent / carer only where soiling is severe and/or linked to illness e.g. sickness or diarrhoea, or when a child refuses to let a member of staff help change their clothing and cannot do it alone.
- 8.18. Where the child is able to act independently, one adult should stand outside the designated area whilst the child is cleaning or changing and then make sure the toilet area is left in an appropriate condition

- 8.19. Do not isolate yourself when assisting with intimate care. Always alert another member of staff to what you are doing and make sure there is 2 members of staff present.
- 8.20. Only employees of the school will support pupils with intimate care (not students or volunteers)

9. Safeguarding Procedures

- 9.1. The school adopts rigorous safeguarding procedures in accordance with the Safeguarding Policy and will apply these requirements to the intimate care procedures.
- 9.2. Intimate care is classified as regulated activity; therefore, the school will ensure that all adults providing intimate care have undergone an enhanced DBS check (which includes barred list information) enabling them to work with children.
- 9.3. All members of staff will receive safeguarding training on an annual basis, and receive child protection and safeguarding updates as required, but at least annually.
- 9.4. All members of staff are instructed to report any concerns about the safety and welfare of children with regards to intimate care, including any unusual marks, bruises or injuries, to the DSL in accordance with the school's Whistleblowing Policy.
- 9.5. Any concerns about the correct safeguarding of children will be dealt with in accordance with the Safeguarding Policy and the Allegations of Abuse Against Staff Policy.
- 9.6. If a pupil becomes unusually distressed or unhappy about being cared for by a particular member of staff, the whistleblowing policy must be used, and this will be reported to the Headteacher.
- 9.7. The matter will be investigated at an appropriate level and outcomes recorded. Parents / carers will be contacted as soon as possible. Staffing schedules will be altered until the issue is resolved
- 9.8. The child's needs will remain of utmost importance. Each pupil's right to privacy will be respected.
- 9.9. 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.

10. Swimming

- 10.1. Pupils in Upper Key Stage 2 regularly participate in swimming lessons: during these lessons, pupils are entitled to privacy when changing; however, some pupils will need to be supervised during changing.
- 10.2. Parental consent will be obtained before assisting any pupils in changing clothing before and after swimming lessons.
- 10.3. Details of any additional arrangements will be recorded in the pupil's individual intimate care plan.

11. Offsite Visits

- 11.1. 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.
- 11.2. Staff will apply all the procedures described in this policy during residential and off-site visits.
- 11.3. Consent from a parent will be obtained and recorded prior to any offsite visit.

12. Intimate Care Plans (appendix 1)

- 12.1. This is a written document that explains what will be done, when and by whom.
- 12.2. It will be written with input for the pupil (where possible), parents / carers, school staff and other professionals. Ideally, this will take the form of a meeting.
- 12.3. The plan will include:
 - Where changing will take place
 - What resources and equipment will be used (i.e. cleansing agents used, or cream to be applied) and clarification of who is responsible (parent or school) for the provision of the resources and equipment. Apparatus will be provided to assist with children who need special arrangements following assessment a physiotherapist or occupational therapist as required
 - How the product, if used, will be disposed of, or how wet or soiled clothes will be kept until they can be returned to the parent / carer
 - What infection control measures are in place
 - Training requirements for staff
 - Arrangements for school trips and outings

- If needed, we will agree appropriate terminology for private parts of the body and functions and note this in the plan
- The religious views, beliefs and cultural values of pupils and their families will be considered.

12.4 The child's right to privacy and modesty will be respected.

12.6 The meeting will consider carefully who will support the pupil with intimate care.

Medical Care Plans

Pupils who have complex or long-term conditions might need help with medical procedures such as the administration of rectal medication, managing catheters or colostomy bags.

These procedures will be discussed with parents/carers, the school nursing team and documented in the pupil's individual healthcare plan.

They will only be carried out by staff who have been trained to do so.

Staff will follow infection control guidelines and ensure that any medical items are disposed of correctly.

13. Monitoring and Review

- 13.1. This policy will be reviewed annually by the headteacher, who will make any changes necessary and communicate these to all members of staff.
- 13.2. The next scheduled review date is September 2022.
- 13.3. All members of staff are required to familiarise themselves with this policy as part of their induction programme.

Intimate Care Plan – Appendix 1

This form is to be completed by the School Admin Officer, EYFS lead and signed by parents along with the headteacher.

Child's Name:		Photo
Group/class/form:		
Date of birth:		
Child's address:		
Medical diagnosis/condition:		
Date:		
Review date (Year 1):		
Review date (Year 2):		

Parent / Carer Contact details	
Parent / carer 1:	
Phone No. (Work):	
Phone No. (Home):	
Mobile No :	
Relationship to child:	
Parent / carer 2:	
Phone No. (Work):	
Phone No. (Home):	
Mobile No :	
Relationship to child:	

Clinic/Hospital Contact	
Name:	
Phone No:	

G.P.	
Name:	
Phone No:	

Who is responsible for providing support in school	
Name of staff members to provide Intimate Care	
Name of staff members (in the above staff member's absence)	

Describe medical needs and give details of child's symptoms, triggers, signs, treatments, facilities, equipment or devices, environmental issues etc.

--

Name of medication, dose, method of administration, when to be taken, side effects, contra-indications, administered by/self-administered with/without supervision

--

What do parents need to provide?

--

Daily care requirements, including frequency, where will the intimate care be carried out?

--

What infection control procedures are in place? What disposal procedures are in place?

What actions will be taken if any concerns arise?

What are the reporting procedures for parents?

Arrangements for school visits / trips etc.

Specific support for the pupil's educational, social and emotional needs

Describe what constitutes an emergency, and the action to take if this occurs? Who is responsible in an emergency?

--

Specific staff training needed / undertaken – who / what / when?

--

Any other information to be included

--

I have read the Early Years Intimate Care Policy provided by Scientia Academy and I agree to the intimate care plan outlined above:

Name	Date	Relationship / Position	Signature

Form Copied and Stored:

Whom given a copy	Date	Where Stored	Signature

Toilet Management Plan – Appendix 3

Pupil's Name:	Class / Year Group:
Name of Support Staff:	
Date:	Review date:
Area of Need	
Equipment Required	
Locations of Suitable Toilet Facilities	
Support Required	Frequency of Support

Working towards independence

Pupil Will Try To	Support Staff Will	Parents Will	Target Achieved Date

Signed _____ Parent

Signed _____ Support Staff

Signed _____ Second Member of Staff

Signed _____ Pupil (where appropriate)

Agreement between Pupil and Personal Assistant – Appendix 4

Pupil's Name: _____ Class / Year Group: _____

Name of Support Staff Involved: _____

Date: _____ Review Date: _____

Support Staff

As the member of staff helping you with intimate care, you can expect me to do the following:

- When I am the identified person, I will stop what I am doing to help you. I will avoid all unnecessary delays.
- When you use our agreed emergency signal, I will stop what I am doing and come and help.
- I will always treat you with respect and ensure privacy and dignity.
- I will ask permission before touching you or your clothing.
- I will check that you are as comfortable as possible, both physically and emotionally.
- If I am working with a colleague to help you, I will ensure that we talk in a way that does not embarrass you.
- I will listen carefully if there is something you would like to change about your Intimate Care Plan.

Pupil

As the pupil who requires help with intimate care, you can expect me to do the following:

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

Signed: _____ Support Staff

Signed: _____ Pupil

Intimate care during coronavirus (COVID-19) – Appendix 5

During the coronavirus (COVID-19) pandemic, it is essential that we keep both our pupils and staff safe from the risk of transmission. That said, we are fully dedicated to supporting all our pupils with additional needs, including intimate care. This policy appendix outlines how intimate care will be carried out safely and in line with current guidance from the DfE.

1. Policy and Procedure

1.1. Staff will have due regard for the following statutory guidance:

- DfE (2020) 'Safe working in education, childcare and children's social care settings, including the use of personal protective equipment (PPE)'

2. Staff Responsibilities

- 2.1. The school will carry out a relevant risk assessment to ensure provision for pupils in need is safe and in line with government guidance.
- 2.2. Staff will wash their hands before and after providing intimate care for 20 seconds, and routinely throughout the day.
- 2.3. Staff will wear sufficient PPE in line with the main provisions of this policy, outlined in section three.
- 2.4. Staff will dispose of PPE safely and in line with the school's infection control measures.

3. Use of Changing and Toilet Facilities

- 3.1. All surfaces and facilities are cleaned frequently with detergents and bleach daily, and toilets are cleaned regularly throughout the day.
- 3.2. Facilities can only be used by one pupil at a time – the school will ensure there are sufficient facilities to accommodate all pupils needs.
- 3.3. Any individual with coronavirus symptoms, who requires a change immediately, is changed in a separate changing facility, where possible, and staff wear face coverings during intimate care – waste is double bagged and disposed of safely.

4. Monitoring and Review

- 4.1. This policy appendix is reviewed in line with any government changes and communicated to all relevant individuals.
- 4.2. The scheduled review date for this policy is September 2022.