

Intimate Care Policy

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Contents

1	Statement of Interest.....	3
2	Legal Framework.....	3
3	Definitions.....	3
4	Health and Safety.....	4
5	Staff and Facilities.....	4
6	School Responsibilities	5
7	Parental Responsibilities	6
8	Safeguarding	6
9	Swimming	6
10	Offsite Visits	7
11	Policy Review	7
12	Appendices.....	8
12.1	Record of Intimate Care Intervention (version on Edukey).....	8
12.2	Toilet Management Plan (version on Edukey).....	9
12.3	Agreement between Pupil and Personal Assistant.....	10
13	Intimate Care during Coronavirus (COVID-19).....	10
13.1	Policy and Procedure.....	11
13.2	Staff Responsibilities.....	11
13.3	Use of Changing and Toilet Facilities.....	11
13.4	Monitoring and Review	11

1 Statement of Interest

Caroline Chisholm School 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.

Caroline Chisholm Trust 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.

Pupils will always be treated with care, dignity and respect when intimate care is given, and no pupil will be left feeling embarrassed

2 Legal Framework

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 (2021) 'Keeping children safe in education'

This policy will be implemented in conjunction with the school's:

- Health and Safety Policy
- First Aid Policy
- Child Protection and Safeguarding Policy
- Staff Code of Conduct
- Whistleblowing Policy
- Administering Medication Policy

3 Definitions

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

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.

Examples of intimate care include support with dressing and undressing (underwear), changing incontinence pads, pull ups or medical bags such as colostomy bags, menstrual hygiene, helping someone use the toilet, or washing intimate parts of the body.

Pupils may be unable to meet their own care needs for a variety of reasons and will require regular support.

4 Health and Safety

The Health and Safety Policy lays out specific requirements for cleaning and hygiene, including how to deal with spillages, vomit and other bodily fluids.

Any member of staff that is required to assist a pupil with changing a medical bag, or peg feed, will be trained to do so and will carry out the procedure.

Staff will wear appropriate PPE including disposable aprons, gloves and face shield / mask, while assisting a pupil in the toilet or while changing a pull up, incontinence pad or medical bag.

Soiled pull ups, incontinence pads, portable urinals and medical bags will be securely wrapped and disposed of appropriately.

Where one pupil requires intimate care/toileting, pull ups, incontinence pads and medical bags will be disposed of in an ordinary bin, as per health and safety guidelines.

Where more than one pupil requires intimate care, pull ups, incontinence pads and medical bags will be disposed as follows:

Details of disposal process.

- Medical room available
- The changing area or toilet will be left clean.
- Hot water and soap are available to wash hands.
- Wipes are available to wash body
- Paper towels are available to dry hands.
- Medical disposable sharps bin

5 Staff and Facilities

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
- Adapted toilet seat or commode seat
- Hoist
- Swivel mat
- Disposable gloves/aprons
- Pull ups, 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

The school has eleven extended disabled toilet facilities across the site, each with a washbasin.

Where possible mobile pupils will be changed while standing up and independently.

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

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 School Responsibilities

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

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

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.

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

The privacy and dignity of any pupil who requires intimate care will be respected at all times.

A qualified member of staff will change the pupil or assist them in changing themselves if they become wet, or soil themselves.

Any pupil with wet or soiled clothing will be assisted in cleaning themselves and will be given spare clothing, pull ups, pads, etc., as provided by the parents.

Members of staff will react to accidents in a calm and sympathetic manner.

Accurate records of times, staff, and any other details of incidents of intimate care will be kept, and they will be stored centrally. This will be in the school office in primary or learning support office in secondary.

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.

A minimum number of changes will be agreed.

The family's cultural practices will always be taken into account for cases of intimate care.

Parents will be contacted if the pupil refuses to be changed, becomes distressed during the process or requires significant support due to heavy soiling.

Excellent standards of hygiene will be maintained at all times when carrying out intimate care.

7 Parental Responsibilities

Parents will change their child, or assist them in going to the toilet, at the latest possible time before coming to school.

Parents will provide spare pull ups, incontinence pads, medical bags, wet wipes and a change of clothing in case of accidents.

A copy of this policy will be read and signed by parents to ensure that they understand the policies and procedures surrounding intimate care.

Parents will inform the school should their child have any marks/rashes.

Parents will come to an agreement with staff in determining how often their child will need to be changed, and who will do the changing.

8 Safeguarding

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

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.

Individual intimate care plans will be drawn up for pupils as appropriate to suit the circumstances of the pupil.

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.

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 DSL immediately.

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

9 Swimming

Pupils in Years 4 participate in swimming lessons at Northampton High School: during these lessons, pupils are entitled to privacy when changing; however, some pupils will need to be supervised during changing.

Parental consent will be obtained before assisting any pupils in changing clothing before and after swimming lessons.

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

Details of any additional arrangements will be recorded in the pupil's individual intimate care plan.

10 Offsite Visits

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.

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

Meetings with pupils away from the school premises, where a chaperone is not present, will not be permitted, unless approval has been obtained by the headteacher.

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

11 Policy Review

This policy is reviewed every two years by the principal and the DSL.

12 Appendices

12.1 Record of Intimate Care Intervention (version on Edukey)

Pupil's name:

Class/year group:

Name of support staff:

Date:

Review date:

Date	Time	Procedure	Staff signature	Second signature

12.2 Toilet Management Plan (version on Edukey)

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

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

Signed _____ Parent

Signed _____ Personal assistant

Signed _____ Second member of staff

Signed _____ Pupil (where appropriate)

12.3 Agreement between Pupil and Personal Assistant

Pupil's name: _____

Class/year group: _____

Name of support staff involved: _____

Date: _____

Review date: _____

Support staff

As the personal assistant 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 treat you with respect and ensure privacy and dignity at all times.
- 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: _____ Personal assistant

Signed: _____ Pupil

13 Intimate Care during Coronavirus (COVID-19)

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.

13.1 Policy and Procedure

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)'
- [Early years] DfE (2020) 'Actions for early years and childcare providers during the coronavirus (COVID-19) outbreak'

13.2 Staff Responsibilities

The school will carry out a relevant risk assessment to ensure provision for pupils in need is safe and in line with government guidance.

Staff will wash their hands before and after providing intimate care for 20 seconds, and routinely throughout the day.

Staff will wear sufficient PPE in line with the main provisions of this policy.

Staff will dispose of PPE safely and in line with the school's infection control measures.

All staff will have due regard for the school's Infection Control Policy when carrying out intimate care.

13.3 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 pull ups are disposed of as per normal procedures.

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.

13.4 Monitoring and Review

This policy appendix is reviewed in line with any government changes and communicated to all relevant individuals.