

Intimate Care

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1 Policy Statement

- 1.1 The Governing Body will act in accordance with Section 175 of the Education Act 2002 and the Government guidance “Safeguarding Children and Safer Recruitment in Education” (2006) to safeguard and promote the welfare of pupils¹ at this school.
- 1.2 This school takes seriously its responsibility to safeguard and promote the welfare of the children and young people in its care. Meeting a pupil’s intimate care needs is one aspect of safeguarding.
- 1.3 The Governing Body recognises its duties and responsibilities in relation to the Equalities Act 2010 which requires that any pupil with an impairment that affects his/her ability to carry out day-to-day activities must not be discriminated against.
- 1.4 The Governing Body is committed to ensuring that all staff responsible for the intimate care of pupils will undertake their duties in a professional manner at all times. It is acknowledged that these adults are in a position of great trust.
- 1.5 We recognise that there is a need to treat all pupils, whatever their age, gender, disability, religion, ethnicity or sexual orientation with respect and dignity when intimate care is given. The child’s welfare is of paramount importance and his/her experience of intimate and personal care should be a positive one. It is essential that every pupil is treated as an individual and that care is given gently and sensitively: no pupil should be attended to in a way that causes distress or pain.
- 1.6 Staff will work in close partnership with parent/carers and other professionals to share information and provide continuity of care.
- 1.7 Where pupils with complex and/or long-term health conditions have a health care plan in place, the plan should, where relevant, take into account the principles and best practice guidance in this intimate care policy.
- 1.8 Members of staff must be given the choice as to whether they are prepared to provide intimate care to pupils although it is an expectation of the role in the Early Years setting and this should be made clear during the recruitment process.
- 1.9 All staff undertaking intimate care must be given appropriate training.
- 1.10 This Policy has been developed to safeguard children and staff. It applies to everyone involved in the intimate care of children.

2 Child Focused Principles of Intimate Care

The following are the fundamental principles upon which this Policy and its guidelines are based:

- Every child has the right to be safe.
- Every child has the right to personal privacy.
- Every child has the right to be valued as an individual.
- Every child has the right to be treated with dignity and respect.
- Every child has the right to be involved and consulted in their own intimate care to the best of their abilities.
- Every child has the right to express their views on their own intimate care and to have such views taken into account.
- Every child has the right to have levels of intimate care that are as consistent as possible.

¹ References to “pupils” throughout this policy includes all children and young people who receive education at this establishment.

3 Definition

- 3.1 Intimate care can be defined as any care which involves washing, touching or carrying out a procedure to intimate personal areas which most people usually carry out themselves but some pupils are unable to do because of their young age, physical difficulties or other special needs. Examples include care associated with continence and menstrual management as well as more ordinary tasks such as help with washing, toileting or dressing.
- 3.2 It also includes supervision of pupils involved in intimate self-care.

4 Best Practice

- 4.1 Pupils beyond the Early Years and Foundation Stage (EYFS) who require regular assistance with intimate care have written Individual Education Plans (IEP), health care plans or intimate care plans agreed by staff, parents/carers and any other professionals actively involved, such as school nurses or physiotherapists. Ideally the plan should be agreed at a meeting at which all key staff and the pupil should also be present wherever possible/appropriate. Any historical concerns (such as past abuse) should be taken into account. The plan should be reviewed as necessary, but at least annually, and at any time of change of circumstances, e.g. for residential trips or staff changes (where the staff member concerned is providing intimate care). They should also take into account procedures for educational visits/day trips.
- 4.2 Where relevant, it is good practice to agree with the pupil and parents/carers appropriate terminology for private parts of the body and functions and this should be noted in the plan.
- 4.3 Where a care plan or IEP is **not** in place, parents/carers will be informed the same day if their child has needed help with meeting intimate care needs (e.g. has had an 'accident' and wet or soiled him/herself). It is recommended practice that information on intimate care should be treated as confidential and communicated in person by telephone or by sealed letter, not through the home/school diary.
- 4.4 In relation to record keeping, a written record should be kept in a format agreed by parents and staff every time a child has an invasive medical procedure, e.g. support with catheter usage (see afore-mentioned multi-agency guidance for the management of long-term health conditions for children and young people).
- 4.5 Accurate records should also be kept when a child requires assistance with intimate care; these can be brief but should, as a minimum, include full date, times and any comments such as changes in the child's behaviour. It should be clear who was present in every case.
- 4.6 These records will be kept in the child's file and available to parents/carers on request.
- 4.7 All pupils will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each individual pupil to do as much for his/herself as possible.
- 4.8 Staff who provide intimate care are trained in personal care (e.g. health and safety training in moving and handling) according to the needs of the pupil. Staff should be fully aware of best practice regarding infection control, including the requirement to wear disposable gloves and aprons where appropriate.
- 4.9 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 and menstruation.
- 4.10 There must be careful communication with each pupil who needs help with intimate care in line with their preferred means of communication (verbal, symbolic, etc.) to discuss their needs and preferences. Where the pupil is of an appropriate age and level of understanding permission should be sought before starting an intimate procedure.
- 4.11 Staff who provide intimate care should speak to the pupil personally by name, explain what they are doing and communicate with all children in a way that reflects their ages.

- 4.12 Every child's right to privacy and modesty will be respected. Careful consideration will be given to each pupil's situation to determine who and how many carers might need to be present when s/he needs help with intimate care. SEN advice suggests that reducing the numbers of staff involved goes some way to preserving the child's privacy and dignity. Wherever possible, the pupil's wishes and feelings should be sought and taken into account.
- 4.13 An individual member of staff should inform another appropriate adult when they are going alone to assist a pupil with intimate care.
- 4.14 The religious views, beliefs and cultural values of children and their families should be taken into account, particularly as they might affect certain practices or determine the gender of the carer.
- 4.15 Whilst safer working practice is important, such as in relation to staff caring for a pupil of the same gender, there is research² which suggests there may be missed opportunities for children and young people due to over anxiety about risk factors; ideally, every pupil should have a choice regarding the member of staff. There might also be occasions when the member of staff has good reason not to work alone with a pupil. It is important that the process is transparent so that all issues stated above can be respected; this can best be achieved through a meeting with all parties, as described above, to agree what actions will be taken, where and by whom.
- 4.16 Adults who assist pupils with intimate care should be employees of the school, not students or volunteers, and therefore have the usual range of safer recruitment checks, including enhanced Disclosure and Barring Service (DBS) checks.
- 4.17 All staff should be aware of the school's Staff Code of Conduct requirements as regards confidentiality. Sensitive information will be shared only with those who need to know.
- 4.18 Health and Safety guidelines should be adhered to regarding waste products, if necessary, advice should be taken from the Local Authority regarding disposal of large amounts of waste products or any quantity of products that come under the heading of clinical waste.
- 4.19 No member of staff will carry a mobile phone, camera or similar device whilst providing intimate care.
- 4.20 Members of staff are aware that intimate care also relates to pupils with eating issues. Whilst they will support and encourage pupils to eat their meal whilst at school they will not force-feed or indeed physically interfere with a child's eating habits/routine.

5 Early Years Setting

- 5.1 Children starting nursery should already be toilet trained and be able to communicate their toileting needs to a member of staff.
- 5.2 We recognise that toilet training is a self-care skill and children are encouraged to use the toilet independently with staff checking that they have achieved a good level of hygiene.
- 5.3 Staff will ensure that children are regularly reminded to go to the toilet and encourage familiarity with their surroundings.
- 5.4 Staff aim to work in partnership with parents and communication is vital to understand the levels of independence and assistance required.
- 5.5 Any toileting 'accidents' that occur will be logged and the name of the member of staff cleaning the child will be noted.
- 5.6 Staff will always change a child following an accident in the presence of another staff member whilst maintaining the child's privacy.
- 5.7 At times, it may be necessary to shower a child following a serious toileting accident. Two members of staff will be present in this event.

² National Children's Bureau (2004) *The Dignity of Risk*

- 5.8 The seriousness and regularity of accidents will be communicated to the parents and this may result in the parent being asked to remove the child from nursery until they are more independent.
- 5.9 Staff will wear protective gloves and aprons in the event that they need to attend to a toileting accident.
- 5.10 Staff will always wash their hands thoroughly with hot soapy water following a toileting task.
- 5.11 Parents are requested to provide a clean change of clothes in a plastic bag in case of accidents.
- 5.12 Bodily fluids will be cleaned up immediately by staff and disposed of by the Site Team. Soiled clothes will be double bagged to go home.

6 Child Protection

- 6.1 The Governing Body and staff at this school recognise that pupils with special needs and who are disabled are particularly vulnerable to all types of abuse.
- 6.2 The school's Child Protection Policy and procedures will be adhered to.
- 6.3 From a child protection perspective it is acknowledged that intimate care involves risks for children and adults as it may involve staff touching private parts of a pupil's body. In this school best practice will be promoted and all adults (including those who are involved in intimate care and others in the vicinity) will be encouraged to be vigilant at all times, to seek advice where relevant and take account of safer working practice.
- 6.4 Where appropriate, pupils will be taught personal safety skills carefully matched to their level of development and understanding.
- 6.5 If a member of staff has any concerns about physical changes in a pupil's presentation, e.g. unexplained marks, bruises, etc. s/he will immediately report concerns to one of the school's Designated Safeguarding Leads or the Principal. A clear written record of the concern will be completed and a referral made to Children's Services Social Care if appropriate, in accordance with the school's child protection procedures. Parents/carers will be asked for their consent or informed that a referral is necessary prior to it being made but this should only be done where such discussion and agreement-seeking will not place the child at increased risk of suffering significant harm.
- 6.6 If a pupil becomes unusually distressed or very unhappy about being cared for by a particular member of staff, this should be reported to the class or form teacher, the Head of the Prep School or Deputy Head of the Senior School, as appropriate. The matter will be investigated at an appropriate level (usually the Head of the Prep School or Deputy Head of the Senior School) and outcomes recorded. Parents/carers will be contacted as soon as possible in order to reach a resolution. Staffing schedules will be altered until the issue/s is/are resolved so that the child's needs remain paramount. Further advice will be taken from outside agencies if necessary.
- 6.7 If a pupil, or any other person, makes an allegation against an adult working at the school this should be reported to the Principal (or to the Chair of Governors if the concern is about the Principal) who will consult the Local Authority Designated Officer (LADO) in accordance with the school's Child Protection. It should not be discussed with any other members of staff or the member of staff the allegation relates to.
- 6.8 Similarly, any adult who has concerns about the conduct of a colleague at the school or about any improper practice will report this to the Principal or to the Chair of Governors, in accordance with the Child Protection and/or Whistleblowing Policies.

7 Physiotherapy

- 7.1 Pupils who require physiotherapy whilst at school should have this carried out by a trained physiotherapist. If it is agreed in the IEP or care plan that a member of the school staff should undertake part of the physiotherapy regime (such as assisting children with exercises), then the required technique must be demonstrated by the physiotherapist personally, written guidance given and updated regularly. The physiotherapist should observe the member of staff applying the technique.
- 7.2 Under no circumstances should school staff devise and carry out their own exercises or physiotherapy programmes.
- 7.3 Any concerns about the regime or any failure in equipment should be reported to the physiotherapist.

8 Medical Procedures

- 8.1 Pupils who are disabled might require assistance with invasive or non-invasive medical procedures such as the administration of rectal medication, managing catheters or colostomy bags. These procedures will be discussed with parents/carers, documented in the health care plan or IEP and will only be carried out by staff who have been trained to do so.
- 8.2 It is particularly important that these staff should follow appropriate infection control guidelines and ensure that any medical items are disposed of correctly.
- 8.3 Any members of staff who administer first aid should be appropriately trained in accordance with Local Authority guidance. If an examination of a child is required in an emergency aid situation it is advisable to have another adult present, with due regard to the child's privacy and dignity.

9 Review and Development

9.1 Procedure

This document and its effectiveness will be reviewed every two years by the Senior Management Team and Governing Board and as events or legislation change requires.

9.2 Links with other Policies

This policy should be read in conjunction with the following documents:

Safeguarding Policy
Staff Code of Conduct
Health and Safety Policy
Special Educational Needs and Disabilities (SEND) Policy
Whistleblowing Policy