



Central Region
Schools Trust

Founded by the RSA

Intimate Care Policy

Recommended by: Director of Safeguarding

Ratified by: Trust Board

Signed:

Position on the Board: Trust Board Chair

Ratification Date: May 2024

Next Review: Summer Term 2026

Policy Tier (Central/Hub/School): Central

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Statement of intent

Oak Hill First School takes the health and wellbeing of its pupils very seriously and understands the importance of its responsibility to safeguard and promote the welfare of children.

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.

The Local Academy Governing Board board 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, sensitivity, and respect when intimate care is given, and no pupil will be left feeling embarrassed or as if they have created a problem. This policy has been developed to ensure that all staff responsible for providing intimate care undertake their duties in a professional manner at all times 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.

1. Legal framework

This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Children and Families Act 2014
- Education Act 2011
- Health Act 2006
- Equality Act 2010
- DfE Latest version of 'Keeping Children Safe in Education.'

This policy also operates in conjunction with the following school policies:

- Health and Safety Policy
- Supporting Pupils with Medical Conditions Policy
- First Aid Policy
- Child Protection and Safeguarding Policy
- Staff Code of Conduct
- Whistleblowing Policy
- Administering Medication Policy
- SEND Policy

2. Definitions

Definition of Intimate Care

There is a clear difference between personal and intimate care or assistance.

'Intimate Care' can be defined as care tasks of an intimate nature, associated with bodily functions, bodily products, and personal hygiene, which demand direct hands on or indirect contact with, or exposure of, the sexual parts of the body, as well as physical presence or observation during such activities.

Providing intimate care counts as a reasonable adjustment for pupils who are not toilet trained, not able to use a toilet independently, or need other help with intimate tasks. This is because failing to do so would infringe upon those pupils' rights to access education due to a disability, under the Equality Act 2010.

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. Staff will work in close partnership with parent/carers and other professionals to share information and provide continuity of care.

For the purpose of this policy, **intimate care** is defined as any care which may involve the following:

- Washing - helping someone use the toilet or washing intimate parts of the body.
- Touching
- Carrying out an invasive procedure
- Changing a pupil who has soiled themselves or vomited.
- Providing oral care
- Feeding
- Assisting in toilet issues
- Providing comfort to an upset or distressed pupil
- 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

Pupils may be unable to meet their own care needs for a variety of reasons e.g., because of their young age, physical difficulties or other special needs and will require regular sensitive support.

3. Pupil focused principles of intimate care

The following are the fundamental principles upon which the Policy and Guidelines are based: Every pupil has the right to:

- Be safe.
- Personal privacy.
- Be valued as an individual.
- Be treated with dignity and respect.
- Be involved and consulted in their own intimate care to the best of their abilities.
- Express their views on their own intimate care and to have such views considered.
- Have levels of intimate care that are as consistent as possible.

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 will be trained to do so and will carry out the procedure in accordance with the Supporting Pupils with Medical Conditions Policy.

Staff will wear disposable aprons and gloves while assisting a pupil in the toilet or while changing a nappy, incontinence pad or medical bag.

Soiled nappies, incontinence pads and medical bags will be securely wrapped and disposed of appropriately.

Where one pupil requires intimate care or toileting support, nappies, 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, nappies, incontinence pads and medical bags will be disposed as follows:

- Collection of clinical waste is as recommended, every week and sanitary waste is every fortnight.

The changing area or toilet will be left clean. Hot water and soap will be available to wash hands. Paper towels will be available to dry hands.

5. Staff and facilities

Staff members who provide intimate care will be suitably trained and will be made aware of what is considered good practice.

Staff will only be required to administer intimate care if it is listed in their job description or contract of employment.

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

The school has a bathroom management area equipped with shower, adjustable bed, disabled toilet facilities with a washbasin .

Mobile pupils will be changed while standing up. 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, considering developmental changes such as the onset of puberty or menstruation.

6. School responsibilities

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

Where possible, pupils who require intimate care will be involved in planning for their own healthcare needs wherever possible, with input from parent/carers essential.

In liaison with the pupil and parent/carers, 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 parent/carers and pupils regarding toilet facilities.

The privacy and dignity of any pupil who requires intimate care will be always respected. A suitably trained 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, nappies, pads, etc., as provided by the parent/carers.

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 in a Record of Intimate Care Intervention, and they will be stored in the nurse's office.

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 considered for cases of intimate care. Where possible, only same-sex intimate care will be carried out.

Parent/carers will be contacted if the pupil refuses to be changed or becomes distressed during the process.

Excellent standards of hygiene will always be maintained when carrying out intimate care.

7. Parent/Carer responsibilities

Staff at Oak Hill work in partnership with parents/carers to provide care appropriate to the needs of the individual pupil and together will produce a care plan.

The care plan will set out:

- What care is required.
- Number of staff needed to carry out the task (if more than one person is required the reason will be documented).
- Additional equipment required.
- Pupil's preferred means of communication e.g., visual/verbal.
- Agree terminology for parts of the body and bodily fluids.
- Pupil's level of ability i.e., what tasks they can do by themselves.
- Acknowledge and respect for any cultural or religious sensitivities related to aspects of intimate care.
- Be regularly monitored and reviewed in accordance with the pupil's development.

In addition:

- Parent/carers will change their child/young person, or assist them in going to the toilet, at the latest possible time before coming to school.
- Parent/carers will provide spare nappies, 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 Parent/carers to ensure that they understand the policies and procedures surrounding intimate care.
- Parent/carers will inform the school should their child/young person have any marks or rashes.
- Parent/carers will come to an agreement with staff in determining how often their child/young person will need to be changed, and who will do the changing.
- Parent/carers will be asked to provide:

Parents/carers are asked to supply the following:

- Spare nappies/pull-ups
- Wipes and nappy bags
- Spare clothes
- Spare underwear
- A changing mat
- Specialist equipment (although this may require clinical support to provide the correct care)

School will supply:

- Confidential / secure facilities
- Personal Protective Equipment (PPE), including gloves.
- Bin and liners to dispose of waste.
- Collection of waste on a regular basis

8. Safeguarding

Staff members working directly with pupils will receive safeguarding training as part of their mandatory induction, in line with the Child Protection and Safeguarding Policy.

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.

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.

➤ **Dealing with Bodily Fluids**

Urine, faeces, blood, and vomit will be cleaned up immediately and disposed of safely using the designated equipment and sanitary bins. When dealing with bodily fluids, staff will wear personal protective equipment and wash themselves thoroughly afterwards. Soiled clothing will be bagged securely to go home, and staff will not rinse or wash it. Pupils will be kept away from the affected area until the incident has been completely dealt with.

All staff maintain high standards of personal hygiene and will take all practicable steps to prevent and control the spread of infection.

➤ **Working with Pupils of the Opposite Gender**

There is positive value in both male and female staff being involved with pupils. Ideally, every pupil should have the choice for intimate care but the current ratio of female staff to male staff means that a female will exclusively give assistance.

The intimate care of male and females can be conducted by a member of staff of a different gender with the following provisions:

- When intimate care is being conducted, all pupils have the right to dignity and privacy, i.e., they should be appropriately covered, the door closed, or screens/curtains put in place.
- If the pupil appears distressed or uncomfortable when personal tasks are being conducted, the care should stop immediately. Try to ascertain why the pupil is distressed and provide reassurance.
- Report any concerns to the Designated Safeguarding Lead and make a written record on the schools reporting system

If a situation arises whereby the school admits an older male pupil where intimate care is needed, and it is not appropriate for a female member of staff to provide care, the situation will be reviewed on a case-by-case basis.

9. Swimming – (not applicable)

10. Offsite Visits, Residential Trips and Day 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 the Principal / Head of School have obtained approval.

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

11. Toilet training - it is expected that all pupils will be toilet trained when they attend school. However we recognise that there may be exceptions to this e.g medical needs or developmental delay that may determine a need for additional support in school.

Members of staff providing care will inform another member of staff prior to taking a pupil to be changed or to use the toilet.

Where potties are used, they will be emptied immediately and cleaned with an anti-bacterial spray. The potty or toilet is checked to assess whether it is clean before use and toilet paper is well stocked.

Gloves and aprons will be worn before each change and the area should be prepared to ensure it is clean and suitable for use. Gloves must be always worn when changing nappies, and during any instances where the member of staff could encounter bodily fluids.

All pupils will be accompanied to the toilet and will be appropriately supervised and supported during the toilet training stage. Staff will be sensitive and sympathetic when changing pupils and will not make negative facial expressions or negative comments. Pupils' efforts will be reinforced by praise where appropriate.

Staff are required to ensure that soiled/wet nappies are changed as soon as possible. Where pupils are left in soiled nappies and/or clothes, this will be dealt with in line with the school's Disciplinary Policy and Procedure.

Pupils will be encouraged to wash their hands with soap and warm water, with assistance provided where necessary.

If a pupil has a toileting accident, they will be offered assistance to change or be changed by a member of staff regardless of their age, in a calm and reassuring way.

To build independence, pupils will be encouraged to replace their own clothes and flush the toilet, if they are capable of doing so.

Parent/carers are consulted on the approach to toilet training their pupil to ensure there is consistency with the approach at home. Pupils' progress is discussed at handover with Parent/carers. If any pupil is struggling with toilet training techniques or has any issues, e.g., a rash, this will be discussed with the Principal / Head of School and the pupil's Parent/carers.

12. Monitoring and review

This policy is reviewed every two years by the Principal / Head of School, DSL and the SENDCo.

All changes are communicated to relevant stakeholders.

The scheduled review date for this policy is Summer Term 2026.

Intimate Care/Toilet Management Plan – Appendix B (Cross referenced with Health Care plan)

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

Working towards independence

Pupil will try to	Personal assistant will	Parent/Carer will	Target achieved date

Signed _____ Parent/carer.

Signed _____ Personal assistant.

Signed _____ Second member of staff.

Signed _____ School Nurse/health professional

Review date _____

DISPOSAL OF SINGLE USE GLOVES

