



Personal and Intimate Care Policy

The Covid-19 pandemic has only highlighted the strict guidelines contained in this document. All the guidance in here and in pupils individual personal care plans must be read and adhered to each and every time we undertake personal care. Extra PPE including face coverings and face visors are available in every bathroom area / **classroom**.
All staff to have read this guidance before **Friday 7th September 2020**

All of the children and young people we work with have the right to be safe, to be treated with courtesy, dignity and respect and to be able to access all aspects of the education curriculum. This document sets out clear principles and guidance on the issue of supporting intimate care needs with specific reference to toileting, personal hygiene and any other practice which brings you into direct or indirect physical contact with a child or young person.

Definition of Personal and Intimate Care

Personal Care is defined as tasks which involve touching which is more socially acceptable and it is non-personal and intimate and usually is helping with personal presentation and enhance social functioning. Includes shaving, skin care, applying external medication, feeding, hair care, brushing teeth, dressing and undressing (clothing), washing non personal body parts, prompting to go to the toilet.

Intimate care is any care which involves care tasks associated with bodily functions, body products and personal hygiene which demand direct or indirect contact that most children carry out for themselves but which some are unable to do due to physical disability, special educational needs associated with learning difficulties, medical needs or needs arising from child's stage of development.

Aims

- To provide guidance and reassurance to staff
- To safeguard the dignity, rights and well being of our pupils and young people
- To assure parents that staff are knowledgeable about intimate care and their individual needs and concerns are taken into account
- To knowledge that physical contact between members of staff and pupils is necessary
- To enable staff to feel safe in terms of their own self-protection
- To ensure there is a system for producing intimate care plans for pupils who require personal and intimate care
- To ensure that all staff who are involved in personal and intimate care have access to training enabling them to implement a pupils intimate care plan and all relevant procedures
- To ensure the continuity of care through the sharing of information between parents/carers/legal guardians/involved professionals

Intimate care tasks specifically identified as relevant include:

Reviewed: May 2019

Updated: [June 2020](#)

Next review: September. 2022



- Dressing and undressing (underwear)
- Helping someone use the toilet
- Changing continence pads (faeces)
- Changing continence pads (urine)
- Bathing / showering
- Washing intimate parts of the body
- Changing sanitary wear

Basic Principles

- Pupils and young people's intimate care needs cannot be seen in isolation or separated from other aspects of their lives. Encouraging them to participate in their own intimate or personal care should therefore be part of a general approach towards facilitating participation in daily life.
- Intimate care can also take substantial amounts of the time but should be a pleasant experience for the pupil or young person.
- They should be treated as an individual and care should be given as sensitively as possible.
- The pupil or young person to be encouraged to express choice and to have a positive image of their bodies.
- Parents/carers/legal guardians have the prime responsibility for their child's health and must provide Ash Lea school with information about their child's personal and intimate care needs.
- The personal and intimate care plan will be written in consultation with parents/carers/legal guardians within it. Every effort will be made to assist those children and young people who are not able to communicate easily to participate in their care planning
- Where a personal and intimate care plan exists this information may be shared with relevant services
- Where a personal and intimate care plan does not exist, Ash Lea School will ensure that an assessment and plan are completed and where the child or young person's needs or circumstances change.
- Parents/carers/legal guardians will be consulted and their views respected in terms of the personal and intimate care provided for their child unless the child is living independently. Procedures will be shared with the family to ensure consistency of care and support to encourage the development of personal and intimate care skills.
- All staff working with children and young people will have been through an appropriate safer recruitment process
- The number of staff required will be indicated in the child or young person's intimate care plan. The number of staff may also be influenced by the preference of the child or young person, or specified in a manual handling or behavioural risk assessment.

Staff should bear in mind the following principles that pupils and young people

- Have a right to feel safe and secure

Reviewed: May 2019

Updated: [June 2020](#)

Next review: September. 2022



- Have a right to privacy, dignity and a professional approach from staff when meeting their needs
- Have the right to information and support to enable them to make appropriate choices
- A pupils or young person's intimate / personal care plan should be designed to lead to independence if this is appropriate.

Good Practice Guidance

In our school designated staff are involved on a daily basis in providing intimate / personal care with our pupils and young people. This places those staff in a position of great trust and responsibility. They are required to attend to the safety and comfort of the pupils and young people and to ensure that they are treated with dignity and respect. It is vital that the school meet with parents or carers and the pupil or young person prior to enrolment to discuss the care plan and staff most likely to be involved in providing the intimate / personal care.

Examples of positive approaches to intimate care which ensure a safe and comfortable experience for the pupil or young person:

- Get to know the pupil or young person before hand in other contexts to gain an appreciation of their mood and systems of communication
- Have a knowledge of and respect for any cultural or religious sensitivities related to aspects of intimate care
- Speak to the pupil or young person by name and ensure they are aware of the focus of activity. Address the pupil or young person in age appropriate ways
- Give explanations of what is happening in a straightforward and reassuring way
- Agree terminology for parts of the body and bodily functions that will be used by staff and encourage pupils or young people to use these terms appropriately
- Respect a pupil or young person's preference for a particular sequence of care
- Give strong clues that enable the pupil or young person to anticipate and prepare for events e.g. show the clean pad to indicate the intention to change, or the flannel for washing
- Encourage the pupil or young person to undertake as much of the procedure for themselves as possible, including washing intimate areas and dressing / undressing if this is appropriate for their level of physical or cognitive development
- Seek the pupil or young person's permission before dressing / undressing if they are unable to do this unaided
- Provide facilities that afford privacy and modesty
- Keep records noting responses to intimate care and any changes of behaviour
- That no cleansing foam or creams should be used unless parental permission is given and that these should be named and dated if these are for individual use
- Staff should always be mindful of appropriate conversation with each other when undertaking intimate / personal care procedure with pupils or young person
- Allow the pupil or young person, subject to their age and understanding, to express a preference regarding the choice of their carer and sequence of care

Reviewed: May 2019

Updated: [June 2020](#)

Next review: September. 2022



- It is the responsibility of all staff to ensure they are aware of the pupil or young person's method and level of communication. Communication methods may include words, signs, symbols, body movements and eye pointing. Regardless of known levels of communication it should be assumed that pupils understand everything.

Appendix 1 **Good practice guidance for personal hygiene**

- Be prepared for each pupil or young person: clean changing bed, correct equipment, charged hoist, correct amount of staff, knowledge of care plan and knowledge of each pupils' safe system of work
- All staff to wash hands and any equipment before each pupil or young person
- All staff should wear gloves and aprons
- Double bag every pad etc.
- Inform class teachers and body map any marks found on a pupil or young person
- Inform the HCA team, parents and class teacher if they feel the pupils or young person is growing out of pads

Monitor and Review

Ash Lea school will be responsible for promotion of this policy across the school. Any required changes to policy due to changes in legislation will be made

Last Reviewed: [June 2020](#) / [August 2020](#)

Next review: September 2022

Signed:

Date:

Chair of Governors

Signed:

Date:

Head Teacher.

Reviewed: May 2019

Updated: [June 2020](#)

Next review: September. 2022