



South East Cornwall Multi Academy Regional Trust

Intimate Care Policy

Date	Changes
13/08/19	Initial draft of new policy
14/08/19	Draft 2 of the policy
17/08/19	Initial comments and draft 3
06/09/19	Formatted into policy template, draft 4 sent for comments to Heads, Unions and LGCs
19/09/19	Fully consulted at the JCNC and with amendments (draft 5)
5/12/19	Approved by Trust Board
23/09/24	Policy under review
24/09/24	Policy finalised

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Introduction

Through its schools, the Trust serves a wide age range of pupils¹, from pre-school to sixth form. We take seriously our responsibility to safeguard and promote the welfare of all children and young people.

By its very nature, intimate care involves risks for pupils and for adults, as it may involve staff touching a pupil's body. In meeting a pupil's intimate care needs, this policy and the associated procedures will ensure that the Trust can safeguard the interests of both the pupil receiving intimate care and those adults who provide that care.

The pupil's welfare is of paramount importance and their experience of intimate 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 will be attended to in a way that causes distress or pain.

Parents/carers have a responsibility to advise the school of any known intimate care needs relating to their child so that these can be planned for.

It is preferable that pupils are toilet trained before attending school, but no child will be excluded for not yet being toilet trained and who may still be wearing nappies or equivalent. Toilet training is seen as a self-care skill that children have the opportunity to learn through school, with the full support of adults.

Definition

Intimate care is any care that involves washing, touching or carrying out a procedure to intimate personal areas that most people would generally carry out themselves. This is because some pupils are unable to do so themselves because of barriers, such as their young age or lack of capacity, physical impairment or other specific need. Some examples include the care associated with continence and menstrual management, assistance with washing, toileting or dressing, the changing of nappies or feeding.

Intimate care also relates to the supervision of pupils involved in intimate self-care.

Individual Care Plans

How the school will address any additional care needs will be recorded in the pupil's Individual Care Plan, secure storage, confidential communication and updating of which, is the responsibility of a named individual in each school (see appendix 1). This plan will include what intimate care a pupil requires and the agreed way in which it will be delivered following discussion and agreement with those involved with meeting the needs of the student (including parents/carers, school staff, external agencies/professional staff) and, wherever possible, it will take in to account the views and wishes of the pupil.

The Plan will consider safeguarding aspects, including any vulnerability, such as those that may arise from a physical or learning difficulty.

¹ The term 'pupils' includes all children and young people on roll at one of the Trust's schools.

The pupil's religious views, beliefs and cultural values will be taken into account, as these could affect practices or determine the gender of the care provider.

Included in the Plan will be the preferred terminology for describing private parts of the body and bodily functions.

The aim is to articulate the agreed level of care so that it:

- is affective and appropriate for their individual needs;
- is safe for the pupil and for the staff involved;
- provides for personal privacy;
- ensures the pupil feels valued as an individual;
- is delivered with sensitivity, dignity and respect; and
- is consistent.

The Individual Care Plan will define how many staff will be required to deliver the intimate care. Intimate or personal care procedures should not involve more than one member of staff unless the Plan specifies the reason for this. However, there is always a requirement to ensure that another appropriate adult is in the vicinity who is aware of the task to be undertaken and that, wherever possible, they are visible and/or audible, while respecting pupil privacy and without being intrusive to the delivery of the intimate care. This should be explained to the pupil and recorded in the Plan. To enhance dignity, the number of staff involved in the delivery of intimate care for a particular pupil will be kept to a minimum.

Each Plan will be reviewed at least annually and whenever circumstances change.

The Plan should be tailored for any educational visits or residential trips.

Care Providers

Adults that assist pupils with intimate care are in a position of great trust and therefore will only be employees of the school (not students or volunteers) and will have received the full range of safer recruitment checks, including an enhanced DBS check.

Care providers will not assist with intimate or personal care tasks which a pupil is able to undertake independently and will support pupils to achieve the highest level of autonomy possible, given their age and ability, and will therefore encourage each pupil to do as much for themselves as is possible.

All staff undertaking intimate care will:

- read and follow the Individual Care Plan for the pupil(s) they support;
- read and follow this policy;
- be familiar with all safeguarding policies and procedures;
- observe the staff code of conduct and guidance for safer working practice;
- avoid any misinterpretation by strictly adhering to the agreed procedures for intimate care;
- undertake the appropriate training according to the needs of the pupil(s) they support; and
- use the care equipment and personal protective equipment provided.

Care providers will be fully aware of procedures for infection control, including:

- wear disposable gloves, aprons and masks while changing or assisting in intimate care tasks;
- place single-use paper on top of any changing mat and dispose of on completion;
- use disposable baby wipes where required;
- place used nappies in nappy sacks and dispose of in the designated disposal bin;
- place soiled or wet clothes inside two waterproof bags, with the bag handles tied and label with pupil's name if these are to be collected;
- disposed of all consumable items in the designated disposal bin;
- clean the changing mat/changing area with antibacterial wipes after use;
- use hot water and hand wash to wash hands immediately after assisting a pupil;
- use paper towels to dry hands;
- antibacterial hand gel will be available in the designated areas.

There must be careful and compassionate communication with the pupil to discuss their needs and preferences, and where the pupil is of an appropriate age and level of understanding, it will state clearly in their care plan if permission should be sought before starting an intimate procedure. Care providers should explain what they are doing and communicate in a way that reflects the pupil's age, using the terminology agreed in their Plan.

Care providers will inform another appropriate adult that they are about to undertake intimate care; that person must remain in the vicinity and, wherever possible, be visible and/or audible, while respecting pupil privacy and without being intrusive to the delivery of the intimate care.

When delivering intimate care, care providers will consider the dignity of the pupil and will avoid any visually intrusive behaviour and will not have access to, or use, any mobile phone, camera or device capable of image/sound capture.

Care providers will consult with relevant staff where any variation from an agreed procedure or the agreed Individual Care Plan is necessary, record the justification for the variation and share this information with the pupil and their parents/carers.

Care providers will adapt their own practice in relation to a pupil's needs, taking into account developmental changes such as the onset of puberty and menstruation.

Care providers and staff that are in the vicinity will follow the relevant procedures, be vigilant at all times, will seek advice and guidance where they are unsure and will always take account of safer working practice.

If a care provider has any concerns about physical or emotional changes in a pupil's presentation, for example, unexplained marks/bruises or uncharacteristic behaviours, these will be reported immediately to the Designated Safeguarding Lead or their Deputy. A written record of the concern will be submitted in line with school's safeguarding procedure, within one working day.

Care providers will be aware of the school's confidentiality policy and will share sensitive information only with those that have a need to know.

The school will make every effort to ensure pupils are clean when leaving site.

Supervision of Intimate Self-Care

All pupils are entitled to dignity, respect and privacy at all times and especially when in a state of undress, including, for example, when changing, toileting and showering.

However, there also needs to be an appropriate level of supervision in order to safeguard pupils, satisfy health, safety and wellbeing considerations and ensure that bullying or teasing does not occur. This supervision should be appropriate to the needs and age of the pupils concerned and be sensitive to the potential for embarrassment.

In these situations, staff will always consider the supervision needs of the pupils, avoid any visually intrusive behaviour, announce their intention of entering any changing room and only remain in the room where the pupil's needs require this.

First Aid

The organisation and delivery of first aid is covered in the school's Health, Safety and Wellbeing Policy. Where a first aid incident requires attention to intimate areas of the body, it is advisable to involve a second member of staff, if the situation is not life-threatening and requiring of immediate attention.

Medical Assistance

Meeting a pupil's medical needs is covered in the school's policy "Support for Pupils with Medical Conditions". The agreed support for meeting a pupil's medical needs will also be included in their Individual Care Plan, including any aspects that relate to intimate medical care.

Location

Intimate care will be provided in a relevant location that meets the needs for hygiene, privacy and keeping the pupil and staff member safeguarded, such as a changing room or a toilet. The facility will have the appropriate equipment and resources for the task, such as a bespoke changing table for nappy changing, consumable items for infection control, cleaning and sterilising, hand washing facilities and disposal bins.

Record Keeping

A written record will be kept of every time a pupil receives assistance with intimate care; this will include the full date, the time started/finished, what was care was provided, any comments and will be signed by each person that was present (care provider and person in the vicinity) in every case.

These records will be kept in the pupil's file, which is confidential to those staff involved in providing and recording intimate care incidents.

One-off or Emergency Intimate Care

Where an Individual Care Plan is not in place and a situation arises (for example, a pupil has wet or soiled themselves), the school will try to make contact with parents/carers before rendering assistance with intimate care, but when contact cannot be made, the immediate needs of the pupil will be considered and care will be provided where this is in the pupil's best interests. Parents/carers will be informed the same day if their child has received such help with meeting their intimate care needs.

If parents are required to provide intimate care on site, they will be required to follow these same procedures.

Confidentiality

All information on intimate care will be treated as confidential and communicated in person by telephone or by sealed letter.

Appendix 1

Name of School	Person responsible ensuring policy is administered correctly
Dobwalls Primary School	Clare Laing
Landulph Primary School	Karen Ball
Liskeard School & Community College	Wendy Birkbeck
Looe Community Academy	Scott Yalden
Saltash Community School	Helen Hodson
Trewidland Primary School and Pre-School	Kathryn Pipe

SMART oversight of this policy is by Anne Bull.