Elveden C of E Primary Academy

Intimate Care

Policy

Date: May 2025
Review: May 2028

Definition

Intimate care is defined as any care which involves washing, touching or carrying out an invasive procedure that most children and young people carry out for themselves, but which some are unable to do. Pupils with a disability may be unable to meet their own care needs for a variety of reasons and will require regular support.

Our approach to best practice:

• The management of all children with intimate care needs will be carefully planned. • Staff who provide intimate care are trained to do so (including Child Protection and Moving and Handling where appropriate) and are fully aware of best practice. • Where specialist equipment and facilities above that currently available in the school are required, every effort will be made to provide appropriate facilities in a timely fashion, following assessment by a Physiotherapist and/or Occupational Therapist. • There will be careful communication with any pupil who requires intimate care in line with their preferred means of communication to discuss needs and preferences. • Staff will be supported to adapt their practice in relation to the needs of individual children considering developmental changes such as the onset of puberty and menstruation.

• Pupils will be supported to achieve the highest level of independence possible, according to their individual condition and abilities.

• Individual care plans will be drawn up for any pupil requiring regular intimate care. • Careful consideration will be given to individual situations to determine how many adults should be present during intimate care procedures. Children who have an intimate care plan, should where possible, be cared for by one adult, with a secondary adult present.

• Intimate care arrangements will be discussed with parents/carers on a regular basis and recorded on a care plan.

• The needs and wishes of children and parents will be considered wherever possible, within the constraints of staffing and equal opportunities legislation. • Where a care plan is not in place and a child has needed help with intimate care (in the case of a toilet 'accident') then parents/carers will be informed the same day. This information should be treated as confidential and communicated in person, via telephone or by sealed letter.

Procedures

All staff carrying out intimate care of children in the school must be aware and follow the procedures and advice outlined below:

• Any adult involved in intimate care should be a member of the school staff, not a volunteer or parent helper.

- Ensure they are aware of the child protection policy and procedures in place within the school. If concerned about a child's actions or comments whilst carrying out intimate care, staff should record this on CPOMS and discuss with the school's Designated Safeguarding Lead.
- Adults working on their own with a class or group of children should seek assistance from another member of staff (using the walkie-talkie/class phone to the office if appropriate) if a child needs intimate care.
- Children who need changing during lesson time due to a toileting accident should be changed, staff should choose the most appropriate space that allows privacy and/or supervision.
- Use the nature of the accident and the knowledge of the child to make a judgement on how many adults should be involved in intimate care. Wherever possible children should be responsible for attending to their needs. It is a requirement to have two adults in attendance at all times, even if only one is directly attending to a child's needs and the other is in the same area.
- Consider the dignity of the child and allow them to decide on how they are assisted.
- Ensure another member of staff, preferably the class teacher if during lesson time, knows that you are withdrawing the child and why.
- Speak to the child by name and explain what is happening. Ensure privacy appropriate to the child's age and situation.
- If children can change themselves, wait outside the door with the younger children and reassure them you are there. If the child is mature enough, offer the option of going alone to change without an adult. Professional judgement should be used.
- Be aware and responsive to the child's reactions if assisting with intimate care. • Ensure any religious and cultural values are taken into account.
- Ensure spare clothing is readily available. If washing is required, use a disposable cloth. Encourage the child to wash any intimate parts of the body.
- Any injuries needing intimate care should be dealt with sensitively. The Head should be called in such circumstances and parents may be requested to attend as appropriate.
- Gloves should be used if assisting in any form of intimate care.
- Dispose of any used items appropriately. Soiled nappies should be double bagged and placed in the first aid bin. Creams or ointments for use in reducing soreness or rash should only be applied by prior agreement of parents and in line with the Administration of Medicines/First Aid policy.

- If necessary, clean and disinfect any soiled surfaces once the child has returned to the classroom.
- If a child has need of support or reassurance after the incident, an appropriate space should be used.
- Record all incidents of intimate care on the log and inform the parents if the child has been assisted in any way, the same day.
- Confidentiality should be always maintained between child, school and parent/carer.
- Staff with concerns over any aspect of intimate care should discuss these with the Head.
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Ask the following questions if relevant:
Would you like some help?
Would you like me to help you?
Would you like me to come with you and wait outside the door in case you need any help?

Regular Occurrences

- Where a routine procedure needs to be established, a care plan should be prepared, in consultation with all relevant parties. Care plans should be prepared prior to admission, this should be signed by all parties who contribute and be reviewed on a regular basis.
- Children with a care plan will have a separate record where the date and time is noted and the signature of the staff member is kept on record. Parents of these children will be aware of the procedure and will not receive a note every day.

Parents and carers

- If the child has been assisted with intimate care, parents will be informed via a standard letter.
- Parents and carers will be made aware of the procedures in the prospectus and will be able to view the policy at any time.

Child Protection and Safeguarding
Children with disabilities are particularly vulnerable to all forms of abuse. 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. 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(minimum two).

Child Protection, Schools Safeguarding policy and Multi-Agency Child Protection procedures will be always adhered to at all times.

If a member of staff has any concerns about physical changes in a child's presentation (unexplained marks, bruises or soreness for example) she/he will immediately report concerns to the Designated Safeguarding Lead.

If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be investigated at an appropriate level and outcomes recorded.

Parents/carers will be contacted at the earliest opportunity as part of the process of reaching a resolution. Further advice will be taken from partner agencies.

If a child makes an allegation about a member of staff this will be investigated in accordance with agreed procedures.

Swimming

Pupils in KS2 regularly participate in swimming lessons at Thetford Leisure Centre: 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.

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 off site visit.

Associate Documents

This policy should be read in conjunction with the academy's Safeguarding policy, Administration of Medicines policy and Code of Conduct for staff.

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Appendix 1 Record of Intimate Care Intervention

Pupil's name: Class/year group:

Name of support staff:

Date:

Date	Time	Procedure	Staff Signature	Second Signature

Toilet Management Plan

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

Target achieved date:

Signed_____ Parent

Signed_____ Personal assistant

Signed_____ Second member of staff

Signed_____ Pupil (where appropriate)

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 can help me. They too will let you know what I would like to change.

Signed: _____ Personal assistant Signed: _____ Pupil