



WICKERSLEY
PARTNERSHIP
TRUST.

Intimate Care Policy

DATE: April 2024

OWNED BY: Risk and Compliance Manager

APPROVED BY: Estate and Compliance Committee

WICKERSLEY PARTNERSHIP TRUST

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This policy does not form part of the contract of employment and from time to time may be altered following consultation and negotiations with recognised Trade Unions. Any changes will be communicated to employees with reasonable notice. The policy may vary from time to time on a case-by-case basis in consultation and agreement with Union Representatives.

1. Introduction

The Wickersley Partnership Trust (hereafter known as WPT) is committed to ensuring that students with intimate care needs should be properly supported to ensure that their dignity is preserved and they have full access to their education. Students with intimate care needs may face additional barriers to attendance at school and full participation in school life. This policy considers how these barriers can be reduced and how children and staff can be best supported.

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

- Washing
- Changing a child who has soiled themselves
- Providing oral care
- Feeding
- Assisting in toilet issues
- Some moving and handling tasks

Examples of intimate care include 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. This can include students in EYFS who are yet to achieve full independence in toileting, through to older teenage students who may have long term medical conditions.

WPT are committed to ensuring that all staff responsible for the intimate care of students will undertake their duties in a professional manner at all times. The issue of intimate care is a sensitive one and will require staff to be respectful of student's needs. The student's dignity should always be preserved with staff endeavouring to provide students with a high level of privacy, choice and control.

2. Legal Basis

This policy has been written to be compliant with the Department for Education statutory guidance 'Supporting pupils at school with medical conditions' and the Children & Families Act (2014).

This policy should be read in conjunction with:

- Medicines and Medical Policy
- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Code of Conduct Policy
- Equality Policy
- Whistleblowing Policy
- Accessibility Plan and Policy

3. Staff Roles & Responsibilities

All staff who support students with intimate care are required to obtain an Enhanced Disclosure & Barring Service (DBS) check. No staff member is allowed to be on their own with students until this is received.

Unless specified in their job description, staff involvement in intimate care is voluntary and a personal choice for each staff member. Staff will never be asked to undertake a task which they do not have the requisite knowledge or training for.

Staff members who provide intimate care will have the knowledge, understanding and, where appropriate, the training to do so. Suitable equipment and facilities will be provided to assist staff and students. This may be in the form of changing facilities, through to the need for special arrangements following assessment from a physiotherapist or occupational therapist.

Where specialist equipment is required, it is possible that staff will require training to support students safely. In these circumstances, the school should consider training more staff than are required for the stand alone task, so that there is staff cover within the school. Enquiries can be made with Rotherham Metropolitan Borough Council / Lincolnshire County Council regarding what training they are able to make available. If a student has a specific intimate care support need arising from a medical condition, it may be that training can be identified by working with the health professionals involved.

WPT do not require that two staff members are present for each instance of intimate care delivered. However, this does not preclude two staff members undertaking a task together if either the physical nature of the task requires it, or staff consider that two people present is an appropriate response. Staff should always consider the welfare of the student and how they experience the care when making this decision. If a staff member is to undertake an intimate care task alone, they must first alert another member of staff that they intend to do this. Each staff member must record their names in the student's record afterwards.

4. Parents/Carers Role and Responsibilities

Parents/carers need to provide the school with consent for staff to undertake intimate care tasks with their children. Primary schools should obtain this consent as part of the admission process and paperwork that parents/carers complete. This admission process should include asking parents/carers about any intimate care needs their children have. For students who have specific or recurring needs then guidance on individual intimate care plans, contained within this policy, should be referred to. These needs may also be noted in a student's Education, Health and Care Plan.

Parents/carers are expected to provide the resources, personal to the student, which are needed for the intimate care task. This includes items such as changes of clothes, nappies, wipes, etc. This would not include specialist equipment, such as that used for moving and handling. It is important that schools make parents /carers aware of what is expected of them in this context. Any items belonging to a student, which are kept in school, need to be labelled as belonging to that student. If a specific area, such as a changing room or disabled toilet is being used, each student's items should be separate to other student's to avoid loss and confusion. It is advisable for EYFS provisions to purchase and hold a small reserve stock of useful intimate care items. This will support students who have occasional accidents, as well as those who do have a recognised and planned for need, but may have run out of essentials.

Open, two-way communication with parents/carers is vital. There may be certain circumstances where a parents/carers expectations of staff need to be carefully managed. For example, parents/carers may need help understanding that staff members are unable to employ the same level of contact and handling around a child's genital areas when cleaning after soiling, as a parent/carer may feel able to provide. It may be useful to make parents/carers aware of what facilities the school has, so that they are aware of this when entering into discussions regarding intimate care.

Where toileting is the issue, parents/carers should be advised to assist students in going to the toilet at the latest possible time before coming to school.

5. Student Role and Responsibilities

Students should always be empowered and supported to meet their own needs where they can safely do so. Staff intervention should be limited to what is necessary. This may mean allowing students more time to complete a task than that task would take for a staff member to complete for them. For students who are learning to toilet, it is imperative that staff support this by encouraging independence.

For students with long term conditions that make intimate care support necessary, the level of support that they require may fluctuate over time. Intimate care plans should account for this and students should be encouraged and empowered to communicate what support they require. This requires empathy and understanding from staff and communication between staff members involved.

6. Individual Intimate Care Plans

Students who require regular assistance with intimate care should have an individual intimate care plan. This plan should be written as a joint effort between staff, parents/carers and, where appropriate, the student and any external professionals. These plans need to be updated when a student's needs change, or annually at a minimum.

The template for an intimate care plan is included in the appendix section of this policy. For older students who require support with toileting, there is a specific toilet management plan included in the appendix. This plan is intended to address and find solutions to what could be sensitive issues for a student.

A student's individual intimate care plan should be stored, where possible, in the same location as the intimate care takes place and should be easily accessible to staff. The plans should be stored in a manner which precludes other students from viewing them and which does not list the specifics of the plan for open viewing to staff members who do not need to see this information.

For students with long term medical conditions, it is likely that they will also have an individual healthcare plan. These plans should be written to complement each other.

7. Risk Assessments

In some instances, for example, when considering moving and handling support, the school may need to complete a risk assessment prior to undertaking this care. The risk assessment process will help to identify numbers of staff required, any training needs and any specific adaptations or extra equipment required.

A risk assessment template is included in the appendix. For most scenarios, there will be no requirement for formal training to be completed prior to undertaking risk assessments. However, it is important to ensure that there is someone involved in the risk assessment process who has an understanding of the situation that is being assessed.

8. Nappy Changing

When supporting children who are unable to toilet independently, the following needs to be considered when preparing to deliver care:

- Gather all the necessary items needed before each nappy change, for example, nappy, wipes, nappy sack, cream if necessary (each student should have their own named cream)
- Wash and dry your hands

- Put on gloves and apron. You should use a new set of gloves and apron for each nappy change
- Place the student on a nappy changing mat or, if using steps to access a changing bed or table, support them to climb up the steps
- Remove the student's clothing to access the nappy. Remove the nappy and place it inside the nappy sack
- If the student's clothes are soiled, you should bag them separately and send them home. You should not rinse them by hand. Always wear personal protective equipment (PPE) when you are handling soiled linen.
- Using the wipes, clean the student from front to back and place the used wipes in the nappy sack. Tie the nappy sack and put it in a pedal operated bin
- Put on a clean nappy and apply cream if necessary
- Take off the gloves and apron and place them in a pedal operated bin
- Help the student dress
- Help the student to wash their hands if this is age appropriate
- Wash your hands using liquid soap, warm water and paper towels
- Take the child back to the room and return to the nappy changing area and clean the changing area then rewash your hands

Items needed:

- Pedal operated/hands free bin specifically for nappy disposal
- Nappy changing mat/nappy changing unit.
- Steps if needed
- Disposable aprons
- Disposable gloves
- Nappy sacks
- Anti-bacterial spray
- Paper towels
- Liquid soap

Personal protective equipment (PPE) will be purchased by the school and provided for staff. This will include disposable non-powdered vinyl or latex-free CE-marked gloves and disposable plastic aprons. Plastic aprons must be worn where there is a risk of splashing or contamination with blood or bodily fluids.

It is important to dispose of waste from intimate care tasks in an appropriate and safe manner. Items such as used nappies, pads, gloves, aprons and soiled dressings should be placed in a different bin to everyday waste. If a school does not have these resources on site already they should contact their waste management provider.

9. Recording

Each student who receives intimate care at school will have their own record sheet detailing this. This recording needs to be clear and consistent across schools and students. The IC1 form in the appendix should be used for each student. For students with an individual intimate care plan, this form can be kept alongside the plan.

10. Safeguarding

Any staff member who has concerns about a student's welfare or safety will follow the safeguarding policy and report this immediately.

11. Monitoring and Audit

The phase leader (primary)/SENDSCO (secondary) must check and sign each 'Record of intimate care' on a weekly basis to ensure the policy is being adhered to and identify any remedial action required.

The Headteacher must undertake a six-monthly audit activity regarding the implementation of this policy in school. This audit activity must take place in the following terms:

- Autumn 1 term
- Spring 2 term
- Any other occasion where the Headteacher deems it necessary to undertake audit activity

This audit should be completed in conjunction with the Medicines and Medical Care audit. These two audits are co-located and can be accessed via the following Google form <https://forms.gle/E1zFDp17k7dWWaTSA>

A selection of these audits will then be quality assured by the Risk and Compliance Team.

Appendix A – Intimate Care Risk Assessment

| Children & Young People's Services – Risk Assessment | |
|--|--|
| Premises: | |
| Work Activity: | |
| Assessors: | |
| Date: | |

| 1. Hazard | 2. Who might be harmed and how? | 3. What controls exist currently to reduce risk? | 4. Further action required (if any) |
|-----------|---------------------------------|--|-------------------------------------|
| | | | |
| | | | |
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| | | | |
| | | | |



Appendix B – Record of Intimate Care Intervention

| Record of Intimate Care Intervention | |
|--------------------------------------|--|
| School: | |
| Pupil's Name: | |
| Class/Year Group: | |

| Date | Time | Procedure | Staff Name and Signature | Second Staff Name and Signature |
|------|------|-----------|--------------------------|---------------------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |



Appendix C – Individual Intimate Care Plan

| Individual Intimate Care Plan | | | |
|---|--|-------------------|--|
| School: | | | |
| Pupil's Name: | | Class/Year Group: | |
| Name of personal assistant (if applicable): | | | |
| Staff members involved: | | | |
| Date: | | Review Date: | |

| Area of Need | |
|--|----------------------|
| | |
| Equipment required and who will provide this | |
| | |
| Locations of suitable changing/toilet facilities (if applicable) | |
| | |
| Support required | Frequency of support |
| | |



Working towards independence (if applicable):

| Pupil will try to | Personal assistant/staff will | Parents/carers will | Target achieved date |
|-------------------|-------------------------------|---------------------|----------------------|
| | | | |

Parents/Carers

- I give permission to the school to provide appropriate intimate care support, as detailed in the plan about, to my child
- I will advise the school of any changes to my child's needs
- I understand that the members of staff providing the care for my child have had appropriate training, including Child Protection

Signed _____

Parent/Carer Date _____

Signed _____

Personal assistant (where applicable) Date _____

Signed _____

Staff Date _____

Signed _____

Pupil (where appropriate) Date _____



Appendix D – Toilet Management Plan

| Toilet Management Plan | | | |
|--|--|----------------------|--|
| School: | | | |
| Pupil's name: | | Class/year group: | |
| Name of personal assistant (if applicable): | | | |
| Staff members involved: | | | |
| Date: | | Review date: | |
| Area of Need | | | |
| | | | |
| Equipment required and who will provide this | | | |
| | | | |
| Locations of suitable toilet facilities | | | |
| | | | |
| Support Required | | Frequency of Support | |
| | | | |



Working towards independence

| Pupil will try to | Personal assistant/staff will | Parents/carers will | Target achieved date |
|-------------------|-------------------------------|---------------------|----------------------|
| | | | |

Signed _____

Parent/Carer Date _____

Signed _____

Personal assistant (where applicable) Date _____

Signed _____

Staff Date _____

Signed _____

Pupil (where appropriate) Date _____

DELETE BELOW IF NOT REQUIRED

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 persona, 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

Student

As the student 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 your 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 with me 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 help me. They too will let you know what I would like to change.

Signed _____

Personal Assistant Date _____

Signed _____

Student Date _____





Intimate Care Policy