



Heart of the Forest School

Intimate Care Policy

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Stephanie Withington (Head Teacher)	

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Please note: This policy should be read in conjunction with the Safeguarding and Child Protection/Vulnerable Adult Policy, Keeping Children Safe in Education (KCSIE) and Guidance for safer working practice for those working with children and young people in education settings

1. Introduction

- 1.1.** At Heart of the Forest School we are committed to safeguarding and promoting the welfare of children and young people and expect all governors, staff, volunteers and visitors to share this commitment.
- 1.2.** All pupils at Heart of the Forest School have the right to be safe and treated with dignity, respect and privacy at all times to enable them to access all aspects of the broad and balanced curriculum delivered.
- 1.3.** At times staff are required to support the pupils at Heart of the Forest School with more personal aspects of their health needs i.e. their intimate care needs.
- 1.4.** Intimate care can be defined as care tasks of an intimate nature, associated with bodily functions, body products and personal hygiene, which demand direct or indirect contact with, or exposure of the genitals. Examples include care associated with continence and menstrual management as well as ordinary tasks such as helping with washing or bathing.
- 1.5.** Intimate Care needs cover any tasks that involves supporting pupils with for example the dressing and undressing, washing including intimate parts, helping someone use the toilet, changing continence pads or sanitary pads or carrying out a specific procedure that requires direct or indirect contact to an intimate personal area e.g. gastronomy feeding.
- 1.6.** The issue of intimate care is a sensitive one and requires staff to be respectful of pupils needs. The pupil's dignity will always be preserved with a high level of privacy, choice and control. There will always be a high awareness of child protection issues. Staff behaviour must be open to scrutiny and staff must work in partnership with parents/carers to provide continuity of care to pupils wherever possible.

1.7. The following policy is a model based on best practice and sets out clear principles and guidelines on supporting intimate care with specific reference to toileting. It will be considered in line with our Safeguarding Policy, Health and Safety Policies, Manual Handling Policy, Physical Intervention Policy and Administration of Medicines Policy.

1.8. This policy was written in consultation with the staff and governors of Heart of the Forest School and complies with the statutory requirements set out in the SEND Code of Practice 0-25 (2015) and the Equality Act 2010.

1.9. This policy has been written with reference to the following guidance and documents:

- [Guidance for Safer Working Practice for Adults who Work with Children and Young People in Educational Settings](#) (2015);
- [Guidance for Safer Working Practice for Adults who work with Children and Young People in Educational Settings Addendum](#) (2020);
- [Keeping Children Safe in Education](#) (KCSIE) (2020);
- [SEND Code of Practice](#) (2015);
- [The Equality Act 2010](#). (c.15). London: The Stationery Office;
- [Supporting Pupils at Schools with Medical Conditions](#) (2015).

1.10. This policy has also been written with reference to the following Heart of the Forest School policies and guidance documents and will be read in conjunction with them:

- Policy for SEND
- Policy for Safeguarding;
- Code of Conduct;
- Physical Interventions Policy;
- Anti-Bullying Policy;
- Storage and Administration of Medication within School Policy.

2. Intimate Care Guideline Aims

- To ensure that the dignity of pupils is actively promoted during any personal care interventions and that pupils benefit from for example being dry and comfortable;
- To assist pupils in maintaining a positive self-image and to ensure that a pupil's difficulties in personal care do not impact negatively upon his/her emotional health, learning and/or how others perceive the incidence of their personal care difficulties;
- To assist pupils in achieving the best possible level of independence, or planned dependence, standard of personal care;
- To ensure consistently high standards of provision in personal care;
- To guarantee high standards of hygiene;
- To provide staff with a framework that will both protect and empower them whilst they carry out sensitive personal care procedures.

3. Procedures and practice

3.1. The management of all pupils with intimate care needs will be carefully planned. All pupils who require intimate care are treated respectfully at all times; the pupil's welfare and dignity is of paramount importance. At Heart of the Forest School we are committed to ensuring that all staff responsible for the intimate care of pupils will undertake their duties in a professional manner at all times.

3.2. During staff induction programmes new staff shadow other staff members when carrying out intimate care and are made aware of any individual care plans which impact on intimate care. In addition, members of staff who provide intimate care receive appropriate training including Safeguarding, Manual Handling and Health and Safety training and are fully aware of best practice.

3.3. Members of staff will be supported to adapt their practice in relation to the needs of individual pupils taking into account developmental changes such as the onset of puberty and menstruation.

3.4. There is careful communication with each pupil who needs help with intimate care in line with their preferred means of communication (verbal, symbolic, etc.) to discuss the pupil's needs and

preferences. The pupil is made aware of each procedure that is carried out and the reasons for it.

- 3.5. Any pupil with intimate care needs will be supported to achieve the highest level of independence that is possible given their age and abilities. Apparatus will be provided, where appropriate, to assist with pupils who need special arrangements following for example assessment from physiotherapist/ occupational therapist.
- 3.6. Individual intimate care plans (*see appendix 1*) will be drawn up for particular pupils who require a level of support, this includes female pupils who require support with their menstrual cycle. For some pupils, these plans will accompany manual handling care plans and risk assessment to address issues such as moving and handling and the personal safety of the pupil.
- 3.7. Each pupil's right to privacy will be respected. Careful consideration will be given to each pupil's situation to determine how many staff might need to be present when a pupil is toileted. The gender of supporting staff will also be considered carefully. Where possible pupils' intimate care is undertaken by a member of staff of the same sex. When support with personal care is required, this would normally be undertaken by one member of staff, however, they will 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. Intimate or personal care procedures should not involve more than one member of staff unless there is a sound reason for having two adults present as outlined in their Moving and Handling assessment, behaviour plan or in their Health and Care plan.
- 3.8. Wherever possible the same pupil will not be cared for by the same adult on a regular basis; ideally there will be a rota of staff known to the pupil who will take turns in providing care. This ensures that over-familiar relationships are discouraged from developing. Intimate care arrangements will be discussed with parents/ carers on a regular basis and recorded on the pupil's intimate care plan. The needs and wishes of the pupil and parents/ carers will be taken into account wherever possible within the constraints of staffing and equal opportunities legislation.

- 3.9. In the Early Years Department it has been agreed, following EY Ofsted Guidelines that 2 same sex pupils can be changed at one time with 2 staff members present. Where there are shared care facilities between Early Years and Primary classes it is acceptable for two same sex pupils to be in the room together with two members of staff. However, this should be the exception and staff will always check with staff already in the room that it is appropriate and dignity of pupils will be maintained.
- 3.10. When managing the personal care of pupils, it is possible that pupils of either gender may experience arousal. In some cases, it might be appropriate to continue with personal care. However, masturbation will be discouraged and this communicated in the most appropriate way in relation to individual pupil level of understanding (verbal, symbolic etc). These situations will need to be recorded and discussed with the class teacher and parents/carers. If this is a regular occurrence it will need to be recorded in a care plan for that pupil, with specific guidelines on how to manage the situation. This must be recorded and documented as per school safeguarding procedures to ensure this pattern of behaviour is appropriately monitored.
- 3.11. When supporting a female pupil with menstrual management staff will assist with changing a sanitary pad but tampons will only be used if the pupil is able to independently manage the process and this has been confirmed with the parents/carers.
- 3.12. It is sometimes necessary for staff to change with pupils in communal areas following swimming. Staff will set a good example and change in a modest way with consideration for all users.
- 3.13. If a member of staff has any concerns about physical changes in a pupil's presentation these are reported as outlined in the School's child protection policy.
- 3.14. Pupils have access to a personal safety curriculum, as part of the PSHE curriculum, with regard to their developmental level, in order that they can have a level of awareness of appropriate care.

3.15. Pupils will be encouraged to be as independent as possible with their personal care, where appropriate. Pupils will be supported to develop their independence and self-help skills to manage their personal care needs as far as possible but relative to individual need.

4. Safeguarding

4.1. Heart of the Forest School's Safeguarding Procedure, Education Child Protection Procedures and Inter-Agency Child Protection Procedures will be adhered to. All pupils will be taught personal safety skills carefully matched to their level of development and understanding.

4.2. If a staff member has any concerns about physical changes in a pupil's presentation (bruises, marks etc.) they will immediately report concerns as per school safeguarding procedures.

4.3. If a pupil shows signs of distress or unhappiness about being cared for by a particular member of staff this should be reported through the school safeguarding procedure by the staff member who has made the observation. This will then be further investigated by DSLs/SLT and outcomes recorded and acted upon. Investigation changes/ recommendations will be enforced and monitored as required. If an allegation is made by a pupil against a staff member, it is paramount that the pupil is listened to and believed, allowing them time to talk freely without asking any leading questions. This should be immediately reported through the school safeguarding procedure by the staff member witness to the disclosure. **(Please refer to Safeguarding Policy).**

4.4. All adults carrying out intimate care or toileting tasks will be employees of the school or verified agency support staff. Enhanced DBS checks will be in place to ensure the safety of all pupils.

4.5. External students on work placement, voluntary staff or other parents/ carers working at the school will not be permitted to attend to toileting or intimate care tasks.

5. Health and Safety

5.1. To ensure pupils dignity and privacy are maintained close consideration is given to the toilet and intimate care room environments. Pupils who require a high level of intimate care may require more specially adapted facilities. Within Heart of the Forest School we have a range of toileting/ intimate care facilities for pupils to access based on their level of need, for example personal care rooms with track hoisting and changing beds or standard toilets with sanitary bins.

5.2. To maintain the health and safety of both staff and pupils involved the following procedures will be undertaken:

- Hands will be washed before and after toileting a pupil, using the antibacterial cleanser provided in combination with hot water. This is particularly important for pregnant members of staff;
- Staff will always wear an apron and gloves when supporting pupils with intimate care needs such as toileting or first aid. Aprons and gloves will be disposed of, and replaced, before undertaking any personal care with another pupil;
- Any lesions in the skin on arms or hands of staff will be kept covered;
- Creams will only be used with the specific pupils they have been prescribed/ provided for and will never be shared between different pupils;
- Use of hoists are likely to be required for the physical transfer of pupils and staff must always refer to the school's guidelines for Manual Handling or seek advice from one of the school's Manual Handling Trainers whenever in doubt about best practice in the physical management of any pupil;
- All soiled waste is double wrapped/ bagged and placed within a sanitation bin which is specifically designated for the disposal of such waste;
- Sanitation bins will be emptied on a regular basis;
- Soiled clothing/ slings will be bagged and returned home accompanied by a note in the pupils home-school diary;
- Changing areas will be cleaned after each use;
- Hot water, liquid soap and sanitation gel will be available to wash/ sanitise hands before and after carrying out any intimate care.

- 5.3. Any requests for the use of ointments/creams by the parents/ carers for use with their child will be recorded on a pupil's intimate care plan. Any medicated ointments/ creams will need to be prescribed by the GP and clearly labelled with the pupil's name and state information about application e.g. how many times per day. Any prescribed ointments/ creams will be signed in and out appropriately as per school procedures.
- 5.4. Over the counter ointments/ creams will need to be clearly labelled with the pupil's name and the date opened. Ointments/ creams will not be shared between other pupils and will be stored within the pupil's intimate care equipment storage compartment.
- 5.5. Staff will observe any ointment/ cream guidance and ensure the ointment/ cream is disposed of once expired. Any prescribed ointments/ creams which have expired will be returned to parents/ carers. If required, a new batch of ointment/ cream will be requested.
- 5.6. Staff have a duty to ensure that their immunisation for Hepatitis B is kept up to date because of the risk of cross infection via contact with bodily fluids.

6. Resources/ Equipment Supplies

- 6.1. All protective aprons, gloves, non-allergenic wipes, waste liners and sanitation bins will be provided by school. Appropriate storage facilities will be located within personal care rooms/ toilets to store pupil specific resources e.g. pads and will be clearly labelled to prevent misuse of resources.
- 6.2. Parents/ carers will be required to provide any pads and ointments/ creams as appropriate. Parents/ carers may also be asked to provide spare clothing as needed.

7. First Aid and Intimate Care

- 7.1. Any first aid carried out will only be done so by staff who have undertaken first aid training. All first aid treatment will be recorded as per school procedures.
- 7.2. Staff who administer first aid will ensure wherever possible that another adult is present e.g. when applying prescribed ointment/ cream to a pupil who requires support with application. The pupil's dignity must always be considered and where contact of a more intimate nature is

required (e.g. assisting with toileting or the removal of wet/soiled clothing), another member of staff will be in the vicinity and will be made aware of the task being undertaken.

7.3. In the event that first aid is required to injuries sustained within intimate areas of the body including genitals, a first aid trained member of staff will be called upon. Two members of staff must remain present at all times, inclusive of a first aid trained member of staff. An accident form will be completed and the administration of any first aid logged. Parents/carers will be made aware of the accident and any injuries sustained.

7.4. In the event that a child reports discomfort or pain with more intimate areas of their body including genitals then it is the staff member's responsibility to communicate this information to the parent/carer. First aid should not be carried out by staff. In the first instance this information would be communicated through telephone contact and must be communicated the same day. It is the responsibility of the parent / carer to examine their child and seek any further medical attention if required. Staff must log any concerns relating to complaint of discomfort or pain of intimate areas as above using school safeguarding procedures through documenting on MyConcern.

8. Physical Contact

8.1. All staff engaged in the care and education of children and young people need to exercise caution in the use of physical contact. Staff must be aware that even well-intentioned contact might be misconstrued by the child or an observer.

8.2. Staff must always be prepared to justify actions and accept that all physical contact is open to scrutiny. The expectation is that when staff make physical contact with children it will be:

- For the least amount of time necessary (limited touch);
- Appropriate, given their age, stage of development and background;
- In response to the pupil's needs at the time.

8.3. Arrangements must be understood and agreed by all concerned, justified in terms of the pupil's needs and consistently applied and open to scrutiny. Where possible, consultation with

colleagues will take place where any deviation from arrangements is anticipated. Any deviation from the agreed plan must be documented and reported.

9. Monitoring, Review and Evaluation

- The Intimate Care Policy undergoes a detailed review by staff and Governors as appropriate.
- The Governing body together with the Head teacher monitors the effectiveness of the Policy.



Intimate Care Plan Agreement

Dear Parents/ Carers,

In order to best meet the needs of your child when they are with us we would like to set up an individual agreement between parents/ carers and the school with regard to intimate care.

The issue of intimate care is a sensitive one and will require staff to be respectful of your child's needs. A child's dignity will always be preserved with a high level of privacy, choice and control. There shall be a high awareness of child protection issues. Staff behaviour must be open to scrutiny and staff will work in partnership with parents/carers to provide continuity of care to children/ young people wherever possible.

Intimate care can range from providing pupils with verbal prompts through to carrying out intimate care procedure for a pupil such as supporting with toileting needs i.e. changing pads, assisting with dressing/ undressing or carrying out first aid when our pupils are unable to do so for themselves due to their own physical limitations or cognitive skills. In most cases at school intimate care will involve procedures to do with personal hygiene and toileting needs.

Attached is a copy of your child's intimate care plan which has been written by your child's class teacher in consultation with the class team. If you are happy with the plan, please complete and return the consent slip below. If you wish to discuss the plan or make any amendments, please contact school directly.

Kind Regards,

L. Mansfield

Lucyna Mansfield

Assistant Headteacher



INTIMATE CARE POLICY PARENTAL AGREEMENT FORM

I agree that the Intimate Care Plan in place for my child is accurate and I agree to support the Intimate Care Policy and practice of Heart of the Forest School.

Section to be completed by Parents/ Carers	
Signature of Parent / Carer	
Print Name	
Date	
Additional Comments	
Section to be completed by Class Teacher	
Signature of Class Teacher	
Print Name	
Date	
Additional Comments	
Section to be completed by Young Person (where appropriate)	
Signature of Young Person	
Print Name	
Date	
Additional Comments	
Review of Plan	
Intimate Care Plan Review Date	



Pupil Intimate Care Plan

Pupil Name:		Class Teacher:	
D.O.B:		Year Group:	
Care required and how often during the day e.g. intimate care, support with dressing/undressing, first aid etc.:			
Member(s) of staff who will carry out the tasks – all staff need to be fully aware of toileting/intimate care plan, gender of supporting staff identified and school priorities			
All intimate care provided for pupils at Heart of the Forest School will be carried out by familiar members of staff who have received appropriate training.			
Where will the tasks be carried out and what equipment/resources will be required to safely carry out the procedures:			
Infection Control and Disposal Procedures in place:			
Actions that will be taken if any concerns arise:			
Parent's/ Carer's responsibility to provide:			

Any School/Home agreement of care/management plan or communication via school/home diary (if required):

Other Professionals in involved in care/advisory role: (Health, OT, Physio, SALT, etc.):

Manual Handling Care Plan and Risk Assessment (as appropriate):

Additional Information:

Amendments (as appropriate):