



# **PERSONAL AND INTIMATE CARE POLICY**

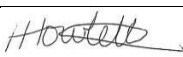
## **MARCH 2025**

|               |                                   |
|---------------|-----------------------------------|
| Policy:       | Personal and Intimate Care Policy |
| Approved by:  | IEB                               |
| Date:         | March 2025                        |
| Review cycle: | Annually                          |

| Version Control |           |        |                                                                                             |
|-----------------|-----------|--------|---------------------------------------------------------------------------------------------|
| Version         | Date      | Author | Changes                                                                                     |
| 2025            | 18.03.25  | HH     | Change to appendices – new personal and intimate care plan added<br>Re-formatting of policy |
| 2025            | June 2025 | HH     | Change of name of headteacher                                                               |
|                 |           |        |                                                                                             |
|                 |           |        |                                                                                             |

## CONTENTS

|                                                                                                                 |   |
|-----------------------------------------------------------------------------------------------------------------|---|
| Policy Aims                                                                                                     | 1 |
| Legislative Framework                                                                                           | 1 |
| Other Supporting Documents                                                                                      | 1 |
| Nottinghamshire County Council Children and Young People’s Department – Guidance for Personal and Intimate Care | 2 |
| Aims                                                                                                            | 2 |
| Definitions of Personal Care and Intimate Care                                                                  | 3 |
| Staff Training                                                                                                  | 3 |
| Children Protection                                                                                             | 3 |
| Protection of children, young people and staff                                                                  | 4 |
| Dignity, respect and privacy                                                                                    | 5 |
| Involve the child/ young person in their own care                                                               | 5 |
| Encourage the child/young person to have a positive image of their own body                                     | 5 |
| Ensure intimate care is as consistent as possible                                                               | 6 |
| Appendix One – Individual Assessment – Personal and Intimate Care Plan                                          | 7 |
| Appendix Two – Individual Assessment – Personal and Intimate Care Plan                                          | 8 |

|                                |                                                                                                        |
|--------------------------------|--------------------------------------------------------------------------------------------------------|
| Date Adopted and Agreed by IEB | March 2025                                                                                             |
| Next Review                    | March 2026                                                                                             |
| Signed Chair of Governors      | Date March 2025                                                                                        |
| Signed Head of School & SENDCo | <br>Date March 2025 |

## Policy Aims

### **This policy aims to:**

- Ensure that children and young people with either a permanent or temporary disability, have the same rights of access to services as their non-disabled peers.
- To ensure that children and young people's personal and intimate care needs are met with dignity and their right to privacy.
- Ensure good working practice and procedures are followed.
- Provide guidance and reassurance to staff and promote best practice in line with current legislation.
- Follow the Guidance for Personal and Intimate Care from Notts CC Children and young Peoples Department – see below

## Legislative Framework

- Management of Health and Safety at Work Act 1999
- Equality act 2010
- UN Convention on Rights of the Child 1989
- Children and Families Act 2014
- Special Educational Needs and Disability Act 2001
- Keeping Children Safe in Education 2016
- Human Rights Act

## Other Supporting Documents

- Including Me, Council for Disabled Children
- Supporting Pupils with Medical Conditions Guidance 2014
- Service Children's Education 2016

## Nottinghamshire County Council Children and Young People's Department – Guidance for Personal and Intimate Care

The children and young people's department is committed to the provision of care that is high quality and meets the individual needs of children and young people and embraces the Special Educational Needs and Disability Act 2001 (**SENDA**); the Equality Act 2010, and the United Nations Convention on the rights of the child. This guidance should be read in conjunction with the Children and Families Act 2014 and the Supporting Pupils with Medical Conditions Guidance 2014

This guidance applies to all staff undertaking personal and intimate care tasks with children and young people. All staff should be familiar with the child or young person and have undergone a full DBS check.

Nottinghamshire Children and Young People's Department requires all service areas (where appropriate) to develop working protocols in line with this guidance.

The Children and Young people's Department is committed to providing personal and intimate care where it has been recognised as an assessed need and where it is recorded in relevant assessments and/or personal intimate care plans. At all times care plans should embrace the requirements of the above legislative frameworks and should reflect the following:

- Principles of the 2004 Children's Act
- Every child and young person has the right to information, in a format that is understandable, and support relevant to their needs, which will enable him or her to make informed and appropriate choices.
- Every child and young person has the right to be accepted for who they are which is inclusive of their age, gender, ability, race, culture, religion or belief.
- Every child and young person has the right to information and procedure, in a format that is understandable, for any complaint or queries he or she may
- Every child and young person should be encouraged to care for themselves as much as they are able.

The Children and Young People's department accepts that there will be extraordinary circumstances, following a careful risk assessment where a child or young person's personal care cannot be met in a particular activity. It is expected in these circumstances that alternative solutions will be considered and investigated.

## Aims

The aims of this guidance are:

- To ensure that children and young people are consulted and encouraged to participate in decisions about their personal and intimate care. Particular attention must be given to those children and young people who have disabilities/conditions who may need additional support to be able to do this.
- To safeguard the rights of children and young people, and staff who are involved in their personal and intimate care.
- To ensure that service specific guidance is developed. This must inform all staff, whose role includes personal and intimate care, of good working practice and procedures.
- To ensure there is a system for producing Intimate Care Plans for children and young people who require personal and intimate care. *(Please refer to Appendix A and Appendix B for an examples of proformas of a Personal and Intimate Care Plan)*
- To ensure that all staff who are involved in personal and intimate care have access to training where needed enabling them to implement the child or young person's intimate care plan and all relevant procedures.
- To remove barriers to learning and participation, protect from discrimination and ensure inclusion for all children and young people.
- To ensure the continuity of care through the sharing of information between parents/carers/legal guardians and involved professionals.

## Definitions of Personal Care and Intimate Care

**Personal Care** is defined as those tasks which involve touching, which is more socially acceptable as it is nonpersonal and not intimate. Personal care usually has the function of helping with personal presentation and enhance social functioning. This includes shaving, skin care, applying external medication, feeding, administering oral medication, hair care, brushing teeth, applying deodorant, dressing and undressing, (clothing), washing nonpersonal body parts, prompting to go to the toilet.

**Intimate Care** is defined as those tasks associated with bodily function, body products and personal hygiene which demand direct or indirect contact or with exposure to the genitals including dressing or undressing, (underwear), helping with the use of the toilet, changing continence pads (faeces and/or urine), bathing/showering, washing personal and intimate parts of the body, changing sanitary towels or tampons, inserting suppositories, giving enemas. **Staff Training**

Staff who carry out intimate and personal care will receive appropriate training where necessary in order to support individual care plans which will promote:

- Dignity, respect and privacy
- A positive image of the child/young person's body
- An awareness that intimate tasks must be carried out in an age appropriate way.

Additionally, staff will be required to undertake training in the wider context including:

- Safeguarding
- Health & Safety
- Moving and Handling

All workers who provide intimate care must receive training to promote good practice. No one should ever undertake a task unless they have been trained and have read the care plan. Just because staff have done something with their own child/young person it must not be assumed that they can do it with a child/young person for whom they are providing care.

## Children Protection

Staff need to be aware that some adults may use intimate care procedures as an opportunity to abuse children and young people. They also need to be aware of the possibility that allegations of abuse may be disclosed. Allegations can be made by children and young people and they can be made by other concerned adults. Allegations can be made for a variety of reasons. Some of the most common are:

- Abuse has actually taken place
- Something happens to a child that reminds them of an event that happened in the past – the child is unable to recognise that the situation and the people are different
- Children can misinterpret your language or your actions because they are reminded of something else
- Some children know how powerful an allegation can be; if they are angry with you about something they can make an allegation as a way of hitting out
- An allegation can be a way of seeking attention

## Protection of children, young people and staff

All services must ensure that all children and young people's personal and intimate care needs are met

Parents/carers/legal guardian have the prime responsibility for their child's health and must provide all services with information about their child or young person's intimate care needs. This information will be sought through an assessment of the child or young person's needs and subsequent personal and intimate care plans will be drawn up with review dates

The personal and intimate care plan must be written in consultation with parents/carers/legal guardian, children and young people and appropriate consent given for procedures within it. Every effort must 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 must be shared with all relevant services upon request.

Where a personal and intimate care plan does not exist, the initial service identifying the need must ensure that an assessment and plan are completed prior to accessing the service, or where the child or young person's needs or circumstances change.

Parents/carers/legal guardian must be consulted and their views respected in terms of the personal and intimate care provided for their child or young person. Procedures must be discussed with the family to ensure consistency of care and support to encourage the development of personal and intimate care skills for their son or daughter.

There is no legal or contractual duty that requires all service staff to undertake personal and intimate care procedures. However, this may already be a specific requirement in an individual job description or staff may formally elect to support children and young people in this way. In these circumstances staff will be informed of the specific types of personal and intimate care that they will be required to carry out and be appropriately trained.

Relevant staff will have access to guidance and ongoing training that supports good working practice which complies with health and safety legislation. Staff will have access to a set of procedures detailing individual personal and intimate care tasks including how to manage children and young people who refuse to comply with previously agreed interventions.

All staff working with children and young people must have been through an appropriate safer recruitment process.

In recognition of the vulnerability of disabled children and young people all services must ensure that they follow both the Nottinghamshire Safeguarding Children Board Safeguarding Children Procedures and the Safeguarding Disabled Children and Young People Inter-agency Practice Guidance must be accessible to all staff and adhered to.

Each child and young person's right to privacy must be respected. Careful consideration must be given to each child and young person's situation to determine how many carers might need to be present and which carers may be involved when a child or young person needs help with personal and intimate care. Under normal circumstances, one child or young person will be cared for by one adult, unless there is a sound reason for having two or more adults present. If this is the case, the reasons must be clearly documented. (The United Nations Convention on the Rights of the Child: Article 12 Children have the right to say what they think should happen, when adults are making decisions that affect them, and have their opinions taken into account).

The number of staff required will be indicated in the child or young people 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. There is a need to strike a balance between protecting the child/person's dignity by not drawing up to too large a pool of carers and on the other hand, protecting the child from over dependence on one carer. This will ensure as far as possible that over familiar relationships are discouraged from developing.

All services need to make provisions for emergencies i.e. a staff member on sick leave.

On the basis that Nottinghamshire County Council's guidance for Personal and Intimate Care is followed then Nottinghamshire County Council is protected by its Public Liability Insurance (subject to its terms and conditions and exclusions) for accidental death, injury, damaged caused by such procedures to a third party. The insurance provided jointly indemnifies with the County Council staff and Members provided that they are acting in accordance with their Nottinghamshire County Council duties.

For further information contact Risk and Insurance Section, County Hall, 0115 9774902

### **Dignity, respect and privacy**

Intimate and personal care should be provided with dignity, respect and privacy. Care should administered gently and sensitively. Staff should take into account the child's views and feelings throughout any procedure or intervention and give careful consideration to what the child is used to and what is appropriate, given their needs and their family's culture and beliefs.

Information regarding a child/young person's intimate and personal care needs is private and confidential. Sharing this information must be for a legitimate purpose and with the consent of the child/young person or if appropriate their parent of guardian. Privacy should be appropriate to the child's age, gender and situation. It is an important issue and children/young people have a right to privacy so staff must take steps to ensure that it is upheld.

Identifying appropriate places for procedures, including changing clothes is therefore a priority.

Privacy can be supported by allocating one adult unless there is a sound reason for having more adults present.

Where this is the case, the reasons should be documented. Where two staff members are required for manual

handling, they should consider that once the initial manual handling task is complete, the second worker could remove themselves until required again.

### **Involve the child/ young person in their own care**

If a child/young person needs support with intimate care the worker/s should talk with them about the procedure and where possible the child/young person should be encouraged to make choices and express preferences.

Terminology for private parts of the body and functions to be used by staff should be agreed. It is the responsibility of all staff caring for the child/young person to be aware of the method and level of communication used. Staff need to understand the child/young person's method of communication, especially where this is predominantly nonverbal so any indication of discomfort, fear or pain can be picked up.

Any touch which is intended as 'help' should be as enabling and empowering as possible and the child should be permitted to do as much by themselves as possible. Children/young people should always be consulted about their views regarding touch and physical contact. Their understanding and acceptance of touch needs to be explicit

### **Encourage the child/young person to have a positive image of their own body**

When undertaking intimate care, workers should convey messages to the child/young person that their body is respected. This approach provides opportunities to teach children/young people about the value of their own bodies, develop self-confidence and a positive self-esteem. Whilst considering the child/young person's age and understanding, routine care should be enjoyable, relaxed and fun.

Utilising and role modelling good practice in intimate care experiences can provide personal safety learning for children/young people. Understanding good touch/care behaviours throughout childhood can enable a child/young person to differentiate more easily if they experience abusive touch/care behaviours.

The gender of the worker supporting intimate care should take into account the child's age, developmental history, cultural beliefs and values and the expressed views of the child/ young person and/or where appropriate the parent/carers. This information should be documented within the individual intimate care plan.

From the age of 8 the child is developing their sexuality psychologically, physically and physiologically, so it is from this age that the gender of the carer providing intimate care can become more of an issue to the child/young person in terms of their respect for privacy. At this stage their view and feeling are critical to deciding who should provide intimate care.

Where possible, intimate care for children/young people over the age of 8, should be provided by workers of the same gender. There are however, circumstances where this good practice would need to be waived:

- If non availability of same gender worker would mean omission of care
- Where a service has a predominance of male or female workers and therefore the same gender principle is difficult to implement in practice

These circumstances would need to be explained the child/young person and parents/carers when creating the individual intimate care plan and whatever is put in place must be reviewed and monitored regularly.

### **Ensure intimate care is as consistent as possible**

Intimate care for individual children/young people will be carefully planned following a person centred and consistent approach. The plan will set out the child/young person's views and how they would like their care given with specific information to enable workers to carry out their intimate care. Plans will also include full risk assessments for moving and handling, safe systems of work where relevant. Any historical concerns (such as past abuse) should be noted and taken into account.

Elements of consistency for each individual child include:

- Language – using recognised worker or other cues and agreed terminology
- Physical touch – always washing intimate parts with a wash tool and not bare hands
- Documentation – following the child's individual intimate care plan.

Consistency of approach will be supported by checking with the child/young person, their parent/carers, staff who know the child/young person well and reading their individual care plans. Any changes in procedure must be shared with all individuals involved in the care process.

## Appendix One – Individual Assessment – Personal and Intimate Care Plan

This plan is to be used for personal and intimate care for children supported with toilet training and will be adapted to meet the child's needs following the guidance.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                   |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------|--|
| <b>Name</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  | <b>Male/Female:</b>                                                               |  |
| <b>D.O.B</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |                                                                                   |  |
| <b>Date signed and assessed/<br/>reviewed:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                   |  |
| <b>Procedure for nappy/ pull up change</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                                                                                   |  |
| <ul style="list-style-type: none"> <li>• Child will be taken into the FSU toilet area</li> <li>• Staff member will put on an apron and gloves</li> <li>• Child will be taken into one of the toilets and nappy/ pull up removed</li> <li>• Child encouraged to sit on the toilet and encouraged to use the toilet – adult will supervise</li> <li>• Child will be wiped and a clean nappy/ pull up put on and clothes will be put back on • Child will wash their hands</li> </ul> <p>If child is badly soiled and it cannot be wiped clean and needs to be showered/ bathed then staff will discuss this with Mrs Howlett and she will contact parents. Once cleaned, child will come back to school.</p> |  |                                                                                   |  |
| <b>Equipment Required</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                                                                   |  |
| <b>School to provide:</b><br>Glove and aprons<br>Anti-bacterial spray/ hand gel<br>Nappy disposal facility<br>Hand wash and paper towels<br>Nappy sacks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  | <b>Parents/ Carers to provide:</b><br>Nappies/ Pull ups<br>Spare clothes<br>Wipes |  |
| <b>Named Staff and Signature</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |                                                                                   |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                   |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                   |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                   |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                   |  |
| <b>Parent Name and Signature</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |                                                                                   |  |

|  |  |
|--|--|
|  |  |
|--|--|

**Appendix Two – Individual Assessment – Personal and Intimate Care Plan**

This plan is to be used for personal and intimate care where the child requires manual handling or has a medical need resulting in the need for personal and intimate care.

|                                                                                                                                                                               |  |                     |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------|--|
| <b>Name</b>                                                                                                                                                                   |  | <b>Male/Female:</b> |  |
| <b>D.O.B:</b>                                                                                                                                                                 |  | <b>Condition:</b>   |  |
| <b>School/Setting:</b> St Swithun’s C of E Primary Academy                                                                                                                    |  |                     |  |
| <b>Child or Young Person’s preferred method of communication:</b>                                                                                                             |  |                     |  |
| <b>Does the Child or Young Person have any allergies or sensitivity (<i>Refer to Health Care Plan</i>):</b>                                                                   |  |                     |  |
| <b>Does the Child or Young Person require any assistance with mobility or transfers? (<i>Refer to manual handling assessment and subsequent safe systems of work</i>):</b> No |  |                     |  |
| <b>Does the Child or Young Person have any Religious or Cultural Needs?:</b>                                                                                                  |  |                     |  |

| Procedure                    |                                  |  | Named trained staff e.g. 1:1/departmental staff |
|------------------------------|----------------------------------|--|-------------------------------------------------|
| <b>Eating &amp; Drinking</b> | Assistance required at mealtimes |  |                                                 |
|                              | Supervised at mealtimes          |  |                                                 |
|                              | Nasal Gastric tube feed          |  |                                                 |
|                              | Gastrostomy feed                 |  |                                                 |
|                              | Continuous pump feed             |  |                                                 |
|                              | Periodic pump feed               |  |                                                 |
|                              | Manual feed                      |  |                                                 |
|                              | Other specialist feed.           |  |                                                 |
|                              | Assistance required at mealtimes |  |                                                 |
| <b>Airways/Suction</b>       | Oral                             |  |                                                 |
|                              | Tracheotomy                      |  |                                                 |

|                                                      |                                        |  |  |
|------------------------------------------------------|----------------------------------------|--|--|
| <b>Medication:<br/>Emergency and<br/>/or Routine</b> | Epipen                                 |  |  |
|                                                      | Oral                                   |  |  |
|                                                      | Rectal e.g. diazepam, ACE<br>procedure |  |  |
|                                                      | Suppository                            |  |  |

|                      |                                |  |  |
|----------------------|--------------------------------|--|--|
|                      | Supervised medication          |  |  |
|                      | Administered                   |  |  |
|                      | Supervised                     |  |  |
|                      | Dressings                      |  |  |
| <b>Toileting</b>     | Rectal procedure e.g. enema    |  |  |
|                      | Catheterisation                |  |  |
|                      | Supervised catheterisation     |  |  |
|                      | Pad change (day and/or night)  |  |  |
|                      | Menstruation                   |  |  |
|                      | Assistance with toileting      |  |  |
|                      | Supervised toileting           |  |  |
| <b>Personal Care</b> | Washing                        |  |  |
|                      | Showering                      |  |  |
|                      | Dressing                       |  |  |
|                      | Cleaning e.g. gastrostomy site |  |  |
|                      | Teeth                          |  |  |
|                      | Shaving                        |  |  |
|                      | Hair / styling                 |  |  |
|                      | Lotions/creams                 |  |  |
| <b>Behavioural</b>   | Social/emotional               |  |  |
|                      | Sexual awareness               |  |  |

### SAFE SYSTEM OF WORK

**IT IS ASSUMED THAT THE NAMED STAFF FOLLOWING THESE SYSTEMS OF  
WORK HAVE BEEN TRAINED TO CARRY OUT ALL TECHNIQUES DOCUMENTED**

#### **PROCEDURE:**

#### **Pupils Level of Ability**

|                            |  |                                   |  |
|----------------------------|--|-----------------------------------|--|
| Independent                |  | Fully assisted 1 carer            |  |
| Independent /supervised    |  | Fully assisted 2 carers           |  |
| Partially assisted 1 carer |  | Fully assisted more than 2 carers |  |

**Environment Required**

**Equipment Required**

**Detailed Description of Procedure**

**Date Assessed**

**Assessors Signature**

**Pupil / parent /guardians  
signature**

**Proposed review  
dates:**