

MARSH HILL PRIMARY **SCHOOL**

Intimate Care Policy

Adopted at FGB 17.7.24

Review Date July 2024. Signed by Chair and Head Teacher via Governors Hub

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Statement of intent

Marsh Hill Primary School takes the health and wellbeing of its pupils very seriously. As described in the Supporting Pupils with Medical Conditions Policy, the school aims to support pupils with physical disabilities and illnesses to enable them to have a full and rich academic life whilst at school.

The governing board recognises its duties and responsibilities in relation to the Equality Act 2010, which states that any pupil with an impairment affecting their ability to carry out normal day-to-day activities must not be discriminated against.

Pupils will always be treated with care, sensitivity and respect when intimate care is given, and no pupil will be left feeling embarrassed or as if they have created a problem.

1. Legal framework

This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Children and Families Act 2014
- Education Act 2011
- Health Act 2006
- Equality Act 2010
- DfE (2023) 'Keeping children safe in education'

This policy operates in conjunction with the following school policies:

- Health and Safety Policy
- Supporting Pupils with Medical Conditions Policy
- First Aid Policy
- Child Protection and Safeguarding Policy
- Staff Code of Conduct
- Whistleblowing Policy
- Administering Medication Policy

2. Definitions

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

- Washing
- Touching
- Carrying out an invasive procedure
- Changing a child who has soiled themselves
- Providing oral care
- Feeding
- Assisting in toilet issues
- Providing comfort to an upset or distressed pupil

Intimate care tasks are associated with bodily functions, body products and personal hygiene that demand direct or indirect contact with, or exposure of, the genitals.

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.

Pupils may be unable to meet their own care needs for a variety of reasons and will require regular support.

3. Health and safety

The Health and Safety Policy lays out specific requirements for cleaning and hygiene, including how to deal with spillages, vomit and other bodily fluids.

Any member of staff that is required to assist a pupil with changing a medical bag will be trained to do so and will carry out the procedure in accordance with the Supporting Pupils with Medical Conditions Policy.

Staff will wear disposable aprons and gloves while assisting a pupil in the toilet or while changing a nappy, incontinence pad or medical bag.

Soiled nappies, incontinence pads and medical bags will be securely wrapped and disposed of appropriately.

Where one pupil requires intimate care or toileting support, nappies, incontinence pads and medical bags will be disposed of in an ordinary bin, as per health and safety guidelines.

Where more than one pupil requires intimate care, nappies, incontinence pads and medical bags will be disposed see Appendix C.

The changing area or toilet will be left clean. Hot water and soap will be available to wash hands. Paper towels will be available to dry hands.

4. Staff and facilities

Staff members who provide intimate care will be suitably trained and will be made aware of what is considered good practice. Staff will receive training to ensure that they are familiar with the procedure for changing a nappy. Appendix C

Staff will only be required to administer intimate care if it is listed in their job description or contract of employment.

Suitable equipment and facilities will be provided to assist pupils who need special arrangements following assessment from a physiotherapist or occupational therapist. This may include the following:

- Adjustable bed
- Changing mat
- Non-slip step
- Cupboard
- Adapted toilet seat or commode seat
- Hoist
- Swivel mat
- Disposable gloves/aprons
- Nappies, pads and medical bags
- Tissue rolls (for changing mat/cleansing)
- Supply of hot water
- Soap
- Barrier creams
- Antiseptic cleanser for staff
- Antiseptic cleanser for the changing bed/mat
- Clinical waste bag
- Spillage kit

The school has two extended disabled toilet facilities with a washbasin which include three changing areas.

Mobile pupils will be changed while standing up. Pupils who are not mobile will be changed on a purpose-built changing bed or changing mat on the floor.

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 or menstruation.

5. School responsibilities

Arrangements will be made with a multi-agency to discuss the personal care needs of any pupil prior to them attending the school.

Where possible, pupils who require intimate care will be involved in planning for their own healthcare needs wherever possible, with input from parents welcomed.

In liaison with the pupil and parents, an individual intimate care plan will be created to ensure that reasonable adjustments are made for any pupil with a health condition or disability.

Regular consultations will be arranged with all parents and pupils regarding toilet facilities.

The privacy and dignity of any pupil who requires intimate care will be always respected. A qualified member of staff will change the pupil or assist them in changing themselves if they become wet, or soil themselves. Any pupil with wet or soiled clothing will be assisted in cleaning themselves and will be given spare clothing, nappies, pads, etc., as provided by the parents.

Members of staff will react to accidents in a calm and sympathetic manner. Accurate records of times, staff, and any other details of incidents of intimate care will be kept in a Record of Intimate Care Intervention, and they will be stored in the nurse's office.

Arrangements will be made for how often the pupil should be routinely changed if the pupil is in school for a full day, and the pupil will be changed by a designated member of staff. A minimum number of changes will be agreed.

The family's cultural practices will always be considered for cases of intimate care. Where possible, only same-sex intimate care will be carried out.

Parents will be contacted if the pupil refuses to be changed or becomes distressed during the process.

Excellent standards of hygiene will be always maintained when carrying out intimate care.

6. Parental responsibilities

Parents will change their child, or assist them in going to the toilet, at the latest possible time before coming to school.

Parents will provide spare nappies, incontinence pads, medical bags, wet wipes and a change of clothing in case of accidents.

A copy of this policy will be read and signed by parents to ensure that they understand the policies and procedures surrounding intimate care.

Parents will inform the school should their child have any marks or rashes.

Parents will come to an agreement with staff in determining how often their child will need to be changed, and who will do the changing.

7. Safeguarding

Staff members working directly with children will receive safeguarding training as part of their mandatory induction, in line with the Child Protection and Safeguarding Policy.

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.

Wherever possible, staff involved in intimate care will not be involved in the delivery of sex education to the pupils in their care as an extra safeguard to both staff and pupils involved.

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.

If any member of staff has concerns about physical changes to a pupil's presentation, such as marks or bruises, they will report the concerns to the **DSL** immediately.

Special consideration will be taken to ensure that bullying and teasing does not occur.

8. 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 offsite visit.

9. Toilet training

Members of staff providing care will inform another member of staff prior to taking a pupil to be changed or to use the toilet.

Where potties are used, they will be emptied immediately and cleaned with an anti-bacterial spray. The potty or toilet is checked to assess whether it is clean before use and toilet paper is well stocked.

Gloves and aprons will be worn before each change and the area should be prepared to ensure it is clean and suitable for use. Gloves must be worn at all times when changing nappies, and during any instances where the member of staff could come into contact with bodily fluids.

All pupils will be accompanied to the toilet and will be appropriately supervised and supported during the toilet training stage. Staff will be sensitive and sympathetic when changing pupils and will not make negative facial expressions or negative comments. Pupils' efforts will be reinforced by praise where appropriate.

Staff are required to ensure that soiled/wet nappies are changed as soon as possible. Where pupils are left in soiled nappies and/or clothes, this will be dealt with in line with the school's Disciplinary Policy and Procedure.

Pupils will be encouraged to wash their hands with soap and warm water, with assistance provided where necessary.

If a pupil has a toileting accident, they will be offered assistance to change or be changed by a member of staff regardless of their age.

To build independence, pupils will be encouraged to replace their own clothes and flush the toilet, if they are capable of doing so.

Parents are consulted on the approach to toilet training their pupil to ensure there is consistency with the approach at home. Pupils' progress is discussed at handover with parents. If any pupil is struggling with toilet training techniques or has any issues, e.g. a rash, this will be discussed with the headteacher and the pupil's parents.

10. Monitoring and review

This policy is reviewed every Two Years by the **Headteacher** and the **DSL**.

All changes are communicated to relevant stakeholders.

The scheduled review date for this policy is **July 2026**.

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

Pupil will try to	Personal assistant will	Parents will	Target achieved date

Signed _____ Parent

Signed _____ Personal assistant

Signed _____ Second member of staff

Signed _____ Pupil (where appropriate)

APPENDIX C

Procedure for changing (Personal Care)

Ensure you have all equipment needed (including cleaning wipes, any required lotion or cream, a clean nappy) within easy reach of the change mat; that your hands are clean and you can reach the nappy bin before you start.

- Wear a disposable plastic apron when there is a risk of getting urine or faeces onto skin or clothing.
- Two [powder free vinyl or latex 'single use'] disposable gloves must be worn.
- Let the child know that you are going to change their nappy. Always approach them from in front and pick them up or lead them to the change table gently.
- Close the change area door.
- Place/assist the child onto the change table. **Never move away from the child while they are on the change table even for an instant.** Always keep one hand on them to prevent them rolling or climbing off the change table. *[Safety straps are not recommended as they are not reliable to restrain a child and are likely to become contaminated. Cleaning and disinfecting a strap would be required after every change.]*
- Keep everything that could be a safety hazard out of the child's reach.
- Interact positively with the child throughout the process. Remove the nappy and dispose of it by placing it directly in the appropriate bin. *[This could be a foot operated, lined, lidded bin that is leak proof, sealable, easily cleanable or a specific bin designed for used disposable nappies.]*
- Any non-disposable nappies should be double bagged and placed directly into plastic bags to give to parents. Solid faecal matter may be disposed of into the toilet. Never rinse or wash non-disposable nappies because the risk of splashing may cause germs to spread.
- Remove any clothes with urine or faeces on them.
- Clean the child with the appropriate wipes – always ensure that girls are cleaned from front to back to prevent infection of the urethra.
- Check for, and plan to record, any skin problems the child may have.
- Apply cream/lotion, if required, with clean cotton wool or a clean tissue. Ensure creams and lotions are not shared between children. *[Creams and lotions for each child should be individually labelled.]*
- Put on the new/clean nappy.
- Remove gloves and apron. First remove one glove by folding it down from the wrist and hold it in a ball in the other gloved hand. Still holding it, remove the second glove by folding it down from the wrist, turning it inside out and wrapping it over the first glove as you go. Put the gloves directly into the bin.
- Dress the child.
- Take the child away from the change table and wash their hands or allow them to wash their own hands and dry them using a paper towel.
- Take the child back to the play area.

- Clean the change mat with detergent and warm water and dry it after each use. If soiled, clean then disinfect using a chlorine-based disinfectant (according to manufacturer's instructions), rinse and dry after use.
- Always wash hands after every nappy change using warm water and liquid soap. Wearing gloves is not a substitute for washing hands.
- Dry hands with a disposable paper towel.
- Ensure the door to the changing area is closed as you leave.

Keep changing area clean:

- All surfaces must be cleaned and disinfected daily (including nappy changing unit and surrounding surfaces).
- The changing mat/s must be checked on a regular basis and discarded if the cover is torn or cracked.
- Ensure the nappy changing area is well ventilated and bins are emptied frequently.

Change gloves:

- After caring for each child.
- After doing different care activities on the same child.
- Wash hands after gloves are removed.

Encourage older children in nappies to be as independent as possible:

- In accessing the changing area/table.
- Dressing themselves.
- Washing and drying their hands.
- In decisions around when nappies are changed.

Guidance for toileting

For children who are toilet trained or training:

- Always inspect the toilet area (including toilet seats) before they are used by the children and during the day to make sure they are visibly clean.
- If needed, help children use the toilet and wash their hands afterwards.
- Wash your hands after helping the children use the toilet.