

Technical School at Broadstairs College

Intimate Care Policy

Definition

Intimate care can be defined as any care which involves washing, touching or carrying out a procedure to intimate personal areas which most people usually carry out themselves but some students are unable to do because of their young age, physical difficulties or other special needs. Examples include care associated with continence and menstrual management as well as more ordinary tasks such as help with washing, toileting or dressing.

It also includes supervision of students involved in intimate self-care.

Principles

1. This school takes seriously its responsibility to safeguard and promote the welfare of the children and young people in its care. Meeting a student's intimate care needs is one aspect of safeguarding.
2. The Governing Body recognises its duties and responsibilities in relation to the Equalities Act 2010 which requires that any student with an impairment that affects his/her ability to carry out day-to-day activities must not be discriminated against.
3. The School's Advisory Board is committed to ensuring that all staff responsible for the intimate care of students will undertake their duties in a professional manner at all times. It is acknowledged that these adults are in a position of great trust.
4. To recognise 'intimate care' includes attending to toilet accidents/medical conditions causing soiling/menstruation soiling/supervising toileting habits.
5. We recognise that there is a need to treat all students, whatever their age, gender, disability, religion, ethnicity or sexual orientation with respect and dignity when intimate care is given. The child's welfare is of paramount importance and his/her experience of intimate and personal care should be a positive one. It is essential that every student is treated as an individual and that care is given gently and sensitively: no student should be attended to in a way that causes distress or pain.
6. To ensure students are able to express choice and have a positive image of their own body.
7. To ensure students feel safe and secure.
8. Staff will work in close partnership with parents/carers and other professionals to share information and provide continuity of care.

9. To ensure that parents/carers of children with disabilities are not asked to do more than their peers who do not have children with disabilities.
10. Where students with complex and/or long term health conditions have an education health care plan in place, the plan should, where relevant, take into account the principles and best practice guidance in this intimate care policy.
11. Members of staff must be given the choice as to whether they are prepared to provide intimate care to students.
12. All staff undertaking intimate care must be given appropriate training.
13. This Intimate Care Policy has been developed to safeguard children and staff. It applies to everyone involved in the intimate care of children.
14. This intimate care policy should be read in conjunction with the following policies:
 - Safeguarding Policy
 - Health and Safety policy and procedures
 - Policy for supporting students at school with medical conditions
 - Special Educational Needs policy

BEST PRACTICE

The management of all students with intimate care needs will be carefully planned. The student who requires intimate care is treated with respect at all times; the student's welfare and dignity is of paramount importance.

Staff who provide intimate care are trained to do so (including Child Protection and Health and Safety training as needed for specific students with statements/disabilities) and are fully aware of best practice. Apparatus will be provided to assist with students who need special arrangements following assessment from physiotherapist/occupational therapist as required. Staff will be supported to adapt their practice in relation to the needs of individual children taking into account developmental changes such as the onset of puberty and menstruation. Wherever possible staff who are involved in the intimate care of students will not usually be involved with the delivery of sex education to the students in their care as an additional safeguard to both staff and students involved. Exceptions may be made for students with learning disabilities with parental/carer consent/agreement.

The student will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each student to do as much for him/herself as he/she can. This may mean, for example, giving the student responsibility for washing themselves. Individual intimate care plans will

be drawn up for particular students as appropriate to suit the circumstances of the student.

Each student's right to privacy will be respected. Careful consideration will be given to each student's situation to determine how many carers might need to be present when a student is toileted. Where possible, one student will be catered for by one adult of the same gender unless there is a sound reason for having more adults present. If this is the case, the reasons should be clearly documented.

Wherever possible the same student will not be cared for by the same adult on a regular basis; ideally there will be a rota of carers drawn from a list of willing staff across the college who will take turns in providing care. This will ensure, as far as possible, that over-familiar relationships are discouraged from developing, whilst at the same time guarding against the care being carried out by a succession of completely different carers.

Intimate care arrangements will be discussed with parents/carers on a regular basis and recorded on the student's care plan. The needs and wishes of students and parents/carers will be taken into account wherever possible within the constraints of staffing and equal opportunities legislation.

Similarly, any adult who has concerns about the conduct of a colleague at the school or about any improper practice will report this to the Head of School or to the Associate Principal-Pre 16, in accordance with the child protection procedures and 'whistle-blowing' policy.

The Protection of Children

The college's child protection procedures will be adhered to.

All students will be taught personal safety skills carefully matched to their level of development and understanding.

If a member of staff has any concerns about physical changes in a student's presentation, e.g. marks, bruises, soreness etc s/he will immediately report concerns to the Head of School.

If a student becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution. Staffing schedules will be altered until the issue(s) are resolved so that the student's needs remain paramount. Further advice will be taken from outside agencies if necessary.

If a student makes an allegation against a member of staff, all necessary procedures will be followed (see Safeguarding Policy for details).

Monitoring, Evaluation and Review

The Head of School will lead on the implementation of the policy. This individual will monitor the effectiveness of this policy and procedures and where necessary, make recommendations to the School's Advisory Board for improvement. The policy will be reviewed at least every three years

Appendix 1 – Intimate Care: Additional Guidance

1. Supporting dressing/undressing

Sometimes it will be necessary for staff to aid a student in getting dressed or undressed. Staff will always encourage students to attempt undressing and dressing unaided.

2. Students' changing needs

Intimate care for soiling should only be given to a student after the parents/carers have given permission for staff to clean and change the student. Parents/carers must sign a permission form so that the staff can clean and change their child in the event of the child soiling themselves (Appendix 2). A letter will be sent home to parents/carers in the event of a child needing changing. (Appendix 3).

If a parent/carer does not give consent, the School will contact the parents/carers or other emergency contact giving specific details about the necessity for cleaning the student. If the parents/carers or emergency contact is able to come within a few minutes, the student is comforted and kept away from the other students to preserve dignity until the parent/carer arrives. Students are not left on their own whilst waiting for a parent/carer to arrive, an adult will stay with them, giving comfort and reassurance. The student will be dressed at all times and never left partially clothed.

If a parent/carer or emergency contact cannot attend, the School seeks to gain verbal consent from parents/carers for staff to clean and change the student. This permission will be sought on each occasion that the student soils him or herself. When touching a student, staff should always be aware of the possibility of invading a student's privacy and will respect the student's wishes and feelings.

If a student needs to be cleaned, staff will make sure that:

- Protective gloves are worn
- The procedure is discussed in a friendly and reassuring way with the student throughout the process
- The student is encouraged to care for him/herself as far as possible
- Physical contact is kept to the minimum possible to carry out the necessary cleaning.

- Privacy is given appropriate to the student's age and the situation
- All spills of vomit, blood or excrement are wiped up and flushed down the toilet
- Any soiling that can be, is flushed down the toilet
- Soiled clothing is put in a plastic bag, unwashed, and sent home with the student

Parents/carers of students with regular soiling/wetting will be encouraged to leave a change of clothes in school for the use of their child.

3. Hygiene

All staff must be familiar with normal precautions for avoiding infection, must follow basic hygiene procedures and have access to protective, disposable gloves.

4. Protection for staff

Members of staff need to have regard to the danger of allegations being made against them and take precautions to avoid this risk. These should include:

- Gaining a verbal agreement from another member of staff that the action being taken is necessary
- Allow the student, wherever possible, to express a preference to choose his/her carer and encourage them to say if they find a carer to be unacceptable
- Allow the student a choice in the sequence of care
- Be aware of and responsive to the student's reactions

5. Safeguards for students

Only staff employed by the college, or a personal carer if applicable, will carry out intimate care procedures; it is not appropriate for volunteers and students to do so.

6. Changing Facilities

The medical room will be used for changing students who have long-term incontinence as specially adapted facilities are required. The dignity and privacy of the student should be of paramount concern. Staff will be trained in safe lifting procedures and the use of equipment required such as a hoist.

7. Health and Safety

Staff should wear a plastic apron and gloves when dealing with a student who is bleeding or soiled. Any soiled waste should be placed in a polythene waste disposal bag, which can be sealed. This bag should then be placed in a bin which is specifically designated for the disposal of clinical waste. When the waste needs to be collected this will be logged with the Service Desk. The waste will then be

collected and placed in the larger clinical bins used by the nursery. Staff should be made aware of the College's Health and Safety Policy.

8. Special Needs

Students with special needs have the same rights to safety and privacy when receiving intimate care. Additional vulnerabilities that may arise from a physical disability or learning difficulty must be considered with regard to individual teaching and Individual Care Plans for each student. As with all arrangements for intimate care needs, agreements between the student, those with parental/carer responsibility and the School should be easily understood and recorded (Appendix 4). An intimate care record (Appendix 5) will be used to record who changes a student, how often this task is carried out and the time they left/returned to the classroom following this task.

Regardless of age and ability, the views and/or emotional responses of students with special needs should be actively sought (with advocacy arrangements made for those who cannot) in regular reviews of these arrangements.

9. Providing comfort or support

Students may seek physical comfort from staff. Where students require physical support, staff need to be aware that physical contact must be kept to a minimum and be student initiated. When comforting a student or giving reassurance, the member of staff's hands should always be seen and a student should not be positioned close to a member of staff's body which could be regarded as intimate. If physical contact is deemed to be appropriate staff must provide care which is suitable to the age, gender and situation of the student.

If a student touches a member of staff in a way that makes him/her feel uncomfortable this can be gently but firmly discouraged in a way which communicates that the touch, rather than the student, is unacceptable.

The Technical
School
at  East Kent
College

Ramsgate Road
Broadstairs
Kent CT10 1PN
United Kingdom
T. 01843 605040
F. 01843 605013
W. www.eastkent.ac.uk
Principal: [Graham Razey](#)

Appendix 2

Permission form for the Provision of Care

If a student wets or soils themselves while they are in the School it is important that measures are taken to have them changed (and if necessary cleaned) as quickly as possible. Some of the staff based at the School or College are experienced and trained at carrying out this task if you wish them to do so or, if preferred, the School can contact you or your emergency contact who will be asked to attend without delay.

The School has an Intimate Care Policy which is available to view on our website or ask for a copy from the office.

Please fill out the permission slip below stating your preference.

Yours sincerely

Simon Heaton
Head of School

Name of Student _____ Student Support Mentor _____

Please delete as appropriate

*I give consent for my child to be changed and cleaned by trained staff if they wet/soil themselves while in the care of The Technical School.

*I do not give consent for my child to be changed and cleaned if they wet/soil themselves. The School will contact me or my emergency contact and I will organise for my child to be cleaned and changed. I understand that in the event that I (or the emergency contact) cannot be contacted the staff will act appropriately and may need to come into some level of physical contact in order to aid the child.

Signature of Parent/Carer _____ Date ____ / ____ / ____

The Technical
School
at  East Kent
College

Ramsgate Road
Broadstairs
Kent CT10 1PN
United Kingdom
T. 01843 605040
F. 01843 605013
W. www.eastkent.ac.uk
Principal: [Graham Razey](#)

Appendix 3

Date

8

Owner: Deputy Principal Broadstairs college
Approving Body: Policy Committee
Stage of approval: Approved
Date of approval: May 2017
Page 8 of 12

Dear

Re: Informing parents/carers of an intimate care issue for [insert student's name]

This is a courtesy letter to inform you that your child had a toileting accident today at The Technical School. The matter was dealt with swiftly and sensitively by _____ in accordance with our Intimate Care Policy. We have returned the clothing for washing. Please wash and return any items borrowed from the school at your earliest convenience. If you wish to discuss the matter further please contact your child's Student Support Mentor.

Yours sincerely

Simon Heaton
Head of School

The Technical
School
at  East Kent
College

Ramsgate Road
Broadstairs
Kent CT10 1PN
United Kingdom
T. 01843 605040
F. 01843 605013
W. www.eastkent.ac.uk
Principal: [Graham Razey](#)

Appendix 4 - Permission form

Permission to provide intimate care

Child's name: _____

DoB: ____ / ____ / ____

Parent/Carer name(s): _____

Address: _____

I/We give permission for The Technical School to provide intimate care to my/our child.

I/We will advise The Technical School of anything that may affect issues of personal care (if medication is changed or my child has an infection for example)

I/We understand the procedures that will be carried out and will contact the school immediately if there are any concerns.

Signature: _____

Name: _____

Relationship to child: _____

Date: ____ / ____ / ____

