



Intimate Care Policy

Responsible for policy:
Review:
Chair of Directors

CC3 Quality Provision and Performance
Triennial



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Definitions

In this **Intimate Care Policy**, unless the context otherwise requires, the following expressions shall have the following meanings:

- i **'The Romero Catholic Academy'** means the Company named at the beginning of this **Intimate Care Policy** and includes all sites upon which the Company is undertaking, from time to time, being carried out.
- ii The Romero Catholic Academy includes; **Corpus Christi, Good Shepherd, Sacred Heart, Blue Sky, SS Peter and Paul, St Gregory, St John Fisher, St Patrick, Cardinal Wiseman, Shared Services Team.**
- iii **'Board'** means the board of Directors of the Romero Catholic Academy.
- iv **"Governance Professional"** means the Clerk to the Board or the Clerk to the Local Governing Body of the Academy appointed from time to time, as appropriate.
- v **'Chair'** means the Chair of the Board of the Directors or the Local Governing Body appointed from time to time.
- vi **'Chief Education Officer (CEO)** means the person responsible for performance of all Academies and Staff within the Multi Academy Company and is accountable to the Board of Directors.
- vii **'Diocesan Education Service'** means the education service provided by the diocese, which may also be known, or referred to, as the DES.
- ix **'Local Governing Body'** means the governing body of the School.
- x **'Governing Body Representatives'** means the governors appointed and elected to the Local Governing Body of the School, from time to time. `
- xi **'Principal'** means the substantive Principal, who is the person with overall responsibility for the day-to-day management of the school.
- xii **'School'** means the school or college within The Romero Catholic Academy and includes all sites upon which the school undertaking is, from time to time, being carried out.
- xiii **'Shared Services Team'** means the staff who work in the central team across the Company (e.g. HR/ Finance)
- xiv **'Vice-Chair'** means the Vice-Chair of the Governing Body elected from time to time.
- xv **'Local Authority Designated Officer (LADO)'** means the officers working on behalf of Coventry City Council and the Coventry Safeguarding Children Partnership to address, advise and manage allegations and concerns against staff, carers and volunteers by addressing matters of safety and wellbeing of children and young people
- xvi **'Designated Safeguarding Lead (DSL)** means the person appointed to take lead responsibility for child protection issues in school
- xvii **"Billington Safety Services" (BSS).** Is deployed by all schools in the Romero Catholic Academy to provide the highest standard of advice in relation workplace Health & Safety expertise and project implementation.

1. Purpose

The purpose of this policy is to ensure that all pupils within The Romero Catholic Academy receive safe, respectful, and dignified intimate care that supports their personal needs while promoting independence wherever possible. This policy provides a consistent framework for staff across all schools to follow, safeguarding both pupils and staff and ensuring that intimate care is delivered in line with best practice, safeguarding principles, and the Catholic ethos of compassion and respect for the individual.

Our **Intimate Care Policy** has been developed to safeguard pupils and staff. It is our intention to develop independence in each pupil; however, there will be occasions when additional help is required. It is one of a range of specific policies that contribute to our provision of pastoral care within The Romero Catholic Academy.

The principles and procedures apply to everyone across the schools, involved in the intimate care of pupils.

Pupils are generally more vulnerable than adults, and staff involved with any aspect of pastoral care need to be sensitive to their individual needs.

Intimate care may be defined as any activity that is required to meet the personal needs of an individual child on a regular basis or during a one-off incident.

Such activities include but not limited to:

- feeding
- oral care
- washing
- changing clothes
- toileting- including continence and menstrual management
- first aid and medical assistance
- the supervision of a child involved in intimate self-care.

Parents/carers have a responsibility to advise the school of any known intimate care needs relating to their child.

2. Scope

This policy applies to all staff, volunteers, and trainees working in the eight schools of The Romero Catholic Academy: Corpus Christi, Good Shepherd, Sacred Heart, Blue Sky, SS Peter and Paul, St Gregory, St John Fisher, St Patrick, and Cardinal Wiseman. It covers all aspects of intimate care including toileting, changing, feeding, washing, and medical assistance, whether provided regularly or in response to a one-off incident.

The policy also outlines the responsibilities of parents/carers, the procedures for obtaining consent, and the expectations for communication, safeguarding, and health and safety.

3. Principles of Intimate Care

The following are the fundamental principles of intimate care upon which our policy guidelines are based:

- Every pupil has the right to be safe.
- Every pupil has the right to personal privacy.
- Every pupil has the right to be valued as an individual.
- Every pupil has the right to be treated with dignity and respect.
- All pupils have the right to be involved and consulted in their own intimate care to the best of their abilities.
- All pupils have the right to express their views on their own intimate care and to have such views considered.
- Every pupil has the right to have levels of intimate care that are appropriate and consistent
- Pupils will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage the pupil to do as much for themselves as they can. This may mean, for example, giving the pupil responsibility for wiping / washing themselves where possible.

4. School Responsibilities

- All staff working with pupils are subject to the appropriate Disclosure and Barring Checks. This includes Student/ Trainee teachers on work placement and volunteers.
- Only those members of staff who are familiar with the intimate care policy and other pastoral care policies of the school are involved in the intimate care of pupils.
- Where anticipated, intimate care arrangements are agreed between the school and parents and, if appropriate, by the pupil.
- Consent forms are signed by the parent and stored in the pupil's file. Only in an emergency would staff undertake any aspect of intimate care that has not been agreed by parents and school. Parents would then be informed at the end of the school day.
- Intimate care arrangements should be reviewed at least six monthly. The views of all relevant parties should be sought and considered to inform future arrangements.
- If a staff member has concerns about a colleague's intimate care practice, he or she must report this to the Designated Leader for Safeguarding and Child Protection (DSL) or their deputy (DDSL).

5. Parental Responsibilities

Parents / carers should

- Ensure that their child is changed at the latest possible time before being brought to nursery/ school
- Provide nursery/ school with spare nappies / pull ups, wipes and a change of clothing
- Understand and agree the procedures that will be followed when their child is changed at school
- Agree to inform the setting/school should the child have any marks/rash
- Agree to review arrangements should this be necessary

6. Guidelines for Good Practice

All pupils have the right to be safe and to be treated with dignity and respect. These guidelines are designed to safeguard pupils and staff. They apply to every member of staff involved with the intimate care of pupils.

Young pupils and pupils with special educational needs can be especially vulnerable. Staff involved with their intimate care need to be particularly sensitive to their individual needs.

Staff also need to be aware that some adults may use intimate care as an opportunity to abuse pupils. It is important to bear in mind that some forms of assistance can be open to misinterpretation.

Adhering to the following guidelines of good practice should safeguard pupils and staff:

It is always good practice to have training from appropriate health care professional and movement and handling training

- Involve the pupil in the intimate care.
- Try to encourage a pupil's independence as far as possible in his or her intimate care.
- Where a situation renders a pupil fully dependent, talk about what is going to be done and give choices where possible.
- Check your practice by asking the pupil or parent about any preferences while carrying out the intimate care.
- Treat every pupil with dignity and respect and ensure privacy appropriate to the pupil's age and situation.

This means that adults should not:

- Change or toilet in the presence or sight of other pupils.
- Shower with pupils.
- Assist with intimate or personal care tasks which the pupil can undertake independently.

Two staff members should be present when care is carried out **if possible**. However, whilst it is recommended to have two members of staff assisting the pupil, this level of resourcing may not always be available and whilst the introduction of a second assistant may be perceived as providing protection against allegations of abuse, it can also further erode the pupil's privacy. If the plan has been agreed and signed by parents, staff and pupil (if appropriate), it is acceptable to have one assistant unless there are implications regarding safe handling.

- **Hoist** two persons are required to assist if a hoist is being used. In this case the second person should be identified and made known to the pupil and parents.
 - **Please note** staff need to have carried out 'movement and handling' training for this and any movement required to relocate for a young person; this needs to be updated as appropriate
 - Appropriate training can be sourced through **Billington Safety Services** who provide Health and Safety advice to all schools in The Romero Catholic Academy. (refer to moving and handling policy?)
- Changing should not take place behind locked doors but in an appropriate area where privacy and dignity can be maintained during the process. Where possible please place a sign on the door to indicate that the room should be entered with care.
- Where possible, pupils should be changed whilst standing in the toilet cubicle. Those who can should be encouraged to sit on the toilet. This should aid their progress towards independence and toilet training.
- Visual symbols should be used to support verbal communication. For pupils who have physical difficulties, a changing mat must be used on a suitable surface (not the toilet floor) and at the correct height for the adult
- The pupil should not be made to feel uncomfortable or that they are a nuisance in any way.
- Make sure practice in intimate care is consistent. As a pupil may have multiple carers and a consistent approach to care is essential. Effective communication between all parties ensures that practice is consistent.
- If the intimate care is a regular, planned event there should be regular communication between home and school. A parental permission form (Appendix 2) and Intimate Care Plan (Appendix 3) must be completed.
- Be aware of your own limitations. Only carry out activities you understand and feel competent with. **If in doubt, ask.**
- Some procedures must only be carried out by members of staff who have been formally trained and assessed.
- Promote positive self-esteem and body image. Confident, self-assured pupils who feel their body belongs to them are less vulnerable to sexual abuse. The approach you take to intimate care can convey lots of messages to a pupil about their body worth. Your attitude to a pupil's intimate care is important. Keeping in mind the pupil's age, routine care can be both efficient and relaxed.
- If you have any concerns, you must report them. If you observe any unusual markings, discolouration or swelling report it immediately to a Designated Safeguarding Leader (DSL) / or Deputy (DDSL).
- If a pupil is accidentally hurt during the intimate care or misunderstands or misinterprets something, reassure the pupil, ensure their safety and report the incident immediately to a DSL/DDSL.
- Report and record any unusual emotional or behavioural response by the pupil. A written record of concerns must be made available to parents and details should be appropriately recorded on CPOMS.

7. Working with Pupils of the Opposite Sex

There is positive value in both male and female staff being involved with pupils. Ideally, every pupil should have the choice for intimate care but the current ratio of female to male staff means that assistance will more often be given by a female member of staff.

The intimate care of boys and girls can be carried out by a member of staff of the opposite sex with the following provisions:

- Two members of staff must be present
- When intimate care is being carried out, all pupils have the right to dignity and privacy, i.e. they should be appropriately covered, the door closed, or screens/curtains put in place
- If the pupil appears distressed or uncomfortable when personal tasks are being carried out, the care should stop immediately. Try to ascertain why the pupil is distressed and provide reassurance
- Report any concerns to a DSL/DDSL and make a written record
- Parents must be informed about any concerns

8. Communication with Pupils

It is the responsibility of all staff caring for a pupil to ensure that they are aware of the pupil's method and level of communication. Depending on their maturity and levels of stress pupils may communicate using different methods - words, signs, symbols, body movements, eye pointing, etc.

To ensure effective communication:

- make eye contact at the pupil's level
- use simple language and repeat if necessary
- incorporate pre-taught symbols (e.g. Widigts) into the communication
- wait for response
- continue to explain to the pupil what is happening even if there is no response
- treat the pupil as an individual with dignity and respect

9. Health and Safety

All schools already have procedures in place for dealing with spillages of bodily fluids e.g. accidentally wetting or soiling or being sick on the premises.

The following procedures apply:

- Staff must wear protective clothing and disposable gloves & follow procedures specified in Appendix 1;
- Soiled nappies to be double wrapped and disposed of in a dedicated bin or waste disposal unit.
- Changing area/toilet to be cleaned after use.
- Hot water and soap should be available to wash hands as soon as changing is done.
- Paper towels/dryers should be available to dry hands.

Please also refer to the individual School Risk Assessments for 'Moving and Handling Pupils and Young People with Physical Disabilities'.

10. Procedures and Parental Permission

Appendix 1a – Procedure for changing a nappy (pupil standing up):

- Follow the process for changing a pupil as detailed in Appendix 1. It is appreciated some pupils with SEN and Disability may require a specific set of procedures to meet their needs.

Appendix 1b – Procedure for changing a nappy (pupil lying down):

- Follow the process for changing a pupil as detailed in Appendix 1. Where this is not possible e.g. a physical disability, follow the procedures details in appendix 2. It is appreciated some pupils with SEN and Disability may require a specific set of procedures to meet their needs.

Appendix 2 – Parental/Carer Permission

- Parental permission for changing a pupil is required see Appendix 2, unless the occurrence is a one-off in which case the pupil should be changed but the parents must be informed immediately.

Appendix 3 – Intimate Care Plan

- The intimate care plan should have the pupil's safety, privacy and dignity as paramount. This plan must be completed if a pupil requires regular intimate care.
- The plan must detail the staff likely to be involved in the intimate care. However, each school must consider a contingency plan if regular staff are absent.
- The school should be aware that the introduction of other staff to care context without prior arrangement can increase the vulnerability of the pupil and adults.
- Casual staff or volunteers must not provide intimate care in schools.
- The plan should specify the assistance to be provided as clearly as possible e.g. undressing/cleaning the pupil, changing a nappy, holding pupil in position etc.
- The member of staff should talk to the pupil throughout the procedure e.g. 'I am going to help you undress' etc.
- The plan should be signed by all contributors and reviewed as a minimum on a six-monthly basis.

Nappy Changing

- It is assumed that most incidences of nappy changing/intimate care will be in respect of pupils in Early Years or some in Key Stage 1.
- If a pupil is in Key Stage 2, that pupil will not be changed by any member of staff. However, we will provide a secure private room e.g. disabled toilet where the pupil may change on their own. We will supply wet wipes, clean clothes (if available) and a carrier bag.
- Pupils with Special Educational Needs and Disability are the exception to the above dependent upon their specific circumstances. Please refer to the pupil's care plan.

11. Links to other Policies

This Intimate Care Policy is linked to our.

- Safeguarding and Child Protection Policy
- DfE Guidance Keeping Children Safe in Education
- Supporting Pupils with Medical Conditions and Administration of Medicine Policy
- SEN and Disability Policy
- Health and Safety Policy
- Relevant Risk Assessments – Moving & Handling pupils & young people with physical disabilities.

12. Monitoring and Review

The Board of Directors delegate the implementation of this policy to the Governing Body.

This policy will be reviewed by CC3 Quality Provision, Performance and Standards.

Appendix 1a

Procedure for changing a nappy (pupil standing up)

1. Show the toilet symbol / object of reference to the child and take them into the toilet cubicle.
2. Keeping the cubicle door open, adult to sit on a chair in the doorway. Share the step-by-step symbols with the child and assist them to take their trousers / skirt down. (if they are wearing pull ups you may need to remove shoes and trousers)
NB. For some children you may have to simplify the instructions or use photographs.
3. Wearing gloves, tear sides of nappy / pull up and remove. Fold the nappy inwards to cover faecal matter and place into designated covered bin.
4. Support the child to sit on the toilet. You may need to provide them with a timer or a distraction e.g. toy / picture that can be wiped clean once finished.
5. Ask child to stand.
6. Teach and support child to wipe front to back using disposable wipes / tissue. Dispose of wipes in designated covered bin.
7. Put on clean nappy.
8. Encourage and support child to flush the toilet
9. Support child to wash hands.
10. Provide child with symbols to return to classroom. Wipe down surfaces and dispose of nappies, gloves and wipes. Wash own hands thoroughly.

	Going to the toilet		
1	 pull down trousers	6	 put nappy on
2	 Take off nappy	7	 pull up trousers
3	 sit on toilet	8	 flush toilet
4	 wait for poo or wee	9	 wash hands
5	 stand and wipe bottom	10	 dry hands

Appendix 1b

Procedure for changing a nappy (pupil lying down)

- 1) Consider whether the pupil can be changed in a toilet cubicle (standing up)
- 2) Wash your hands and wear protective gloves to prevent the spread of infection
- 3) Assemble the equipment
- 4) Place the pupil upon the changing mat/table if applicable
- 5) Remove wet/soiled nappy
- 6) Fold the nappy inwards to cover faecal material and place into designated covered bin
- 7) Clean the pupil using wipes – front to back to reduce risk of infection.
- 8) Used wipes to be disposed of in same bin
- 9) Put on clean nappy
- 10) Once the pupil has been changed and returned safely to the e.g. nursery area, clean the changing area with a detergent spray or soap and hot water
- 11) Hands should be washed thoroughly whether gloves have been used or not.

Appendix 2

Parental Permission for intimate care

Pupil:	
D.O.B:	
Address:	
Parent/Carer (Print name(s)):	
I/We give permission for the assistance detailed overleaf to be provided to my/our pupil and will advise the school of any change that may affect this provision. Signed: Date:	
I, the pupil, give permission for the assistance detailed overleaf to be provide to me. Signed: Date:	

Appendix 3

Intimate Care Plan

School:		
Intimate Care Plan		
Pupil:		D.O.B.
Diagnosis (if applicable):		
Assistance:		
Timetable:		
Persons assisting:		
Alternative arrangements:		
Location/Equipment:		

Designation	Signed	Date
Parent		
Pupil		
Staff member/s		
Principal		

Appendix 4

This is a register for wet or soiled accidents (non-frequent accidents, not nappy changing)

Date/time	Child's name	Wet/soiled	Staff initials (2)

Going to the Toilet

	Going to the toilet
1	 pull down trousers
2	 Take off nappy
3	 sit on toilet
4	 wait for poo or wee
5	 stand and wipe bottom
6	 put nappy on
7	 pull up trousers
8	 flush toilet
9	 wash hands
10	 dry hands