

# Kenmore Park Infant & Nursery School



## Personal and Intimate Care Policy

**April 2024**

Approved by Governing Board: \_\_\_\_\_

Signed by chair of Governors: \_\_\_\_\_

Next Review Date: **September 2025**

This policy outlines the policy aims, key roles and responsibilities and the methodology by which we will achieve a safe and dignified environment for children where personal and intimate care is necessary.

### **Relevant Current Legislation:**

- Health & Safety at Work Act etc. 1974
- Management of Health & Safety at Work Regulations 1992
- Manual Handling Operations Regulations 1992
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Children's Act 1989
- Safeguarding Vulnerable Groups Act
- Disability Rights Act
- Data Protection Act

### **Reference should also be made to the following documents at Kenmore Park Infant and Nursery School**

- School Health & Safety Policy
- Supporting Pupils with Medical Needs Policy
- Safeguarding Policy
- Relevant Health Protocols provided by Health Care Professionals (where appropriate)
- (Where relevant/appropriate) Individual Care Plans; Risk Assessments; Individual Health & Care Plans (IHCPs) and Educational Health and Care Plans (EHCPs)

## Introduction & Policy Aims

This policy is intended to provide a framework to assist staff involved with the intimate and personal care of vulnerable children, those who may have a specific health or mobility need that means they require a predetermined level of assistance or support with their personal care or for those very young children in our Nursery or Reception classes who are following a toilet training programme typically devised by Occupational Therapy or our staff in conjunction with Occupational Therapy support with advice and permission from parents.

The aim of this policy is to provide support for those staff involved in the personal and intimate care of children whilst ensuring the rights and dignity of the individual involved. It should help to ensure that all are safeguarded as far as is reasonably practical. This policy is supported by relevant care plans, risk assessments and or safe systems of working.

Personal and intimate care, as defined within this document, will take place within the overall framework of our Safeguarding Policy and procedures and this document should be read in conjunction with the policies identified on page 2 of this document.

### Our School Policy will:

- Define what we mean by 'personal and intimate care' in our school and clarify the expected behaviours and practices to follow by staff involved in undertaking these tasks.
- Ensure that full and open consultation takes place with parents/carers, staff and other key stakeholders when the need for personal or intimate care is necessary.
- Ensure those staff involved in the personal and intimate care of our young children are provided with information and instructions so they can perform the task safely, minimising the risk to themselves, the child and others.
- Ensure that staff involved in the personal and intimate care of children are provided with the specialist resources, equipment and personal protective equipment (PPE) identified as necessary to perform the task safely.
- Ensure that any equipment provided is safe and suitable for its intended use.
- Ensure that all relevant staff are familiar with the policies and procedures in place to minimise risk and promote safe working practices.
- Encourage, where practical (due to the age of our young children), the child's participation in their own personal and intimate care in order to develop independence.
- Take account of any other relevant school policies.

If staff are unclear of what is expected of them when providing care, they must seek clarification from their line manager. (Year Group/Phase Leader, or Headteacher or SENDCo/Inclusion Lead)

## Definition

Our school defines 'personal intimate care' as any activity required to meet the personal care needs of the individual child. Parents/carers have a responsibility to inform the school of the specific intimate care needs of their child at the earliest possible opportunity. The duties of some staff in school will necessitate intimate physical contact, this will be undertaken in a professional manner and in line with appropriate documented policies and procedures. As an Infant School, we recognise that any child at some point, may require intimate or personal care given their age and stage of development i.e., toilet training for Nursery/ Reception aged children.

Intimate care includes:

- Feeding
- Oral Care
- Washing
- Dressing/Undressing (underwear).
- Toileting
- Treatments and Care Interventions (such as enemas, peg feeding, catheter or stoma care)
- Applying Topical Creams/Lotions
- Supervision of children who undertake their own personal intimate care

## Principles of Intimate Care

Our school bases its procedures on the following fundamental principles, that every child has the right to:

- Feel safe
- Have personal privacy
- Be treated with dignity, sensitivity and respect
- Be valued as an individual
- Be involved and consulted in their own care if old enough to do so
- Consistent levels of care provided by competent and professional staff

As an Infant & Nursery School, we recognise that children will require changing from soiled or wet clothes and that this is not unusual given the age of our children. Our principle is that when a child can change themselves, they should do so with very little input from an adult in the medical room. Should they require nappy changing or removal of a pull up this should be done in either of the designated spaces in the Nursery or main school. However, the school is not equipped with a wet room or showering facilities. If a child is soiled to the extent that they require extensive, intimate washing, the school will clean the child to the best of our ability but will then contact the parents, requesting they collect the child and wash them at home.

Each area should be equipped to manage the needs of children at such a young age such as wet wipes, spare clothes and plastic bags. Parents should be informed at the end of the day of a change of clothes unless a toileting plan is in place where nappy changing is required on a daily basis.

One member of staff can change a child from wet or soiled clothes but if intimate care is required (such as cleaning or wiping) **another member of staff should be present.**

If the required presence of another adult reduces the staff/child ratio within the rest of the year group or within an area of the school, a member of staff from another year group may be called upon. Staffing should follow the following order:

1. A member of staff from the class or Year Group
2. A member of staff from the Welfare Room
3. A member of SLT who are not teaching at the time, Deputy Head Teacher & Head Teacher as the first port of call
4. A member of staff from another Year Group who is out of class (PPA time etc.)

If space is limited within the designated changing area, the second member of staff may support from the door way; maintaining the child's dignity.

## Roles & Responsibilities

### Governors:

- Have the responsibility for approving and ensuring the effective implementation, monitoring, evaluation and review of this policy.

### Head teacher:

- Has the responsibility for ensuring the resources are in place to implement the requirements of this policy within the school, ensuring that the requirements of all appropriate legislation are met and procedures are effectively implemented
- Has the responsibility to ensure that the employer's obligations to manage health & safety at work through the effective provision of training and instruction and the monitoring of safe working practices is undertaken.
- Has the responsibility to ensure suitable and sufficient procedures are in place to safeguard children and the staff who work with them.
- Has the responsibility for ensuring all appropriate staff are made aware of relevant policy documents, procedures, risk assessments and safe systems of working necessary to ensure as far as is reasonably practicable that staff perform expected tasks in a safe manner.
- Has the responsibility for ensuring suitable personal and intimate care plans are in place and subject to regular review.
- Has the responsibility for investigating and reporting the findings of any issues, complaints, incidents or accidents that have resulted from the personal and intimate care of a child to the governing board.

- Any or all of these responsibilities may be delegated to other members of staff such as the Deputy Head Teacher/SENDCo/Inclusion Lead.

### **Staff Involved:**

Some staff may be expected, as part of their duties, to undertake tasks involving intimate physical contact with young people on a regular basis. They have the responsibility to:

- Attend specific identified training (including refresher training) as directed by the head teacher or their nominated representative, should this be appropriate.
- Follow any information, instruction, personal and intimate care plans, risk assessments, and or safe systems of working provided made available to them.
- Fully understand their roles, responsibilities and what is and is not expected of them to maintain the safety of themselves and others.
- Check the physical environment, any equipment and or personal protective equipment before undertaking the task to ensure it is free from damage/defect.
- Report any issues or concerns, in the first instance to their line manager.
- Ensure as far as possible the dignity & privacy of the child is maintained at all times during the activity.
- Communicate with the young person during the activity to ensure (as far as possible) the child understand what is happening.

### **Parent/Carer/Health Professional:**

- Attend meetings at the request of the Head Teacher/delegated member of staff to discuss the child and their individual care needs should this be required.
- Provide the head teacher and or other nominated member of staff with any relevant information and or support to ensure that staff undertaking the task can do so safely.
- Keep school or Nursery up to date with information regarding their toileting or learning to feed themselves. This could be in the form of daily, informal conversations, calls or emails.

### **Parents/Carer:**

- The school is committed to supporting parents and children and recognises that due to age/stage of development or Special Educational Need or Disability (SEND) young children, particularly of Nursery age, may have toileting difficulties. However, parents/carers hold the main responsibility to ensure that their children are able to use the toilet independently and do not require nappies/pull-ups prior to beginning school.

## Off Site/Extended Activities

Teaching, support and other staff involved in the personal and intimate care of the child will ensure that their individual needs are taken in to account and addressed as part of the planning and risk assessment process for any off site or extracurricular activities and that, where practical, appropriate measures are put in place to meet these needs in a safe and dignified manner. Where personal information relating to the health and or care needs of the child is to be shared with an external party, it will be done so only after ensuring the release of the information does not infringe data protection legislation and with the written consent to do so from the young person's parent/carer. For example; when planning a school trip, staff should ensure that there is a space for young children to be changed should they require nappy or pull up changes or if they have an accident when away from school.

## Monitoring & Review

The school as part of its normal health & safety management arrangements will monitor and review this policy and associated document templates on a cyclical basis to ensure they remain relevant and effective.

This will include:

- Review of care plans, risk assessments, safe systems of working etc. to ensure preventative and protective measures are in place and effective.
- Routine review of resources and equipment to ensure they remain suitable for the needs of the child.
- Ensuring that all staff involved in the activity are adequately trained and provided with relevant and up to date information if required.
- Meet with parent/carer/other stakeholders at agreed intervals to discuss progress in the personal and intimate care of the child.
- Ensuring that the child is encouraged to fully participate in their own personal care as far as is reasonably practicable and when they reach the age and stage of development required to join in.
- Ensuring that any incidents or issues are adequately investigated and appropriate remedial action is taken.

## Appendices to this Policy Document

The following operational document templates are provided for if and when they are required:

- Personal Care Checklist Template.
- Training Register Template.
- Template Request to Provide Personal & Intimate Care.



- Generic Personal & Intimate Care Safe System of Working Template for when moving and handling.

## **SCHOOL PERSONAL & INTIMATE CARE MANAGEMENT (ASSESSMENT CHECKLIST FOR SPECIFIC NEEDS NAMED IN AN EHCP OR IN A CARE PLAN)**

This document will be used as part of the development of a child's **specific** personal and intimate care plan or as part of an EHCP where a health team has input. Discussions should involve school staff, parent/carer and health care workers

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Young Person's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Have You Considered?	Outcome	Actions to Take/Comments
Have suitable toilet/changing facilities been identified? Are there any dignity or safeguarding issues to consider?		
Any adaptations to toilets/classrooms/other areas required for dignity/safeguarding reasons?		
Is any specialist equipment required (e.g. hoists, grab rails, stair lifts etc.)?		
Are appropriate offensive/hygiene waste procedures and disposal facilities in place?		
Emergency buzzer, walkie talkie provided (in case further assistance is required)?		
Who will provide pads, nappies, spare clothes, catheter/stoma or other necessary supplies?		
Does the school have suitable stocks of the above and what will be the procedure for obtaining additional stocks?		
Does the school have adequate first aid stocks, antiseptic wipes/cleaners, and disposable gloves/aprons?		
Has any general care needs training been identified?		
Are there any specific intervention training needs?		

Has parent/carer been involved in training needs assessment and are they aware of 1:1 for changing?		
Is it appropriate to involve the child in developing an appropriate procedure?		
How independent can the child be with its care needs, on a good and a bad day?		
Has agreement of/ discussion with all key stakeholders of the schools personal & intimate care and privacy & dignity policies and procedures taken place?		
Has gender care preference been discussed?		
What and when will staff specific, and whole school general awareness training be delivered?		
Are there issues that need to be considered for full participation in the curriculum (e.g. PE, visits etc.)?		
Will staff involved be expected to move and handle the young person?		
Are suitable and specific care plans in place and review dates set?		
Has a school parent communication log been established or how is communication to be managed?		

**Please use the space below to document any discussions on areas not covered above and or record additional notes/comments etc**

**Form Completed by (print name):**

**Continuation – Personal & Intimate Care details not discussed above.**

**Further Details:**





## School Personal & Intimate Care Request Form

Where a young person specific care plan or EHCP identifies the need for support with personal and intimate care by school based staff, the following form should be completed before such care takes place. Those involved in such care must have received appropriate training.

Name of Young Person	D.O.B.	Class/Year Group

**School Staff to be Involved** (including support staff, school nurse, other specialist school based staff etc)

Name:	Job Role:
Name:	Job Role:
Name:	Job Role:
Name:	Job Role:
Name:	Job Role:
Name:	Job Role:

**Agency/Other Adults (Non School Based)** (state reason for involvement)

Name:	Reason:
Name:	Reason::
Name:	Reason:

**Nature of Intimate Care to be Provided** (for example changing, toileting, feeding, showering, medical intervention, oral care, supported physical education etc)

- 1.
- 2.
- 3.
- 4.

**Note Any Special Arrangements for Changing** (as agreed with health care professionals and parent/carer)  
 Whilst in the nursery, if Zerlin requires intimate changing, she will be taken with 2xmembers of staff to the disabled toilet in Nursery. The school will then follow intimate care procedure.

**Note Any Special Arrangements for Toileting** (as agreed with health care professionals and parent/carer)

**Note Any Other Special Arrangements Agreed** (included any other intimate care not shown above)



Parent/Carers Full Name:	
Address of Parent/Carer:	
Contact Details for Parent/Carer:	

The purpose of this agreement is to ensure that both parent/carer and the professionals involved in the care of the young person are in agreement with what care will be given, who will be providing that care and what training they have received.

I give my permission for the above named staff on page one of this form to provide personal and intimate care to \_\_\_\_\_ (insert child's name) as discussed with me, and as outlined on this form and any relevant care plan/other documentation I have contributed to/had access to.

I understand it is my responsibility to advise the head teacher immediately of any circumstances that I become aware of that could affect the health or safety of staff involved in providing such care or could have an adverse impact on the medical, physical, social or emotional wellbeing of the child in receipt of personal and intimate care.

Signature of Parent/Carer .....

Relationship to Child.....

Date .....

**School Use:**

Request Approved/Declined* by Headteacher on: _____
Head Teachers Signature: _____
Arrangements to be Reviewed on: _____
(If request is declined please state reasons below)

*delete as applicable
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# PROVIDING PERSONAL & INTIMATE CARE SAFE SYSTEM OF

# WORKING WHEN MOVING AND HANDLING

<b>School Name:</b>		<b>Child's Name:</b>		<b>Reference No.:</b>	
<b>Relevant Risk Assessment:</b>	Moving & Handling	<b>Relevant Risk Assessment:</b>	Slips ,trips & falls	<b>Relevant Risk Assessment:</b>	Individual Task Risk Assessment/Care Plan
<b>COSHH:</b>	Only use products provided by school, refer to any specific COSHH risk assessment & Material Safety Data Sheets as necessary				
<b>Training:</b>	Only employees appropriately trained should undertake this activity				

Known Hazards (select all relevant ✓):									Product Classification (select all relevant ✓):								
✓	✓	✓								✓	✓			✓			

Personal Protective Equipment to be Used (select ✓):															Other Considerations (select ✓):				
								✓						✓	✓	✓	✓	✓	✓

## Procedure for Working Safely:

1	Ensure that the correct PPE is available, suitable and worn before starting this task eg protective gloves, non slip footwear, disposable tabard/apron etc (as appropriate to the task to be undertaken). <b>Staff undertaking personal and intimate care activities should ensure any cuts or grazes are covered with waterproof dressings to avoid cross contamination</b>
2	Check to ensure work area is safe to work in and clear of other hazards or debris before undertaking the activity
3	Ensure you have the appropriate equipment to undertake the task: as identified in the child specific care plan documents. Check the equipment before use. Review the Personal & Intimate Care Plan to ensure you are clear on the process for undertaking the activity.
4	Ventilate the area if possible and ensure appropriate privacy/dignity precautions are taken, without creating a slip/trip/fall or safeguarding risk
5	Ensure that any hazardous substance that you plan to use has a current Material Safety Data Sheet (MSDS) and or COSHH risk assessment in place and that you follow all safety requirements. <b>Only ever use products provided by the school.</b>
6	Ensure you have any appropriate nappies, wipes, clothing etc. required for the activity easily to hand
7	If you need to move people or equipment/resources/ furniture or other obstacles, you must plan the lift. Consider the use of mechanical equipment in the first instance (trolleys, hoists etc), unless otherwise indicated on the care plan ensure two people should be involved in the lifting of people (refer to relevant risk assessment). Never move items or people if you have not had suitable training and do not feel confident in attempting the lift on your own.
8	Always ensure where applicable changing bed sides are used, <b>NEVER</b> leave a child alone in a hoist or on a changing bed
9	Communicate with the young person at all times during the activity to reassure them and to inform them what you are going to do next
10	If the activity requires a medical intervention reference should be made to the appropriate protocol and only be undertaken by staff trained to do so
11	If the activity requires contact with syringes refer to SG17 Needles & Syringe Management and the appropriate Risk Assessment

12	If the activity requires dealing with bodily spillages/fluids refer to the appropriate protocol and risk assessment to ensure that you are clear on the procedures and precautions to take. <b>Assuming any waste identified is non contaminated offensive/hygiene waste only it must be double bagged before it is disposed of.</b>
13	Unless instructed to the contrary by the lead first aider and or your line manager assume that the waste is not contaminated and providing only a low level is produced it can be disposed of with used aprons/gloves in the school commercial refuse paladin (once items have been double bagged)
14	If at any point during the activity you consider the safety of yourself or the young person is at risk summon assistance immediately

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<b>Procedure for Working Safely:</b>					
15	Clean any equipment/resources used and leave the area as you would expect to find it. <b>NOW WASH YOUR HANDS THOROUGHLY</b>				
16	Any premises, equipment or resource defects must be reported immediately using the schools defect reporting system				
Note	<b>You must be familiar with all the relevant policies/procedures/care plans etc. before undertaking the task, any doubt seek clarification first.</b>				
Date of Assessment:		Approved by (at School):		To be Reviewed by:	
Reference to any school specific relevant documents/information should be included here:	<ul style="list-style-type: none"> <li>• Individual person specific care plans</li> <li>• Health Care Protocols (if applicable)</li> <li>• Moving &amp; Handling Policy, Personal &amp; Intimate Care Policy, Dignity &amp; Respect Policy</li> <li>• Safety Guidance Document (if/as appropriate)</li> <li>• Relevant Risk Assessment(s)</li> </ul>				