



# Intimate Care Policy

<b>Date of last review:</b>	2024	<b>Review period:</b>	2 Years
<b>Date of next review:</b>	2026	<b>Written by:</b>	Laura Morris
<b>Type of policy:</b>	Non-statutory	<b>Committee:</b>	FGB
<b>Signature:</b>			

## Policy Statement

At our school **We Foster Success** by providing a safe, happy environment in which all pupils can develop and achieve. We also recognise our responsibility and aim to ensure that all reasonable precautions are taken to safeguard children and staff.

Wyre Forest School is a broad-spectrum special needs school for children aged 3 to 19. Many of our pupils require intimate care for their comfort and dignity.

## Definition

**Intimate care** is defined as any care which involves washing, touching or carrying out a procedure to intimate personal areas.

## Purpose

The purpose of this policy is to outline our practice when carry out intimate care to safeguard pupils and staff.

## Legislation

Intimate Care is covered by the following legislation:

- (a) The Children's Act 1989
- (b) The Education Act 1996
- (c) Keeping Children Safe in Education 2015
- (d) Working Together to Safeguard Children 2018
- (e) The Equality Act 1010

## Intimate Care

### Aims

This policy aims to ensure that:

- Intimate care is carried out properly by staff, in line with any agreed plans
- The dignity, rights and wellbeing of children are safeguarded
- Pupils with intimate care difficulties are not discriminated against, in line with the Equalities Act 2010
- Parents are assured that staff are knowledgeable about intimate care and that the needs of their children are considered
- Staff carrying out intimate care do so within guidelines (i.e. health and safety, manual handling, safeguarding protocols) that protect themselves and the pupils involved.

Intimate care refers to any care which involves toileting, washing, changing, touching or carrying out an invasive procedure to children's intimate personal areas.

## Role of Parents

At Wyre Forest School many of our pupils require intimate care. The intimate care each pupil requires is created by the class teacher/ staff team, and then shared with parents/ carers, the pupil (if appropriate), and other relevant staff/ professionals. Parents will be asked to sign the intimate care plans for their child which will provide permission for this intimate care to be carried out.

WFS work with parents/ carers and take their preferences on board to make the process of intimate care as comfortable as possible, dealing with needs sensitively and appropriately. Subject to their age and understanding, the preferences of the child will also be considered.

If there's doubt whether the pupil can make an informed choice, their parents/carers will be consulted through discussions and their intimate care plan (Appendix A).

The plan will be reviewed yearly, even if no changes are necessary, and updated regularly, as well as whenever there are changes to a pupil's needs.

When pupils join WFS parental consent will be sought (Appendix B), this permission will enable staff to carry out intimate care procedures with the pupils throughout their journey at WFS. Parental permission will be sought before performing any intimate care procedure. If staff are unable to get in touch with parents and an intimate care procedure urgently needs to be carried out, the procedure will be carried out to ensure the pupil is comfortable, and the school will inform parents afterwards. Classes must have written permission from parents before applying creams to pupils (Appendix C). Creams that are to be used for other purposes, e.g. application due to infection or, alternatively, creams that have been medically prescribed, must be discussed with the school nurse in the first instance.

Staff will work in partnership with parents to ensure consistency of approach. The needs and wishes of children and parents will be considered wherever possible within the constraints of staffing and equal opportunities legislation. Parents read, agree, sign and review their child's Intimate Care Plan on an annual basis. Provision may be amended when pupil individual needs change. We promote each person's right to equality of opportunity in all aspects of school life.

For pupils needing routine intimate care, the school expects parents to provide resources, such as nappies, wipes, underwear and/or a spare set of clothing, and 'barrier creams' which must be sent in the original container.

At Wyre Forest School information will be shared with parents/carers as needed to ensure a consistent approach. It will expect parents/carers to also share relevant information regarding any intimate matters as needed.

### **Role of Staff**

All staff have been subject to an enhanced Disclosure and Barring Service (DBS) with a barred list check before appointment, as well as other checks on their employment history. Therefore, all staff at Wyre Forest School can carry out intimate care, however, training is provided for staff who have the role of intimate care within their job descriptions. These staff members are, teachers, teaching assistants, care assistants, and lunchtime supervisors.

### Training

Staff will receive:

Intimate Care Training- going through the gold standard to intimate care (appendix D).

Safeguarding training

Where required, manual handling training will be given

Staff will also be aware of:

Hygiene and Health and Safety Procedure.

Staff will also seek further advice as and when needed.

Staff are required to keep an intimate care record for each pupil. This record includes, when the intimate care procedure was carried out, on who and by whom. Currently, this is recorded on staffs WFS mobile phones.

## Procedures

Wyre Forest School has an intimate care quality standard that staff will adhere to (Appendix E). This is shared with staff during their induction if they are to be involved in any aspect of intimate care.

Staff at Wyre Forest School will follow the six gold standards as outlined below:

- Gold Standard 1- Communication
- Gold Standard 2- Hygiene Procedures
- Gold Standard 3- Procedures focusing on the pupil
- Gold Standard 4- Building Positive Relationships
- Gold Standard 5- Physical Contact/ Safe Touch
- Gold Standard 6- Behaviour Management

Wyre Forest School is committed to ensuring that all staff responsible for the intimate care of pupils will always undertake their duties in a professional manner. During intimate care routines staff need to use physical contact and safe touch. This touch is always appropriate, necessary, and planned. Staff will have regard to confidentiality of intimate care information, and this sensitive information will only be shared with those who need to know.

Staff are respectful of the pupils needs and are aware that intimate care is a sensitive one. The pupil's dignity will always be preserved with a high level of privacy, choice and control. No pupil will be supported in a way that causes distress or pain.

Staff will be responsive to any apprehensions, discomfort or disapproval shown by a pupil. Visual aids and spoken language will be used as a communication tool with pupils who require this additional support.

Staff will be supported and encouraged to adapt their practice in relation to the needs of individual pupils, considering developmental changes such as, the onset of puberty and menstruation. The pupil will be supported to achieve the highest level of autonomy possible, given their age and ability.

At Wyre Forest School male and female staff can carry out intimate care to any pupil who requires intimate care, despite their gender. However, we will always respect parents and/or pupils wishes where applicable. We believe there is positive value in male and female staff being involved in intimate care.

Where pupils gender differs, they will always be changed separately. Pupils of the same gender will be changed separately where possible. However, this may not be possible during certain sessions e.g. swimming.

Staff will carry out intimate care procedures on a 1:1 basis. There are times when this ratio is not deemed appropriate e.g. physical needs, false allegations etc. The appropriate ratio will be discussed between the class team and then parents/carers when the intimate care plan is created/updated.

Pupils at Wyre Forest School with an intimate care plan should not be left alone within the bathroom management area (BMA), therefore, if support is needed then staff need to press the alarm system or call for another member of staff to support. When intimate care is

carried out the BMA door will always be unlocked but the door will be closed to maintain the pupil's dignity but to safeguard pupils and staff.

All members of staff are provided with a WFS mobile phone. This is so they can communicate with each other, record learning through observations and assess progress. To safeguard staff and pupils these mobile devices are left outside the BMA.

The Equality Act 2010 is clear that children should be protected from discrimination, and so a pupil who has soiled should be changed and enabled to return to the classroom as soon as possible to resume learning. Designated staff have been advised on appointment and induction of the school's duties under the Equality Act 2010.

### Hygiene Procedures

Hygiene products will be kept in the BMA. These products include disinfectant, gloves, aprons, blue role, wipes, and nappy sacks. The disinfectant will always be locked after use and placed on a high shelf.

Staff always wear protective gloves and aprons during intimate care routines and disinfect changing areas after use. This includes toilets, changing beds and any specialist equipment accessed.

Any soiled clothing will be contained securely and returned to parents at the end of the day.

Staff will be trained by the manual handling trainer on how to use any specialist equipment a pupil may require. The specialist equipment is provided to a pupil following a physiotherapy/occupational therapy assessment. If a member of staff feels that a pupil requires a specialist piece of equipment when carrying out intimate care then staff will inform the Assistant Headteacher- pupil need, or the Manual Handling Trainer who will liaise with the physiotherapy team, and/or the occupational therapy team.

### **Safeguarding**

There will be a high awareness of child protection issues where intimate care is provided. Wyre Forest School follows the procedures set out by the Worcestershire Safeguarding Children's Board and takes account of guidance issued by the document 'Keeping children Safe in Education' and DfES 'Working Together to Safeguard Children.' All staff are trained in Child Protection awareness, and this training is regularly updated.

If a child is hurt accidentally or there is a concern when carrying out the procedure, the staff member will report the incident immediately to the designated safeguarding lead.

If a member of staff carrying out intimate care has concerns about physical changes in a child's appearance, they will immediately report concerns to the designated safeguarding lead– Rebecca Garratt, Alison Hopkins, Joanne Kehoe, Rebekah Thompson, or Carla Mole (Russell House).

If a child makes an allegation against a member of staff, the responsibility for intimate care of that child will be given to another member of staff as quickly as possible and the allegation will be investigated according to the school's safeguarding procedures.

### **Monitoring of this policy**

Policy Aim	Outcome Required	Monitored By	Reported To
To ensure that all intimate care needs for pupils are carried out in line with the agreed plans.	Intimate Care Plans are in place for all pupils who are identified as needing intimate care and are updated annually in September by class teachers and updated during the year if additional changes are required.	Class Teachers	Pathway Leaders and then Senior Leadership Team
To ensure that staff are aware of agreed practice and the planning process involved and can implement them.	All staff have access to all school documents and related policies and procedures.	Class Teachers	Headteacher and Governors
	All staff have been given training in order to implement a child's Intimate Care Plan.		
To ensure that, where possible, all Intimate Care Plans are written involving the pupil, family and agencies involved.	Plans are shared and those involved sign to acknowledge agreement with the plan	Class Teachers	Headteacher and Governors

The monitoring of this policy and its application will be reviewed every two years by: Headteacher and Governors.

Last reviewed: September 2023 by Laura Morris and submitted to Governors for approval.

#### Links to other Policies

- Safeguarding (including Child Protection)
- Physical Contact/ Safe Touch
- Accessibility
- Manual Handling
- Health and safety
- Special Educational Needs
- Supporting pupils with medical conditions

Appendices

Appendix A- Intimate Care Plan

Appendix B- Parental Consent

Appendix C- Medical/Cream Consent Form

Appendix D- Intimate Care Quality Standard

Appendix E- The Gold Standard

Appendix A- Intimate Care Plan



**Wyre Forest School**  
**Personal Care Plan -**

Name of pupil:	Date plan produced:
<b>Target:</b>	
Does the learner indicate that they require the toilet?                      Yes/No	
What support is required?	
What is the toileting procedure for this pupil?	
<p style="text-align: center;"><b>REMEMBER - GOLDEN RULES OF PERSONAL CARE - TOILETTING</b></p> <ul style="list-style-type: none"> <li>• Ensure gloves, apron, pad and wipes are all accessible at all times and worn</li> <li>• Communicate with the learner and inform them of the process as you complete the personal care, particularly in areas where there is body contact, eg, the use of wipes etc</li> <li>• Give the learner lots of positive praise throughout the process</li> <li>• If pupil is changed while standing apply the pad from the back so the learner is not full frontal to you and as much as possible encourage the learner to help themselves with the care process.</li> <li>• Once clean place the large part of the pad at the back and the small part at the front</li> <li>• Soiled pads and wipes should be double bagged and placed in bin provided</li> <li>• When personal care is finished then staff need to ensure changing bed/area is clean and sanitised appropriately</li> <li>• Staff remove and dispose of gloves and wash hands following hand washing routine.</li> <li>• On school trips or in unfamiliar areas normal anxieties are to be expected so please make learners aware of where the toilet facilities are. (where possible pre visit for SEV's to check out toileting provision).</li> </ul>	
<b><u>IF THERE ARE ANY IRREGULARITIES PLEASE NOTIFY THE LEAD MEMBER OF STAFF ASAP.</u></b>	
Signed _____ (teacher)	Signed _____(parent)
Signed _____ (TA)	Signed _____ (TA)
Signed _____ (TA)	

**Appendix B- Parental Consent**



### Parental agreement for school/setting to carry out intimate care

Name of child	
Date of birth	
Name of parent/carer	
Address	
I give permission for the school to provide appropriate intimate care to my child (e.g. changing soiled clothing, washing and toileting)	<input type="checkbox"/>
I will advise the school of anything that may affect my child's personal care (e.g. if medication changes or if my child has an infection)	<input type="checkbox"/>
I understand the procedures that will be carried out and will contact the school immediately if I have any concerns	<input type="checkbox"/>
<p><b>I do not</b> give consent for my child to be given intimate care (e.g. to be washed and changed if they have a toileting accident).</p> <p>Instead, the school will contact me or my emergency contact and I will organise for my child to be given intimate care (e.g. be washed and changed).</p> <p>I understand that if the school cannot reach me or my emergency contact if my child needs urgent intimate care, staff will need to provide this for my child, following the school's intimate care policy, to make them comfortable and remove barriers to learning.</p>	<input type="checkbox"/>
Parent/carer signature	
Name of parent/carer	
Relationship to child	
Date	

This form is valid from the date of signing until your child leaves school. You may withdraw your consent at any time.

**Appendix C- Medical/Cream Consent Form**  
**Parental agreement for school/setting to apply nappy cream / lotion**

In line with our intimate care policy nappy cream/lotion will not be applied unless parent permission is sought.

If you give permission for nappy cream/lotion to be applied to your child, then please complete, and return this form.

Name of child:	Date of birth:
I give permission for staff at Wyre Forest School to apply the following nappy cream:	
I would like this nappy cream/lotion to be applied (please tick as appropriate):	
Option 1: after every intimate care procedure	<input type="checkbox"/>
Option 2: after a bowel movement	<input type="checkbox"/>
Option 3: as and when required e.g. when the area is red	<input type="checkbox"/>
Any other information:	
Parent/carer signature	
Name of parent/carer	
Relationship to child	
Date	

This form is valid from the date of signing until your child leaves school. You may withdraw your consent at any time.

## Appendix D- Intimate Care Quality Standard



# INTIMATE CARE QUALITY STANDARD

At WFS we are committed to ensuring that ALL aspects of our provision is BEYOND OUTSTANDING and is EXTRAORDINARY!  
**Remember, communication, dignity and promoting independence are central to our intimate care process**

<b>INTIMATE CARE STANDARD</b>	Achieved?
<b>PRE INTIMATE CARE</b>	
Check that all equipment / resources are present, eg, gloves, aprons, blue roll, spray, paper towels, nappy sacks / bags, doorbell	
Are you aware of the preferred mode of communication for this young person and can you use this knowledge to support your support of intimate care, ie TASSELS, Obj of reference, photos, symbols etc	
Have you communicated your intention to support the young person before starting any of the process of intimate care?	
Have you taken time to observe / listen to the views of the young person prior to initiating intimate care?	
Are you wearing PPE eg gloves, apron and do you have wipes, pads and an intimate care bag close by?	
Do you know the young persons intimate care plan and have set up the environment to support this?	
<b>DURING INTIMATE CARE PROCEDURE</b>	
Are you wearing PPE eg gloves, apron and do you have wipes, pads and an intimate care bag close by?	
Are you communicating with our young people during the administration of intimate care in an appropriate way?	
Are you following hygiene guidance when carrying out the intimate care process, eg, gloves on at all times, always wipe front to back and not the reverse etc	
Where appropriate are you encouraging the young person to be as independent as they can be when being changed?	
What is the young persons preferred mode of toileting - standing, sitting etc?	
Are you praising the young person for responding positively to intimate care?	
Ensure the pad is stretched and 'ruffled' to release crystals	
<b>POST INTIMATE CARE</b>	
Have we followed personal hygiene guidance following completion of the process ie, double bagging soiled pads, washing hands of changer and those being changes and wiping down the changing area?	
Have we communicated to the young person that intimate care has ended and that they will now be returning to their class?	
Have we communicated any issues, positives, questions back to the class team rather than wait until the next day?	
Complete recording- on mobile phones/ paperwork in class	
Always wash the young persons hands even if they have not been involved in the process and thank the pupil	

## **Appendix E- The Gold Standard**

### Gold Standard 1- Communication

- Always use the pupils preferred mode of communication to inform them e.g. now and next board, TaSSEs, Sign language, spoken language (if you need any more information about a pupil's communication then ask the class teacher/ SaLT).
- Always tell the pupil what you are doing- every step of the way!
- If a pupil asks to go to the toilet- always take them when possible.
- 

### Gold Standard 2- Hygiene Procedures

- Always wear gloves, and aprons, but put these on when arriving in the bathroom with the pupil. Follow WFS resources request procedure.
- Once you have changed the pupil ensure you place the used nappy, and wipes in a nappy sack. Then put this in the bin along with your gloves. \*Double bag soiled nappies.
- Always wipe the bed, toilet or potty chair after use using disinfectant and blue roll. More gloves can be used if needed.
- Always wash your hands after you have carried out personal care.

### Gold Standard 3- Procedures focusing on the pupil

- Use the pupil's own nappies, and wipes if available (wipes need to be COSHH- see policy for further information). School have wipes and nappy sacks if needed.
- Always focus on building their independence- get them to do as much as possible.
- Always ensure you wipe the pupil appropriately- front to back.
- Always tell the pupil what you are doing- throughout the intimate care (pulling trousers up etc).
- Always wash the pupil's hands after intimate care has been carried out (building independence).

### Gold Standard 4- Building Positive Relationships

- Build positive relationships with the pupils- as these relationships develop you will get to know the pupils well.
- Always talk to the pupil about what you are doing to maintain a good relationship built on trust.
- Always discuss strategies with the class team.
- Be consistent with approach (read RRP/ communication passports/ intimate care plan).

### Gold Standard 5- Physical Contact/ Safe Touch

- Pupils may seek physical comfort from staff. Where pupils require physical support, staff need to be aware that physical contact must be kept to a minimum and be child initiated.
- More information will be in our policies- safeguarding, Physical contact/ Safe Touch.

### Gold Standard 6- Behaviour Management

- Read the pupils Risk Reduction Plans (RRPs) and follow these correctly.
- Always be positive with the pupil, rather than saying 'no' say 'finished' etc.
- Always ask other staff if you are unsure.
- Be confident to ask for help if you need it.
- If you ever feel unsure or vulnerable ask for support from a member of staff.
- If you require further support talk to the class team or speak to Aimee Pearce.