



ST. MARY'S  
ACADEMY TRUST

# **St Mary's Academy Trust**

## **Personal and Intimate Care Policy**

**Date Agreed: November 2023**

**Next Review Date: October 2025**

This policy document outlines the policy aims, key roles and responsibilities and the methodology by which we will achieve a safe and dignified environment for staff and students where the personal and intimate care of our young people 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
- GDPR

**Reference should also be made to the following documents:**

- School Health & Safety Policy
- Relevant Health Protocols provided by Health Care Professionals (where appropriate)
- Individual Care Plans, Risk Assessment & Safe Systems of Working Documents and Procedures

## **Introduction & Policy Aims**

This policy document is intended to provide a framework to assist those staff involved with the intimate and personal care of vulnerable young people, who may have a specific health or mobility need that means they require a predetermined level of assistance or support with their personal care.

The aim of this policy document is to provide a framework for those staff involved in the personal and intimate care of young people whilst ensuring the rights and dignity of the individual involved 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 children policies and procedures and this document should be read in conjunction with the policies identified on page 2 of this document. Staff in our school will only undertake personal and intimate care of a young person when a formal request from the parent/carers has been received and approved by the head teacher

### **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 those staff involved in undertake such tasks
- Ensure that full and open consultation takes place with parents/carers, staff and other key stakeholders as part of the development of an individual personal and intimate care plan for the young person
- Ensure those staff involved in the personal and intimate care of young people are provided with appropriate documented training, information and instruction so they can perform the task safely, minimising risk to themselves, the young person and others
- Ensure that staff involved in the personal and intimate care of young people 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 the young person's participation in their own personal and intimate care
- Take account of any other relevant school policies

Where staff are unclear of what is expected of them they must seek clarification from their line manager and or head teacher, staff who do not undertake tasks in line with school policies, training, information, instruction and risk assessments made available to them could be subject to disciplinary action.

## **Definition**

Our school defines 'personal intimate care' as any activity required to meet the personal care needs of the individual young person. 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.

Intimate care includes –

- Feeding
- Oral Care
- Washing
- Dressing/Undressing
- Toileting
- Treatments and Care Interventions
- 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 young person has the right to:

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

## 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 employers 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 young people 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 young person to the governing body

### 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
- 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 young person is maintained at all times during the activity
- Communicate with the young person during the activity to ensure (as far as possible) the child understands what is happening

#### Parent/Carer/Health Professional:

- Attend meetings at the request of the head teacher to discuss the young person and their individual care needs
- 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

### **Off Site/Extended Activities**

Teaching, support and other staff involved in the personal and intimate care of the young person 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 young person 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.

### **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:

- Routine inspections and 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 young person
- Ensuring that all staff involved in the activity are adequately trained and provided with relevant and up to date information (including refresher training if necessary)
- Meet with parent/carer/other stakeholders at agreed intervals to discuss progress in the personal and intimate care of the young person
- Ensuring that the young person is encouraged to fully participate in their personal care as far as is reasonably practicable

- 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

- Personal & Intimate Care Plan Blank Template
- Personal Care Checklist Template
- Training Register Template
- Template Request to Provide Personal & Intimate Care
- Generic Personal & Intimate Care Safe System of Working Template (SSOW)

## SCHOOL PERSONAL & INTIMATE CARE PLAN TEMPLATE

Name of Young Person: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Class/Year Group: \_\_\_\_\_ Plan Commissioned on: \_\_\_\_\_

| Date Activity Added | Activity Description | Techniques to be Used<br>(step by step actions to take) | Child Specific Modifications/<br>Equipment/Needs/<br>Issues to be Aware of | Comments/Review Notes |
|---------------------|----------------------|---|--|-----------------------|
|                     |                      |   |  |                       |
|                     |                      |   |  |                       |
|                     |                      |   |  |                       |



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**PAGE** \_\_\_\_\_ **of** \_\_\_\_\_

| Date Activity Added | Activity Description | Techniques to be Used (step by step actions to take) | Child Specific Modifications/ Equipment/Needs/ Issues to be Aware of | Comments/Review Notes |
|---------------------|----------------------|--|--|-----------------------|
|                     |                      |  |  |                       |
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|  |  |  |  |  |

Review of Plan on: \_\_\_\_\_(date) by: \_\_\_\_\_(signature)

Review of Plan on: \_\_\_\_\_(date) by: \_\_\_\_\_(signature)

Review of Plan on: \_\_\_\_\_(date) by: \_\_\_\_\_(signature)

**The information on this document must be shared with appropriate teachers, teaching assistant, TA's and the child's parent/carer**

**PAGE** \_\_\_\_\_ **of** \_\_\_\_\_

# SCHOOL PERSONAL & INTIMATE CARE MANAGEMENT

## (ASSESSMENT CHECKLIST TEMPLATE)

*This document will be used as part of the development of a young person specific personal and intimate care plan. Discussions should involve school staff, parent/carer and health care workers*

**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 adaption's to toilets/classrooms/other areas required for dignity/safeguarding reasons?                         |         |                          |
| Is any specialist equipment required (eg 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 assistances is required)?                                 |         |                          |
| Who will provide pads, nappies, spare clothes, 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, disposable gloves/aprons?                |         |                          |
| Are there any specific intervention training needs?   |         |                          |
| Has parent/carer been involved in training needs assessment?  |         |                          |
| Is it appropriate to involve the young person 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 (eg 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?   |  |  |

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

**Form Completed by (print name)** \_\_\_\_\_

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

**Continuation Sheet – Personal & Intimate Care Assessment**

**Include any additional issues/comments/notes in the section below that will help inform the Personal & intimate care plan:**

## Personal & Intimate Care of Young People Training Register

| Name of Staff Member | Training Received & Provider Details | Date of Training | Date of Refresher (Or not applicable) | Comments |
|----------------------|--------------------------------------|------------------|---------------------------------------|----------|
|                      |                                      |                  |                                       |          |
|                      |                                      |                  |                                       |          |
|                      |                                      |                  |                                       |          |
|                      |                                      |                  |                                       |          |
|                      |                                      |                  |                                       |          |
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|                      |                                      |                  |                                       |          |
|                      |                                      |                  |                                       |          |
|                      |                                      |                  |                                       |          |
|                      |                                      |                  |                                       |          |

This register will be maintained, reviewed and retained by \_\_\_\_\_

## Personal & Intimate Care Request Form

*Where a young person specific care plan identifies the need for support with personal & intimate care by school based staff the following form should be completed before such care takes place. Those involved in the provision of such care must have received appropriate training to undertake the tasks expected of them.*

| Name of Young Person   | D.O.B.    | Class/Year Group |
|--|-----------|------------------|
|  |           |                  |
| <b>School Staff to be Involved</b> (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: |                  |
| <b>Agency/Other Adults (Non School Based)</b> (state reason for involvement)   |           |                  |
| Name:  | Reason:   |                  |
| Name:  | Reason::  |                  |
| Name:  | Reason:   |                  |
| <b>Nature of Intimate Care to be Provided</b> (for example changing, toileting, feeding, showering, medical intervention, oral care, supported physical education etc) |           |                  |
| 1.   |           |                  |
| 2.   |           |                  |
| 3.   |           |                  |
| 4.   |           |                  |
| 5.   |           |                  |
| 6.   |           |                  |
| <b>Note Any Special Arrangements for <u>Changing</u></b> (as agreed with health care professionals and parent/carer)   |           |                  |
|  |           |                  |
| <b>Note Any Special Arrangements for <u>Toileting</u></b> (as agreed with health care professionals and parent/carer)  |           |                  |
|  |           |                  |
| <b>Note Any <u>Other</u> Special Arrangements Agreed</b> (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

# (GENERIC) PROVIDING PERSONAL & INTIMATE CARE SAFE SYSTEM OF WORKING (SSOW)

|                                  |  |                                  |                      |                                  |   |
|----------------------------------|--|----------------------------------|----------------------|----------------------------------|---|
| <b>School Name:</b>              |  | <b>Student Name:</b>             |                      | <b>Reference No.:</b>            | <b>SSOW for TP11</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>                    | <ul style="list-style-type: none"> <li>Only use products provided by school, refer to any specific COSHH risk assessment &amp; Material Safety Data Sheets as necessary</li> </ul> |                                  |                      |                                  |   |
| <b>Training:</b>                 | <ul style="list-style-type: none"> <li>Only employees appropriately trained should undertake this activity</li> </ul>  |                                  |                      |                                  |   |

| Known Hazards (select all relevant ✓):   |   |   |   |   |   |   |   |   | Product Classification (select all relevant ✓):                                     |   |   |   |   |   |   |   |   |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Manual Handling  | Slip / Trip Hazard  | Work Area or Lone Working   | Noise/<br>Dust /<br>Fumes   | Electric Shock  | Workplace Vehicles / Transport  | Confined Space  | Fire / Explosion Risk   | Biological  | Working at Height   | Irritant  | Harmful   | Corrosive   | Extremely flammable   | Toxic   | Oxidising   | Explosive   | Dangerous for the environment   |
| ✓  | ✓   | ✓   |   |   |   |   |   |   |   | ✓   | ✓   |   |   | ✓   |   |   |   |

| Personal Protective Equipment to be Used (select ✓):                               |   |   |   |   |   |   |   |   |  |   |   |   |   |   |   | Other Considerations (select ✓):  |   |   |   |
|--|---|---|---|---|---|---|---|---|--|---|---|---|---|---|---|---|---|---|---|
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Face Visor   | Safety Goggles /Glasses   | Ear Defender  | Safety Boots/ Shoes   | Head Protection   | Balaclava/ Hairnet  | Padded Overall or Trousers  | Hi-Viz Jacket or Vest   | Apron/ Tabard   | Padded/ Protective Jacket  | Half Respirator   | Respirator  | Dust Mask   | Fume/ Vapour Mask   | Harness/ Lanyards   | Rubber or Padded Gloves   | Jewellery not to be worn  | Suitable clothing/ footwear required  | Long or loose hair to be contained  | Pre use check of equipment required   |
|  |   |   |   |   |   |   |   | ✓   |  |   |   |   |   |   | ✓   | ✓   | ✓   | ✓   | ✓   |

| Procedure for Working Safely: |   |
|-------------------------------|---|
| 1                             | <ul style="list-style-type: none"> <li>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></li> </ul>  |
| 2                             | <ul style="list-style-type: none"> <li>Check to ensure work area is safe to work in and clear of other hazards or debris before undertaking the activity</li> </ul>   |
| 3                             | <ul style="list-style-type: none"> <li>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 &amp; Intimate Care Plan to ensure you are clear on the process for undertaking the activity.</li> </ul>   |
| 4                             | <ul style="list-style-type: none"> <li>Ventilate the area if possible and ensure appropriate privacy/dignity precautions are taken, without creating a slip/trip/fall or safeguarding risk</li> </ul>   |
| 5                             | <ul style="list-style-type: none"> <li>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></li> </ul>   |
| 6                             | <ul style="list-style-type: none"> <li>Ensure you have any appropriate nappies, wipes, clothing etc required for the activity easily to hand</li> </ul>   |
| 7                             | <ul style="list-style-type: none"> <li>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.</li> </ul> |
| 8                             | <ul style="list-style-type: none"> <li>Always ensure where applicable changing bed sides are used, <b>NEVER</b> leave a child alone in a hoist or on a changing bed</li> </ul>  |
| 9                             | <ul style="list-style-type: none"> <li>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</li> </ul>  |
| 10                            | <ul style="list-style-type: none"> <li>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</li> </ul>   |
| 11                            | <ul style="list-style-type: none"> <li>If the activity requires contact with syringes refer to SG17 Needles &amp; Syringe Management and the appropriate Risk Assessment</li> </ul>   |
| 12                            | <ul style="list-style-type: none"> <li>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></li> </ul>  |
| 13                            | <ul style="list-style-type: none"> <li>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)</li> </ul>  |
| 14                            | <ul style="list-style-type: none"> <li>If at any point during the activity you consider the safety of yourself or the young person is at risk summon assistance immediately</li> </ul>  |
| 15                            | <ul style="list-style-type: none"> <li>Clean any equipment/resources used and leave the area as you would expect to find it. <b>NOW WASH YOUR HANDS THOROUGHLY</b></li> </ul>   |
| 16                            | <ul style="list-style-type: none"> <li>.Any premises, equipment or resource defects must be reported immediately using the schools defect reporting system</li> </ul>   |
| 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>   |

### Procedure for Working Safely:

|   |  |                                 |  |                           |                 |
|---|--|---------------------------------|--|---------------------------|-----------------|
| <b>Date of SSOW:</b>  | <b>May 2014</b>  | <b>Approved by (at School):</b> |  | <b>To be Reviewed by:</b> | <b>May 2017</b> |
| <b>Reference to any school specific relevant documents/information should be included here:</b> | <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 SG3, SG3A, SG15, SG16,SG17,SG19 (if/as appropriate)</li><li>• Relevant Risk Assessment(s)</li></ul> |                                 |  |                           |                 |