



Intimate Care Policy

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Statement of intent

Melksham Oak Community School takes the health and wellbeing of its pupils very seriously.

The school aims to support pupils with physical disabilities and illnesses to enable them to have a full and rich academic life whilst at school.

The governing board recognises its duties and responsibilities in relation to the Equality Act 2010, which states that any pupil with an impairment affecting their ability to carry out normal day-to-day activities must not be discriminated against.

Pupils will always be treated with care and respect when intimate care is given, and no pupil will be left feeling embarrassed.

Principles of Intimate Care

The following are the fundamental principles upon which the Policy Guidelines are based:

Pupils should be encouraged to act as independently as possible and to undertake as much of their own personal care as is possible and practicable

Pupils are entitled to respect and privacy at all times and especially when in a state of undress, including, for example, when changing, toileting and showering

Every child has the right to be safe

Every child has the right to be valued as an individual

Every child has the right to be treated with dignity and respect

Every child has the right to be involved and consulted in their own intimate care to the best of their abilities

Every child has the right to express their views on their own intimate care and to have such views considered

Every child has the right to have levels of intimate care that are as consistent as possible.

Legal framework

This policy has due regard to relevant legislation and guidance, including, but not limited to, the following:

- Children and Families Act 2014
- Education Act 2011
- Health Act 2006
- Equality Act 2010
- DfE (2024) 'Keeping children safe in education'

This policy will be implemented in conjunction with the school's/TWHF:

- Health and Safety Policy
- Supporting Pupils with Medical Conditions Policy
- First Aid Policy
- Safeguarding and Child Protection Policy
- Staff Code of Conduct
- Whistleblowing Policy

Definitions

For the purpose of this policy, intimate care is defined as any care which may involve the following:

- Washing
- Touching
- Carrying out an invasive procedure
- Changing a child who has soiled themselves
- Providing oral care
- Feeding
- Assisting in toilet issues
- Providing comfort to an upset or distressed pupil

Intimate care tasks are associated with bodily functions, body products and personal hygiene that demand direct or indirect contact with, or exposure of, the genitals.

Examples of intimate care include support with dressing and undressing (underwear), changing incontinence pads, Catheter and stoma care, nappies or medical bags such

as colostomy bags, menstrual hygiene, helping someone use the toilet, or washing intimate parts of the body.

Pupils may be unable to meet their own care needs for a variety of reasons and will require regular support.

Health and safety

The Health and Safety Policy lays out specific requirements for cleaning and hygiene, including how to deal with spillages, vomit and other bodily fluids.

Any member of staff that is required to assist a pupil with changing a medical bag will be trained to do so and will carry out the procedure in accordance with the Supporting Pupils with Medical Conditions Policy. (TWHF Policy)

Staff will wear disposable aprons and gloves while assisting a pupil in the toilet or while changing a nappy, incontinence pad or medical bag.

Soiled nappies, incontinence pads and medical bags will be securely wrapped and disposed of appropriately.

Where one pupil requires intimate care/toileting, nappies, incontinence pads and medical bags will be disposed of in an ordinary bin, as per health and safety guidelines.

Where more than one pupil requires intimate care, nappies, incontinence pads and medical bags will be disposed of in the outside general waste bin.

The changing area or toilet will be left clean.

Hot water and soap will be available to wash hands.

Paper towels will be available to dry hands.

Staff and facilities

Staff members who provide intimate care are trained to do so, and are fully aware of best practice. Suitable equipment and facilities will be provided to assist pupils who need special arrangements following assessment from a physiotherapist or occupational therapist. This may include the following:

- Adjustable bed
- Changing mat
- Non-slip step
- Cupboard
- Adapted toilet seat or commode seat
- Hoist
- Swivel mat
- Disposable gloves/aprons

- Nappies, pads and medical bags Tissue rolls (for changing mat/cleansing)
- Supply of hot water
- Soap
- Barrier creams
- Antiseptic cleanser for staff
- Antiseptic cleanser for the changing bed/mat Clinical waste bag
- Spillage kit

The school has disabled toilet facilities and adapted toilet/changing facilities where needed.

Mobile pupils will be changed while standing up.

Pupils who are not mobile will be changed on a purpose-built changing bed or changing mat on the floor.

School responsibilities

Arrangements will be made with a multi-agency to discuss the personal care needs of any pupil prior to them attending the school.

Pupils who require intimate care will be involved in planning for their own healthcare needs wherever possible.

In liaison with the pupil and parents, an individual intimate care plan will be created to ensure that reasonable adjustments are made for any pupil with a health condition or disability.

Regular consultations will be arranged with all parents and pupils regarding toilet facilities.

The privacy and dignity of any pupil who requires intimate care will be respected at all times.

A qualified member of staff will change the pupil, or assist them in changing themselves if they become wet, or soil themselves.

Any pupil with wet or soiled clothing will be assisted in cleaning themselves and will be given spare clothing, nappies, pads, etc., as provided by the parents.

Members of staff will react to accidents in a calm and sympathetic manner.

Accurate records of times, staff, and other details of incidents of intimate care will be kept in a Record of Intimate Care Intervention Record Sheet and they will be stored in the Assistant SENDCo and SEND administrator's office.

Arrangements will be made for how often the pupil should be routinely changed if the pupil is in school for a full day, and the pupil will be changed by a designated member of staff.

A minimum number of changes will be agreed.

The family's cultural practices will always be considered for cases of intimate care.

Where possible, only same-sex intimate care will be carried out.

Parents will be contacted if the pupil refuses to be changed, or becomes distressed during the process.

Excellent standards of hygiene will be maintained at all times when carrying out intimate care.

Communication with Children

It is the responsibility of all staff caring for a child to ensure that they are aware of the child's method and level of communication.

Children communicate using different methods e.g. words, signs, symbols, body movements, eye pointing. Make eye contact at the child's level.

Use simple language and repeat if necessary.

Wait for response.

Continue to explain to the child what is happening even if there is no response.

Treat the child as an individual with dignity and respect.

Parental responsibilities

Parents will change their child, or assist them in going to the toilet, at the latest possible time before coming to school.

Parents will provide spare nappies, incontinence pads, medical bags, wet wipes and a change of clothing in case of accidents.

A copy of this policy will be read and signed by parents to ensure that they understand the policies and procedures surrounding intimate care.

Parents will inform the school should their child have any marks/rashes.

Parents will come to an agreement with staff in determining how often their child will need to be changed, and who will do the changing.

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Safeguarding

Intimate care is a regulated activity; therefore, only members of staff who have an enhanced DBS certificate with a barred list check are permitted to undertake intimate care duties.

Wherever possible, staff involved in intimate care will not be involved in the delivery of sex education to the pupils in their care as an extra safeguard to both staff and pupils involved.

Individual intimate care plans will be drawn up for pupils as appropriate to suit the circumstances of the pupil.

Each pupil's right to privacy will be respected. Careful consideration will be given to each pupil's situation to determine how many carers will need to be present when the pupil requires intimate care.

If any member of staff has concerns about physical changes to a pupil's presentation, such as bruises or marks or their mental health or any other safeguarding issue, they will report this to the safeguarding team via CPOMs following the school procedures. If they are concerned that the pupil is at risk when returning home, they will alert the Designated Safeguarding Lead (Sharon Kirwan) immediately.

Special consideration will be taken to ensure that bullying and teasing does not occur.

Offsite visits

Before offsite visits, including residential trips, the pupil's individual intimate care plan will be amended to include procedures for intimate care whilst off the school premises.

Staff will apply all the procedures described in this policy during residential and off-site visits.

Meetings with pupils away from the school premises, where a chaperone is not present, will not be permitted, unless approval has been obtained by the Executive Headteacher.

Consent from a parent will be obtained and recorded prior to any offsite visit.

Monitoring and review

This policy is reviewed every year by the Executive Headteacher and the DSL.

All changes are communicated to relevant stakeholders and the scheduled review date for this policy is September 2025.

Appendix 2

Toilet Management Plan

Child's Name:

Year Group:

Names of Support Staff Involved:

Date of Plan:

Review Date:

Area of Need:
Equipment Required:
Location of Suitable Toilet Facilities:
Support Required
Frequency of Support

Working Towards Independence:

Target
Child will try to:
Support Staff will do:

Signed: Parent/Carer

Date

Child (if appropriate)

Date

Members of Staff

Date

Appendix 3

Permission for School to Provide Intimate Care

Exemplar agreement (will be modified to meet the individual's needs)

Pupil's name:

Year group:

Parent/Carer's Full Name:

I give permission to the school to provide appropriate intimate care support to my child e.g. changing soiled clothing, washing and toileting. As detailed below:

Any additional details e.g. frequency of changing required / minimum number of changes

I will advise the Executive Headteacher of any medical complaint my child may have which affects issues of intimate care. I confirm that I have read a copy of the school Intimate Care Policy.

I will provide the school with nappies, wipes and any other resources required for my child.

Signed:

Full Name:

Relationship to Child:

Date:

Appendix 4

Agreement between Pupil and Personal Assistant

Exemplar agreement (will be modified to meet the individual's needs)

Pupil's name: _____

Year group: _____

Name of support staff involved: _____

Date: _____ Review date: _____

Support staff

As the personal assistant helping you with intimate care, you can expect me to do the following:

- When I am the identified person, I will stop what I am doing to help you. I will avoid all unnecessary delays.
- When you use our agreed emergency signal, I will stop what I am doing and come and help.
- I will treat you with respect and ensure privacy and dignity at all times.
- I will ask permission before touching you or your clothing.
- I will check that you are as comfortable as possible, both physically and emotionally.
- If I am working with a colleague to help you, I will ensure that we talk in a way that does not embarrass you.
- I will listen carefully if there is something you would like to change about your Intimate Care Plan.

Pupil

As the pupil who requires help with intimate care, you can expect me to do the following:

- I will try, whenever possible, to let you know a few minutes in advance that I am going to need help with intimate care, so that you can make yourself available and be prepared to help me.
- I will try to use the toilet at break time, or at the agreed times.
- I will only use the agreed emergency signal for real emergencies.
- I will tell you if I want you to stay in the room or stay with me in the toilet.
- I will tell you straight away if you are doing anything that makes me feel uncomfortable or embarrassed.
- I may talk to other trusted people about how you help me. They too will let you know what I would like to change.

Signed: _____ Personal assistant

Signed: _____ Pupil