



# **Welholme** Academy

**Guidelines and procedures for the management of intimate personal care needs at Welholme Academy**

**June 2016**

**Miss K Glasby**

## **Guidelines statement**

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

Welholme Academy is committed to ensuring that all staff responsible for the personal care of children will undertake their duties in a professional manner at all times. Welholme Academy recognises the need to treat all children with respect when personal care is given. No child should be attended to in a way that causes distress or pain. The child's welfare and dignity is of paramount importance. Every child's right to privacy will be respected.

This document 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 at the end of this document. Staff in our school will only undertake personal and intimate care of a young person when a formal written request from the parent/carer has been received and approved by the head teacher has been given.

## **Rationale**

The purpose of these procedures is to set out guidelines that safeguard children and staff by providing a consistent approach. Staff providing personal care must be aware of the need to adhere to good safeguarding practice in order to minimise the risks for both children and staff.

- Every child has the right to feel safe and secure.
- Every child has the right to be valued as an individual.
- Every child has the right to remain healthy.
- Every child has the right to privacy, dignity, sensitivity, respect and a professional approach from all staff when meeting his or her needs.
- Every child has the right to information and support that will enable him or her to make informed and appropriate choices.
- Every child has the right to be accepted for who they are, without regard to age, gender, ability, race, culture or beliefs.
- Every child has a right to consistent levels of care provided by competent and professional staff

## **Aims**

The aims of these guidelines and procedures are:

- to safeguard the dignity, rights and well-being of children
- to ensure that children are treated consistently when they experience personal care
- to encourage where practical and as often as possible the child's participation in their own personal and intimate care
- to 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 undertaking such tasks

- to provide guidance and reassurance to staff
- to reassure parents/carers that staff are knowledgeable about intimate care
  
- to ensure that parents/carers are involved in planning the personal care of their child and are confident that their concerns and the individual needs of their child are taken into account
- to ensure those staff involved in the personal and intimate care of children are provided with appropriate training, information and instruction so they can perform the task safely, minimising risk to themselves, the young person and others
- to 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. Also ensuring that any equipment provided is safe and suitable for its intended use
- to ensure that all relevant staff are familiar with the policies and procedures in place to minimise risk and promote safe working practices
- to take account of any other relevant school policies

### **Definition of Personal Care**

Personal care involves helping children with aspects of personal care which they are not able to undertake for themselves, either because of their age and maturity or because of developmental delay or disability. Parents/carers have a responsibility to inform 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 and personal care can include:

- Feeding
- Oral Care
- Washing
- Dressing/Undressing
- Toileting
- Supervision of children who undertake their own personal intimate care

### **Responsibilities**

#### **The Governing Body**

The Governing Body at Welholme Academy have the responsibility for approving and ensuring the effective implementation, monitoring, evaluation and review of this document.

#### **The Head teacher and Leadership Team**

- Have the responsibility for ensuring the resources are in place to Implement the requirements of these guidelines and procedures within the school, ensuring that the requirements of all appropriate legislation are met and procedures are effectively implemented
- Have 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
- Have the responsibility to ensure suitable and sufficient procedures are in place to safeguard young people and the staff who work with them

- Have 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
- Will ensure that staff will receive ongoing training in good working practices which comply with health and safety regulations, hygiene procedures, first aid and child protection procedures.
- Will provide appropriate guidance, training, supervision and reassurance to staff to ensure safe practice and keep a record of training undertaken by staff and to ensure that refresher training is provided where required.
- Have 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
- Will ensure all staff have clearance by the Disclosure and Barring Service (DBS) before engaging in any personal care routines.

### **Staff Responsibilities**

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

- work in pairs to support a child with their personal care
- adhere to the personal care guidelines and procedures.
- attend any specific identified training in intimate care support where appropriate (including refresher training) as directed by the head teacher or their nominated representative.
- follow any information, instruction, personal and intimate care plans, advice, risk assessments, and/or safe systems of working 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 or Health and Safety Lead.
- ensure as far as possible the dignity & privacy of the child is maintained at all times during the activity
- communicate with the child during the activity to ensure (as far as possible) the child understand what is happening
- ensure that all staff are made fully aware of the personal care needs and procedures for the children they are supporting
- liaise with and ensure permission has been sought from parents/carers for staff to support their child's personal care routines
- provide facilities appropriate to the children's age and individual needs.
- ensure that all staff are familiar with these guidelines and procedures and they are reviewed regularly

- follow the guidelines and procedures in Welholme Academy's Safeguarding Procedures and Guidelines and Enquire Learning Trust's Safeguarding Policy if there are any safeguarding concerns, or speak to Miss Glasby.

Where staff are unclear of what is expected of them they must seek clarification from their line manager and 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.

Volunteers should NOT undertake personal care of children.

### **Parents/Carers/Health Professionals**

Parents/carers and health care professionals (school nurse) will be invited to attend meetings at the request of the head teacher or designated member of staff to discuss the child and their individual care needs. They are also required to provide the head teacher and or designated member of staff with any relevant information and/or support to ensure that staff undertaking the task can do so safely.

### **Educational visits/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 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 child's parent/carer.

### **Personal Care Procedures at Welholme Academy**

- In liaison with parents/carers, SENCO, school staff and school nurse (where appropriate) a plan will be devised (where needed) to support a child's personal care. Parents/carers will be asked to sign their consent to this. (Please see example letter)
- Wherever possible, children's personal care should be attended to by a familiar and if possible same people, at least two adults should support the child.
- Staff must inform a colleague when leaving the room to support personal care routines.
- Children must be changed in the designated changing area, however children's wishes must be respected. Children are encouraged to wipe and clean themselves as far as is possible.
- Protective gloves and aprons must be worn when supporting personal care routines.
- Allow children to care for themselves as far as possible and encourage them to carry out aspects of intimate care to promote independence.
- Staff to communicate with children at all times during personal care procedures, ensuring the child is consulted about routines and kept informed at all times.
- Staff must respect the wishes of children, with regard to dignity, privacy, choice and safety.

- Staff must show awareness of and be responsive to the child's reactions, their verbal and non-verbal communication or gestures.
- Staff to use the opportunities during intimate personal care to teach children and young people about the value of their own bodies, to develop their personal safety skills and to enhance their self-esteem.
- Wherever possible, children should be encouraged to remove their own clothing and ensure lower regions are covered before removing garments from upper body.
- Soiled garments must be securely wrapped in a plastic bag and tied. These should be disposed of appropriately or passed on for cleaning purposes
- Changing areas must be cleaned with an antibacterial spray/wipe after each use.
- Soiled nappies, wipes, gloves and aprons should be placed in a sealed plastic bag and disposed of in the specific dustbin in the toilet area.
- As staff engage in hand-washing procedures after all personal care routines, children must be encouraged to do the same, creating an ideal opportunity to discuss the importance of hygiene.
- Staff should record all personal care interactions and pass onto parents/carers.

All staff should refer to '**THE RIGHT TO GO** - A guide to helping early years settings and schools manage continence'.

### **Monitoring & Review**

As part of its normal health & safety management arrangements, Welholme Academy will monitor and review these guidelines and procedures 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

**Guidelines and procedures document agreed date:**

**Chair of Governors:**

**Relevant Current Legislation to support these guidelines:**

- 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 1989/2004
- Safeguarding Vulnerable Groups Act
- Disability Rights Act
- Data Protection Act
- Keeping Children Safe in Education July 2015

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

- Welholme Academy's Health & Safety Policy
- Welholme Academy's Moving & Handling of People Policy
- Welholme Academy's Dignity & Respect Policy
- Welholme Academy's Safeguarding Procedures and Guidelines
- Relevant Health Protocols provided by Health Care Professionals (school nurse - Kerry Barton)
- Individual Care Plans , Risk Assessment & Safe Systems of Working Documents and Procedures

**Appendices**

Letter of consent/advice from parents to Head teacher

'**THE RIGHT TO GO** - A guide to helping early years' settings and schools manage continence'.

[www.eric.org.uk/Campaigns/TheRightToGo](http://www.eric.org.uk/Campaigns/TheRightToGo)

WA Personal care management checklist

WA Personal & Intimate Care Plan

WA Training Register

WA Personal & Intimate Care Safe System of Working Template (SSOW)