



Villa Real School
together we achieve

Intimate Care Policy

2025

Responsibility: Samantha Dawson

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INTRODUCTION

Some pupils/students may be continent, but still have personal/intimate care needs due to difficulties accessing toileting facilities or dealing with their personal care independently afterwards. These pupils/students have an educational entitlement irrespective of their difficulties with toileting and personal care.

THE CHILDREN ACT 2004

The Children Act 2004 provides the legal basis for how agencies deal with issues relating to children. These guidelines have been laid down so that all individuals who are involved in the looking after children, be it in the home, the work place, school or other area are aware of how children should be looked after in the eyes of the law.

PRINCIPLES OF THE ACT

The Children Act 2004 was designed with guiding principles in mind for the care and support of children. These are:

- To allow children to be healthy
- Allowing children to remain safe in their environments
- Helping children to enjoy life
- Assist children in their quest to succeed
- Help make a contribution – a positive contribution – to the lives of children
- Help achieve economic stability for our children's futures

This act was brought into being in order for the Government in conjunction with relevant bodies to help work towards these common goals.

EQUALITY ACT 2010

The Equality Act provides protection for anyone who has a physical, sensory or mental impairment that has an adverse effect on his/her ability to carry out normal activities of daily living. Anyone with a condition that affects aspects of personal development must not be discriminated against. It is also unacceptable to refuse admission to children who have toileting needs.

- Educational providers have an obligation to meet the needs of children with delayed personal development in the same way as they would meet the needs of children with any other developmental delay
- Children should not be excluded from any normal pre-school or school activities because of incontinence and intimate/personal care needs
- Any Admission Policy that sets a blanket standard of continence, or any other aspect of development is discriminatory and therefore unlawful under the Act.
- **It is essential to note that asking parents/carers to come into the School or educational setting to change their child is a direct contravention of the Equality Act, as is leaving the child in a soiled/wet nappy/pad for any length of time pending the return of a parent a form of abuse/neglect**

'Supporting pupils/students at school with medical conditions' Statutory guidance DfE April 2014, is intended to help Governing Bodies meet their legal responsibilities and sets out the arrangements they will be expected to make, based on good practice. The aim is to ensure that pupils/students with medical conditions, in terms of both physical and mental health, are properly supported in school so that they can play a full and active role in school life, remain healthy and achieve their academic potential.

Parents/carers of pupils/students with medical conditions are often concerned that their child's health will deteriorate when they attend school. This is because pupils/students with long term and complex medical conditions may require on-going support, medicines and care while at school to help them manage their condition and keep them well. It is therefore important that parents/carers feel confident that their child's medical condition will be supported effectively in school and that they will be safe.

In addition to the educational impacts, there are social and emotional implications associated with medical conditions. Pupils/students may be self-conscious about their condition and some may be bullied or develop emotional disorders such as anxiety or depression around their medical condition. In particular, long-term absences due to health problems affect pupil/student's educational attainment, impact on their ability to integrate with their peers and affect their general wellbeing and emotional health. Reintegration back into school should be properly supported so that pupils/students with medical conditions fully engage with learning and do not fall behind when they are unable to attend.

INCLUSIVE CULTURE

It requires commitment from everyone involved in the education and care of pupils/students to develop attitudes which support inclusive practice. Pupils/students with toileting or personal/intimate care needs who receive support and understanding from those acting in loco parentis are more likely to achieve their full potential across the range of activities within the School.

INTIMATE CARE

Intimate/Personal Care can be defined as care tasks of an intimate nature, requiring close personal contact involving an individual's personal space, associated with bodily functions, personal hygiene and procedures due to medical conditions – which require direct or indirect contact with or exposure of the genitals. Examples include care associated with continence, toileting, catheterisation, menstrual management as well as tasks such as washing and bathing.

This document aims to:

- Provide guidance and advice to ensure pupils/students are not excluded, or treated less favourably, because they have toileting or intimate care needs, whether it is the occasional accident or on-going support
- Ensure that every pupil/student is able to easily access care, play and learning experiences in our school
- Provide guidance and advice to ensure that staff in Villa Real are informed about their responsibilities for intimate and personal care in line with current legislation and that they are adequately supported so they can confidently and competently carry out their duties in meeting each child's individual needs

PRINCIPLES OF GOOD PRACTICE

- Pupils/students who have difficulties in controlling their bladder and bowels or those that have not developed toileting skills have sometimes had a difficult start on the road to personal independence. Therefore, these pupils/students must be treated with respect, dignity and sensitivity. They should be offered choice and control in every way possible
- Sensitive arrangements need to be put in place to allow pupils/students to toilet themselves at intervals to suit their needs and not at the demands of school routine or class requirements
- Staff should encourage and promote independence and self-help skills as much as possible and give the pupil/student sufficient time to achieve. If handled correctly this can be the most important single self-help skill achieved, improving the pupil/student's quality of life, independence and self-esteem. If handled incorrectly it can severely inhibit an individual's inclusion in school and community
- It is important to take into consideration a pupil/student's preferences, if they indicate a preference for a particular sequence, then this should be followed rather than a sequence imposed by a member of staff. As long as all the necessary tasks are completed for the comfort and wellbeing of the pupil/student, the order in which they are complete is not important
- The approach taken to provide a pupil/student's intimate care is very important – it conveys an image about what the body is worth. A positive body image should be encouraged; routine care should be relaxed, enjoyable and fun, with lots of praise and rewards for when the pupil/student has achieved goals. The carer's behaviour should be appropriate to the pupil/student's age
- Only young pupils and those that are non-weight bearing should be changed in lying on a bench, older pupils/students should be cleaned and changed in standing or sitting position if possible
- Older pupils/students especially (from school year 3 onwards), should be encouraged and supported to achieve the highest levels of independence and autonomy that are possible, e.g. in cleaning, undressing and dressing themselves
- It is important to develop a consistent approach between home and school. Therefore, parents/carers, schools and other professionals such as school nurses and specialist health visitors need to work together in partnership. In some circumstances it may be appropriate to set up a home to school agreement or management plan that defines the responsibilities for each partner. The aim should be to work towards the earliest possible or the maximum levels of independence with toileting
- An agreement needs to be in place for parents/carers to provide spare nappies, cleaning wipes, sanitary towels, underwear and clothing. The Continence Team can provide 3 nappies a day for pupils aged 5 years and over. They can be contacted via the school nurse.

- There also needs to be a consistency of approach between school staff with necessary information being communicated to appropriate staff members. It is important that everyone feels part of a team as this ensures continuity and consistency of practice between staff.
- Only key staff members should be aware of the routine and procedures. Confidentiality and the pupil/student's dignity should be respected at all times with regards to sharing of information between staff. If class staff are absent, pupils who are independent toilet users may be supported by supply staff with Villa Real staff present. If an Intimate Care Plan is to be followed, previous class staff members to carry out the intimate care to maintain dignity
- Staff should be well supported with access to appropriate resources and facilities. Any specialist equipment and adaptations required should be accessed through the Occupational Therapist for Physical Difficulties SEND Team
- All staff supporting pupils/students with care needs, especially where the pupil/student is non-weight bearing or has specific medical needs, must receive appropriate information and training. Specialist nursing and health service staff should be involved to provide any relevant medical information, training and advice
- We are aware of and ensure the implementation of appropriate health and safety procedures and risk assessments
- We are aware of our duties under the Equality Act and we ensure we comply to accommodate pupils/students who have toileting and intimate/personal care needs

FACILITIES/RESOURCES

- The designated area should not compromise the safety of the pupil/student or member of staff. The designated area should be hygienic and warm. It should be accessible and easy to reach
- We have purpose built changing rooms
- Height adjustable changing benches which will eliminate the need for staff to change the pupil/student on the floor and enable the pupil/student to climb onto the bench independently reducing the need for staff to lift the pupil/student up. The bench can be raised to an appropriate height for staff to work at safely

SAFEGUARDING PUPILS/STUDENTS

- Safeguarding pupils/students is everyone's responsibility. The normal process of changing a pupil/student who has soiled should not raise child protection concerns and there are no regulations that indicate that two members of staff must be present to supervise the changing process to ensure abuse does not take place. Few educational establishments have the staffing resources to provide two members of staff for this; therefore, one member of staff is adequate to carry out the straight forward task of changing a pupil/student. The exception to the rule needs to be when there is a known risk of false allegation by a pupil/student, then a single practitioner should not undertake the changing task
- Two members of staff may be required for more complex type of care procedures; this will need to be assessed on an individual basis in joint consultation with nursing teams, health colleagues and OT for SEND Team. However, it is important to note that no unnecessary staff should be present and no other staff should interrupt the care procedure
- All adults carrying out intimate care or toileting tasks are employees of the School and enhanced DBS checks are already in place to ensure the safety of pupils/students. Staff employed in childcare and educational establishments must act in a professional manner at all times
- Students on work placement, voluntary staff or other parents/carers working at the School should **not** attend to toileting or intimate care tasks
- Where the pupil/student is of an appropriate age and ability, their permission must be sought before any task is carried out
- Staff carrying out the intimate care/toileting should notify a colleague when they are taking the pupil/student out of the classroom for this purpose, this should be done discretely and sensitively
- Parents/carers should be made aware of the intimate care/toileting policy and must give consent for the pupil/student to be changed or the intimate care procedure to be carried out when they are under the care of the educational establishment. Parents/carers must also be made aware of the fact that it may only be one member of staff carrying out the changing task and there should be a written, agreed and signed consent form in place. (Appendix 1)
- A written log should be kept of all personal and intimate care interventions that take place. (See Appendix 2)
- Villa Real remains highly vigilant for any signs or symptoms of improper practice as we would for all activities carried out onsite
- Any issues for concern, such as – physical changes in the pupil/student's presentation, any bruising or marks or any comments made by the pupil/student, should be recorded and reported to the line manager or Headteacher immediately. All normal Child Protection procedures should be followed

- There should be careful communication between the pupil/student and key worker; the pupil/student should be made aware of the procedures according to their ability to understand. If the pupil/student becomes distressed or unhappy about being cared for by a particular member of staff, the matter should be looked into immediately and addressed with parents/carers, appropriate agencies and all necessary procedures should be followed
- Child Protection training should be an ongoing part of staff training.
- Younger pupils should not be left alone or unattended during toileting or changing procedures. Great care must be taken if the changing unit is any distance off the floor
- Some older cognitively able pupils/students may prefer to be left alone for privacy when toileting. Staff need to adapt their input according to the needs of the pupil/student
- When carrying out intimate/personal care in out of school premises, privacy and safety should be the main concern and part of the planning process

HEALTH AND SAFETY

- Some pupils/students are more susceptible to infection therefore, hygiene procedures are important in protecting pupils/students and staff from the spread of infectious diseases. Staff involved with toileting and intimate care should be trained in correct hand washing techniques and hygiene precautions. The educational setting should provide disposable vinyl gloves, aprons, liquid hand soap, disposable, paper towels and ensure there is access to hand washing facilities in close proximity to the changing area
- There should be an agreed procedure in place for cleaning the pupil/student. Sensitivity and discretion should be used, washing and physical contact especially in intimate areas should be kept to a minimum and done only as necessary
- All contaminated waste or marked items should be disposed of correctly in line with the School's policy and all staff should be made aware of these procedures. Arrangements should be made with the parents/carers for soiled clothing to be taken home and they should be stored in a designated place. A normal disposal bin can be used if a sanitary bin is not available, however, the soiled items need to be wrapped properly in nappy type bags and any bins used for soiled items must be emptied at the end of each day
- Any changing mat or bench should be thoroughly cleaned between each use with appropriate cleaning materials and detergents
- Any spillages or leakages should be cleaned immediately using the appropriate equipment and cleaning materials. All staff should aim for high standards of hygiene around the changing/medical facilities
- Schools and other settings registered to provide education will also have hygiene and infection control policies which are necessary

procedures followed in the case of any pupil/student accidentally soiling, wetting or vomiting whilst on the premises

- Any damaged or torn equipment such as changing mats should be immediately discarded
- Any requests from the parents/carers for use of medical ointments/creams, these should be prescribed by the GP and clearly labelled with the pupil/student's name. These should not be shared between other pupils/students and should be stored in a locked storage facility in line with the School's storage of Medicines Policy

MANUAL HANDLING/SPECIALIST TRAINING

- When pupils/students with physical disabilities require manual handling, all staff undertaking these duties should have appropriate training and instruction to ensure they are competent and confident in their role. The Occupational Therapist for Physical difficulties SEND Team should be contacted to ensure all procedures are carried out in accordance with best practice and maximum degree of safety for the staff and pupil/student being cared for. The Moving and Handling Team in school ensure all appropriate staff are fully trained. Where a staff member has a medical risk assessment Health and Safety advice from DCC may be sought.
- Some pupils/students will enter school with complex difficulties and long or short term medical conditions, which indicate the need for special procedures or intimate care arrangements. In this instance multidisciplinary teams will need to be involved for the appropriate advice, training and any necessary equipment and adaptations. Parental/carer consent and involvement will be required to ensure parents/carers are in agreement with the plans that are put in place
- In this instance it is important to draw up written care/management plans and risk assessments so that all staff involved are aware of their roles, responsibilities and all risks are considered and addressed

WRITTEN GUIDELINES (APPENDIX 1)

As well as consent from parents/carers, guidelines should specify:

- Type and level of care required
- Who will change the pupil/student or carryout the toileting/personal care tasks?
- Where the care tasks will take place
- What resources will be used?
- How the nappy/pad or other medical aids will be disposed of
- What infection control measures are in place?
- What action will be taken if the pupil/student becomes distressed, or if the staff member notices any marks or injuries?
- Any School-Home-Professional agreement/toileting plan required
- Agreement by parents/carers to provide spare nappies, cleaning wipes, underwear or clothing.

APPENDIX 1

Personal/Intimate Care and Toileting Parental Consent

(Form to be completed by Class Manager and copy put onto CPOMS)

Name of child: _____ DOB: _____

School: _____ Class/Teacher Name: _____

Care required and how often during the School day:

Member(s) of staff who will carry out the tasks - all staff need to be fully aware of toileting/intimate care plan and school policies.

Staff name	Staff signature

Where will the tasks be carried out and what equipment/resources will be required to safely carry out the procedures:

Infection Control and Disposal procedures in place:

Actions that will be taken if any concerns arise:

Parents'/Carers' responsibility to provide:

Any School-Home agreement or care/management plan or communication via school-home diary - if required:

Other professionals involved in care/advisory role:
(School Nurse, Health Visitor, Specialist Nurse, OT/Physio, SEND Staff)
Additional Information:

(Delete as appropriate)

I/We have read the Intimate Care/Toileting Policy provided by the educational establishment that my child attends. I/We give permission for the named member(s) of staff to attend to the care needs of my/our child and are in agreement with the procedures proposed.

Name of Parent/Carer _____ Signature: _____

Date _____

APPENDIX 2

Toileting and Intimate/Personal Care Log

Date	Time	Type of Care Carried Out (toileting, nappy change, other intimate/personal care task)	Carried out by	Signature