



Intimate Care & Toileting Procedure

Our Vision:

Achievement, Belonging, Celebration:

*Valuing every child through fostering independence,
inclusion, trust and support*

Our Mission:

Supporting learners to develop holistic skills for life

In support of the Enable Trust Vision

Achieving More Together

Mission

Working together passionately to achieve the best
outcomes for our SEND and AP children and young people

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	ET Safeguarding Policy ET Health and Safety Policy ET SEND Policy ET Supporting pupils with medical conditions Policy NSS Positive Behaviour Policy
Headteacher Signature:	

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1. Aims

This procedure aims to ensure that:

- The dignity, rights and well-being of pupils are safeguarded.
- Accurate guidance and support is provided to staff.
- Parents/carers are assured that staff are knowledgeable about intimate care and toileting, and that the needs of their children are taken into account.
- Intimate care and toileting duties are carried out properly by staff, in line with any agreed plans.
- Staff carrying out intimate care and toileting work do so within guidelines (i.e. health and safety, manual handling, safeguarding protocols awareness) that protect themselves and the pupils involved.
- The child or young person:
 - Has the right to assistance that respects their dignity, and to feel safe when being moved or handled.
 - Has the right to feel comfortable with the adult assistance, and to make it known if this level of comfort is disturbed.
 - Should be encouraged to engage in the care procedure if appropriate, and to know what is happening.
 - Should be encouraged to work towards independence, and helped to do so as much as possible.

2. Definition of Intimate Care

Intimate care is any assistance that involves touching a student while carrying out a procedure that most students are able to do for themselves, but some are unable to manage without help. This may involve help with eating, drinking, dressing and matters of personal hygiene such as washing and toileting. In some instances, more specialized intimate assistance may be needed for students with physical or medical difficulties.

At New Siblands we use the following terminology:

- **Intimate Care Plans** are for children and young people who have a medical need which means they will always require support with toileting and personal care.
- **Toileting Plans** are used for children and young people who have a learning need which means they require support with toileting until they achieve toileting independence.

3. Parents/Carers

Parents have the right to information regarding school procedure and procedures designed to meet the needs of their child. The school should work closely with parents/carers to ensure that all aspects of the care procedure are shared and understood.

Parents have a responsibility to ensure that all relevant information is provided to help the school assist their child in an appropriate way. Especially anything that may affect the management of their child's personal care (e.g. if medication changes or if they have an infection).

For pupils needing routine intimate care, parents/carers need to provide, when necessary, a good stock (at least a week's worth in advance) of necessary resources, such as pads, underwear and/or a spare set of clothing.

Parents/carers will sign and return the agreed Care Plan to school once happy with the document.

4. Writing an intimate care plan

- The plan should have the pupil's safety, privacy, and dignity as paramount (Appendix 2)
- The plan will be agreed in discussion between the school, parents/carers and the pupil when possible.
- The plan should include:
 - Clear information regarding the assistance to be provided. The plan should clearly specify and with as much detail as possible e.g. undressing/cleaning, changing the pad, positioning/holding of student
 - The method of communication to be used by the student
 - What they can and can't do for themselves, and any preferences
- Whilst it is recommended to have two members of staff assisting the child, this level of resourcing may not be available, and while the introduction of a second assistant may be perceived as providing protection against allegations of abuse, it can also further erode the child's privacy. If the plan has been agreed and signed by parents, staff, and child if appropriate, it is acceptable to have one assistant unless there are implications regarding safe handling.
- Two people are required, if a hoist is being used.
- The school's Bank Staff are permitted to undertake Intimate Care alone, provided they have received the appropriate training, and read/signed the Intimate Care Plan for the pupil in advance. **Agency staff are never permitted to undertake Intimate Care alone, but may assist another member of staff.**
- The assistant/s should talk to the student throughout the procedure e.g. "I am going to help you undress", "I am using a wipe to clean your bottom".
- The plan will be reviewed annually, even if no changes are necessary, and updated regularly to meet any changing needs of the student.
- All staff will have read and signed the Personal/Intimate care plan prior to supporting the student with their care.

5. Sharing information and confidentiality

The school will share information 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.

Information regarding agreed procedures must be treated confidentially and recorded/held only in the pupil's school file. Information should not be disclosed or discussed with any adults other than those with responsibility for the pupil's personal care, and should not be referred to in the presence of others.

Care should be provided at agreed times, at the pupil's request or in response to an agreed signal. Staff should make themselves familiar with the child's manner of communication, whether verbal, sign, eye contact or other means.

Appropriate terminology for parts of the body and bodily functions should be clarified between the student, parents and their assistants.

6. Role of staff

Staff able to directly support pupils with basic intimate/personal care:

- Care Assistants
- Lunchbreak Supervisors
- Learning Support Assistants
- Teaching Assistants
- Teachers
- School bank supply
- Senior Leadership Team

All staff at the school who carry out intimate care will 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.

7. Training and resources

Staff will receive:

- Training in order to meet the needs of students
- Regular safeguarding training
- If necessary, manual handling training that enables them to remain safe and for the pupil to have as much participation as possible

They will be familiar with:

- The control measures set out in risk assessments carried out by the school
- Hygiene and health and safety procedures
- They will also be encouraged to seek further advice as needed

The school provides:

- Appropriate accommodation that ensures privacy for the student, and is sufficiently spacious to accommodate any other equipment the child may need, such as a changing bed, toileting chair or hoists.
- Resources to ensure that procedures are carried out hygienically. This may include disposable aprons, gloves, wipes, medicated hand washing products and anti-bacterial cleaners and paper towels.

Additional requirements include bins for the disposal of soiled waste items, and when required clinical waste bins for the disposal of needles, catheters etc.

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

8. Intimate care procedures

- All intimate/personal care procedures will be carried out in the toileting/hygiene areas. Overhead hoists are available in the hygiene rooms if required.
- It is the protocol of New Siblands School for Male members of staff to change female pupils, as long as they have an enhanced DBS with a barred list check.
- When carrying out procedures, the school will provide staff with:
 - Disposable gloves and aprons
 - Cleaning wipes
 - Suitable bags and bins
 - Paper towels
 - Antibacterial cleaning sprays and hand sanitiser

9. Concerns about safeguarding

- Pupils should be encouraged to recognise and challenge inappropriate assistance, and behaviour that erodes their dignity and self-worth.
However, the following factors may increase a pupil's vulnerability:
 - Experience of multiple carers
 - The inability to distinguish between assistance and abuse
 - The inability to communicate
- While adults are protected by their adherence to procedure, the following factors may increase their vulnerability:

- The possibility of accidents
 - The possibility of misunderstanding or misinterpretation
 - The possibility of the student becoming aroused
- The school should ensure that the programme of assistance is monitored and both student and adult given the opportunity to report any concerns that they may have.
 - If a member of staff carrying out intimate care has concerns about physical changes in a student's appearance (e.g. marks, bruises, soreness), they will report this using the school's safeguarding procedures.
 - If a student is hurt accidentally or there is an issue when carrying out the procedure, the staff member will report the incident immediately to the Class Teacher and/or SLT and record on CPOM's.
 - If a student makes an allegation against a member of staff, the responsibility for intimate care of that student 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.

10. Monitoring arrangements

This procedure will be formally reviewed every two years by the School Leadership Team, consulting with relevant staff. If necessary, this procedure can be reviewed more frequently.

11. Links with other policies

Appendix 1: template for intimate/personal care plan with signed consent

New Siblands School Intimate/Personal Care Plan

Student name:	Class:
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Where care will take place and number of staff required:
What resources and equipment will be used, and who will provide them:
How procedures will differ if taking place on a trip or outing:
Agreement of intimate care procedures for a child/young person with complex needs Signed Parent/Carer Date Signed (Class Teacher) Date Signed (TA, Support staff) Date Date

This plan will be reviewed every year or as/when the needs of the students change.

Appendix 2 Procedures

Preparation:

- Identify pupils who require toileting support and assess their specific needs, such as mobility, communication, or medical requirements.
- Gather necessary supplies, including personal hygiene items (if needed), gloves, wipes, and a change of clothes.

- Communicate with the pupils' parents or guardians to establish communication and specific toileting routines.

Procedure:

- Obtain Informed Consent: Ensure that parents or guardians have given consent for toileting support, and be aware of any specific instructions.

Preparation of Toileting Area:

- Ensure the toileting area is clean and safe.
- Provide privacy and dignity by closing doors or curtains.

Communication:

- Communicate with the pupil about their needs and preferences, using their preferred mode of communication (verbal, sign language, picture cards, etc.).
- Explain each step of the process in a clear and reassuring manner.
- Assistance with Clothing: Assist the pupil in undressing, ensuring modesty and dignity are maintained.

Toileting:

- If necessary, provide physical support for transferring to the toilet or changing position.
- Give the pupil adequate time and encourage them to communicate when they are ready.

Personal Hygiene:

- Assist with cleaning, wiping, and any other necessary personal hygiene tasks.
- Use disposable gloves to maintain hygiene standards.

Dressing:

- Assist the pupil in redressing while respecting their privacy and preferences.
- Ensure all clothing is adjusted comfortably.

Handwashing:

- Help the pupil wash their hands thoroughly with soap and water.
- Model proper handwashing techniques.

Safety and Dignity:

- Throughout the process, maintain a focus on the pupil's safety, dignity, and comfort.

- Address any unexpected issues promptly and professionally.

Post-Toileting Care:

- Ensure that the pupil is comfortable and in a safe environment after toileting.
- Replace any soiled items (e.g., pads) with fresh ones if needed.

Report and Communication:

- Share relevant information with parents or guardians as needed.
- Communicate any concerns or significant changes in toileting needs to the Class Team.

Safeguarding:

- Report any concerns to the Class Teacher/SLT and record on CPOMS.