



Norwich Road Academy

Intimate Care Policy

Date of policy	May 2024
Member of staff responsible	J. Purvis and G. Rich
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Definition:

Intimate care may be defined as any activity required to meet the personal care needs of each individual child. Parents are responsible for advising staff of any intimate care needs of their child, and staff are responsible for working with children and parents. Intimate care can include:

- **Feeding**
- **Oral care**
- **Washing**
- **Dressing/undressing** - Outside the usual support already given for PE lessons or with zips, buttons, etc. particularly in Reception
- **Toileting** - Assisting a pupil who has soiled him/herself or helping a child clean up after going to the toilet
- **Supervision** of a child involved in intimate self-care

As with all developmental milestones, there is a wide variation in the time at which children and young people develop and intimate care may need to be provided at any stage. This guidance refers to all children of any age, who may require support for intimate care from an adult daily and those who may require it occasionally.

Legislation:

This policy and practice will support staff to overcome any challenges and be confident they are meeting the requirements of the Early Years Foundation Stage, Special Educational Needs and Disability Act (2001), the Disability Discrimination Act (1995), Equality Act (2010) and related legislation.

The Equality Act (2010) states that the responsible body of a school must not discriminate against a person:

- (a) In the arrangements it makes for deciding who is offered admission as a pupil.
- (b) As to the terms on which it offers to admit the person as a pupil.
- (c) By not admitting the person as a pupil.

It is not acceptable to ask parents to come to change their child if a child has a recognised disability as this is a direct contravention of the Act. Also, leaving any child soiled for any length of time is considered a safeguarding issue since it places the child at risk of significant harm.

The principles adopted in this policy:

1. Children should be encouraged to express choice and to have a positive image of their body.
2. Children have a right to feel safe and secure.
3. Children should be respected and valued as individuals.
4. Children have a right to privacy, dignity and a professional approach from staff when meeting their needs.
5. Children have the right to information and support to enable them to make appropriate choices.
6. Children have the right to complain and have their complaint dealt with.
7. Intimate care can involve risks for both the child and any adults in attendance. These guidelines seek to minimise such risks.

Intimate Care Arrangements:

Supporting dressing/undressing – Sometimes, it will be necessary for staff to aid a child in getting dressed or undressed, outside the usual support already given for PE lessons or with zips, buttons, etc. particularly in Reception and Nursery. Staff will always encourage children to attempt undressing and dressing unaided.

Medical Conditions - If a child has a medical condition which is likely to lead to soiling and subsequent staff intervention, specific medical advice may be sought from outside agencies. Parents or guardians will be asked to sign an **Intimate Care Plan (Appendix One)** so that staff can clean and change their child if necessary. If a parent does not give consent, the school will contact the parents or other emergency contact giving specific details about the necessity for cleaning the child. If the parents or emergency contact are unable to come promptly, the child is comforted and kept away from the other children to preserve dignity until the parent arrives. If parents/guardians cannot be contacted, staff will decide on the most appropriate care to minimise any stress, discomfort or anxiety the child may be experiencing.

Soiling - Staff from Norwich Road Academy will work together in partnership with parents to support each child towards independent use of the toilet. If tending to a child who has soiled themselves during the school day, staff will respond sensitively and professionally. If 'accidents' occur, the child will change themselves into dry clothing, and wet/soiled items will be sent home for washing. The child's independence will be encouraged as far as possible in his/her intimate care and reassurance given. A record of the incident will be kept in school and the parent will be informed (by a note home, verbally at home collection time or a phone call) and requested to return the borrowed items of clothing when laundered. If there is an occurrence of heavier soiling or

vomiting, this may require staff to provide care at a more personal level. Staff will follow set procedures for this intimate care:

- If possible, the child will be removed to a less public place to maintain dignity and avoid a feeling of humiliation.
- If appropriate, the child will be encouraged, through guidance and assistance, to clean themselves to make them more comfortable.
- Parents should be contacted as soon as possible.

Our practices

At Norwich Road Academy, dealing with children in Reception to year 2 and with children in years 3 to 6, the usual procedure when dealing with the intimate care of a child is to call the parent or carer to come in and to attend to their child. However, if this is not possible, or is for a child with a known medical need, the following guidance should be followed:

It is essential that all staff are familiar with the Safeguarding and Child Protection Policy and procedures. If staff are concerned about a child's actions or comments whilst carrying out intimate care, this should be recorded and discussed with the Designated Safeguarding Lead.

The number of adults in attendance: ideally this should be two. This provides mutual support in case child protection allegations are made. However, it is recognised that in some situations this is not a practical proposition as staff numbers and availability preclude it. In these circumstances, the child's nature and knowledge must be used to help assess the risk. The dignity of the child must also be considered; two adults may be inappropriate. If only one adult is to be in attendance, then whilst maintaining discretion, ensure another adult knows why the child has been withdrawn from class.

Which adults should attend?

Wherever possible allow the child to express a preference. At least one person should be on the setting staff. It is not appropriate for a helper or volunteer to provide the only care for the child. Wherever possible, staff should work with children of the same sex in providing personal care. Religious and cultural values must always be considered.

Location: Whilst privacy is necessary, the area should be accessible to another adult if they are needed. You should spend the minimum time possible with the child in this intimate care situation. However, the child may need support and/or reassurance after the incident; try to provide this in a different place, where such support is normally given. If you have a pupil with complex needs in relation to intimate care the academy

will seek external support. Visual displays on hand washing to be displayed in changing areas.

Caring: The child should be spoken to by name and given explanations (including visuals when appropriate) of what is happening. Ensure privacy appropriate to the child's age and the situation. Encourage the child to care for him/herself as far as possible. Be aware and responsive to the child's reactions. Items of spare clothing should be readily available.

Hygiene: When washing always use a disposable flannel / cloth and encourage the child to wash private parts of their body. The provision of gloves and aprons should be readily accessible. Used items must be disposed of appropriately. Supplies of cleaning materials should be provided for.

Reporting: All incidents involving intimate care must be shared with parents at the end of the session. All incidences of intimate care must be recorded and signed using the Record of Intimate Care (Appendix Three).

Regular occurrences: When it becomes evident that a child has an on-going problem that requires regular intimate care intervention, the setting should seek to make arrangements with the parent/carer for the long-term resolution of the problem.

Confidentiality: The dignity of the child must be respected so as much as possible it should be kept confidential between child, school and parent/carer.

Parents/carers: We request that parents contact the school by emailing or calling the office to inform us that an intimate care plan is needed. You will then be contacted by a member of staff to co-create an Intimate Care Plan (Appendix One). All parents/carers should be made aware of the way the school will deal with these issues.

Support for staff: It is unlikely that any staff will want to be involved in such intimate care, but for the school's smooth running, this can sometimes be unavoidable. It is therefore important that all staff are aware of the settings' guidance on intimate care issues and, where necessary, are trained and supported appropriately. Staff must also raise their own concerns and issues.

Appendix 1



Intimate Care Plan for Norwich Road Academy

Academy:

Child's name:

Class:

Date of plan:

	Discussion	Action
<p>Facilities: Suitable toilet identified? Adaptations required?</p> <ul style="list-style-type: none"> • Changing table/bed • Grab rails • Step • Locker for supplies • Hot and cold water • Lever taps • Mirror at suitable height • Disposal unit/bin • Hoist • Other moving and handling equipment • Emergency alarm • Other 		
<p>Family provided supplies:</p> <ul style="list-style-type: none"> • Nappies/pads • Catheters • Wipes • Spare clothes • Other 		
<p>School provided supplies</p> <ul style="list-style-type: none"> • Toilet rolls • Antiseptic cleanser • Cloths/paper towels • Soap • Disposable gloves/aprons • Disposal sacks • Urine bottles • Bowl/bucket • Milton/sterilising fluid • Other 		

<p>Good practice</p> <ul style="list-style-type: none"> • Advice sought from Health professionals? • Moving and handling advice required? • Parent/carer views • Pupil's views How does the child communicate? Are visuals needed? • Agree use of language to be used • Preferences for gender of carer • Training required for staff? • Awareness raising for all staff • Other 		
<p>PE issues</p> <ul style="list-style-type: none"> • Discreet clothing required? • Privacy for changing? • Other specific advice for swimming • From parents/carers • From Health Professionals 		
<p>Support</p> <ul style="list-style-type: none"> • Designated staff • Back-up staff • Training for back-up staff • Transport • School visits • After school clubs • Toilet management/intimate care plan to be prepared • By whom • When • To be reviewed when 		



Permission for school to provide intimate care

Pupil's name:

DOB:

Parent/Carer name(s):

I/We give permission for school to provide intimate care to my/our child.

I/We will advise the school of anything that may affect issues of personal care (if medication is changed or my child has an infection for example).

I/We understand the procedures that will be carried out and will contact the school immediately if there are any concerns.

Signature:

Name:

Relationship to child:

Date:

