

Intimate Care Procedure

The Mosley Academy

Implementation date: September 2025
Review date annually: September 2027

The Mosley Academy is aware that learners may require assistance from members of staff for personal care and intimate care, including toileting, either due to the age and developmental of the child, or because of a disability or medical need. Our main aim is to ensure that our learners are safe, secure and protected from harm and that we promote the protection of children's welfare and dignity. We are committed to always undertaking our duties in a professional manner and promoting the protection of children's welfare and dignity.

Definitions

Personal Care is defined as those tasks which involve touching, including skin care, applying external medication, feeding, administering oral medication, hair care, dressing and un-dressing, washing non-personal body parts and prompting to go to the toilet.

Intimate Care is defined as those tasks associated with bodily functions, body products and personal hygiene which demand direct or indirect contact with or exposure to the genitals including such tasks as dressing, undressing, helping with the use of the toilet, changing continence pads/nappies, bathing and washing personal and intimate parts of the body.

Aim

This intimate care policy aims to provide a clear framework for staff to ensure the safety and dignity of all learners who need support with personal care, including toileting and continence management. It will also clarify for learners and their families, the support they can expect from our school.

Key principles of this procedure

The Mosley Academy respects our learners and encourages them to achieve their full potential. This includes encouraging them to be as independent in relation to their own personal care.

We will ensure:

- Our children are treated as individuals
- We safeguard the rights of every child – safety, dignity and privacy.
- Children are treated with sensitivity and respect, and in such a way that their experience of toileting is a positive one.
- Children are provided with consistency of care as far as possible.
- Children are involved with and consulted about their personal care as far as possible.
- We encourage independence wherever possible.
- We safeguard staff required to operate in sensitive situations
- Parents/Carers are regularly consulted in relation to the personal care of their children.
- When carrying out intimate care away from the setting, that we have an increased awareness of privacy and safety issues.

School Responsibilities

- We encourage all children to be toilet trained before starting school, but where this is not the case, we will work with parents/carers to promote toilet training, unless there are medical needs why this is not appropriate.
- If a child is not yet toilet trained when starting school, staff will sensitively enquire about the parent/carer's understanding of their child's developmental neds. We may refer parents to the school nurse or local health visitor, who will be able to advise on how best to support the child to toilet train.
- Where children cannot be fully continent, we will ensure that a care plan is written to ensure their needs are clarified and met. The child and family will be included discussions about the care plan, unless this is inappropriate. Relevant healthcare professionals including the school nurse/a health visitor may also be consulted. The care plan will be reviewed regularly.
- School will ensure that anyone who undertakes intimate care is trained accordingly and has had appropriate safeguarding checks and training. Only those staff named on the individual care plan will be involved in providing support with intimate care to a child. School will ensure that sufficient staff are named on care plans and available to provide the required support in all foreseeable circumstances.
- Only in an emergency, would staff undertake intimate care that as not been agreed with the parents/carers. This act of care would be reported to a senior member of school staff and to the parents/carers as soon as possible after the event. The reasons for this and the care undertaken would be documented by the staff member who has delivered the care.
- A written record will be kept of all support with intimate care. This will include the date and time of the care, who was present and any care given that has differed from the care plan, together with the reason for this. Any changes in the child's behaviour or appearance will be documented using our safeguarding system and shared with a senior member of staff.
- Staff will communicate carefully with children, using their usual communication methods, to discuss their needs and preferences. Wherever possible, the child's wishes and preferences will be considered. Staff will be supported to adapt their practice in relation to the needs of individual children.
- School will consider the religious views, beliefs and cultural values of the child and their family as far as possible and liaise/work closely with families to discuss any requests relating to intimate care.
- Children will be supported to achieve the highest level of autonomy that is possible given for their age and abilities. Staff will encourage each child to do as much as possible for themselves to develop independence.
- Regularly updated comprehensive risk assessments will be completed for individual children that cover all their intimate care needs.
- School will ensure that all staff are aware of the need for confidentiality in relation to intimate care and personal/sensitive information will only be shared with those who need to know.
- If a child is regularly wetting/soiling, staff will keep a record of the times this happens as this may allow staff to pre-empt a problem.
- Staff will ensure this is sufficient cover if having to leave a group of children in order to help a child to change. Other members of staff will be informed and wherever possible, a chaperone will be used so that staff are not alone with a child.

Parent/Carer Responsibilities

- Parents/Carers must ensure that they provide all relevant information to school, as soon as possible, so that the needs of their child can be met. This includes the nature of the child's needs, details of any healthcare professionals involved including specialist nurses, as well as any changes in their medication, care or condition.
- Parents/Carers must ensure that they work towards their child achieving the maximum possible level of independence at home.
- Parents/Carers should liaise and work with school staff to develop and agree any necessary care plans.
- Parents/Carers must make sure that school is provided with any required equipment/materials for their child's intimate care or toileting needs.

Specific Procedures

- Where children are still toilet training, spare underwear (or pull-ups where necessary) is provided in a named carrier bag by parents.
- In the event of an accident in school, children will be talked through the process of changing themselves by a member of the staff team.
- In the event of a child soiling themselves, staff will endeavour, in the first instance, to give verbal instruction to independently clean themselves. In the event of a child not being able to self-clean and/or becoming distressed, a parent/carer will be called to come into school and assist. This is not the case for children who have developmental delays or a disability where an Individual Health Care Plan will already have been agreed between parents/staff.
- Where accidents occur and no spare underwear hasn't been provided from home, staff will endeavour to provide suitable underwear (from school stock) and will discreetly bag soiled underwear for parents/carers.
- Where possible, staff will not enter toilet cubicles to help children but instead will offer verbal support from outside the cubicle.
- Pull-ups will be disposed of in an appropriate disposal unit.
- All staff will wear gloves when attending to/handling bodily fluids.

Related Documentation

- Safeguarding Policy and Local Procedures
- Confidential Reporting Policy
- Managing Medical Needs in School Procedure
- First Aid Procedure
- SEND and Inclusion Procedure