



Caring **A**chieving **R**espectful **E**xciting

Toileting and Intimate Care Policy

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Policy Approved **Signed: Angela Cole** **Date: 03.07.14**

Policy Reviewed Signed: A Repesa Date: 20.06.19

Policy Reviewed Signed: A Repesa Date: 18.06.20

Policy Reviewed Signed: A Repesa Date: 10.06.21

Policy Reviewed Signed: A Repesa Date: 09.06.22

Policy Reviewed Signed: A Repesa Date : 08.06.23

Hardwick Primary School understands the importance of its responsibility to safeguard and promote the health, wellbeing and welfare of children.

Pupils may require assistance with toileting and/or intimate care as a result of their age, developmental stage or due to having SEND. The school aims to support pupils with physical disabilities and illnesses to enable them to have a full and rich academic life and to ensure that none are discriminated against. In all instances, effective safeguarding procedures are of paramount importance.

The school is committed to providing intimate care for children in ways that:

- Maintain their dignity
- Are sensitive to their needs and preferences
- Maximise their safety and comfort
- Protect them against intrusion and abuse
- Respect the child's right to give or withdraw their consent
- Encourage the child to care for themselves as much as they can
- Protect the rights of all others involved
- Provides continuity of care through close partnerships with parents and carers

Legal framework

This policy has due regard to relevant legislation, including, but not limited to, the following:

- Equality Act 2010
- Education Act 2011
- Health Act 2006
- Children and Families Act 2014
- DfE (2022) 'Keeping children safe in education 2022'
- DfE (2018) 'Working Together to Safeguard Children'

This policy will be implemented in conjunction with the school's:

- Child Protection and Safeguarding Policy
- Health and Safety Policy
- First Aid Policy
- Administration of Medicines in School and Supporting Children with Medical Conditions Policy
- Disability, Equality and Diversity Policy
- Working at Hardwick Policy
- Whistleblowing Policy

What is intimate care?

For the purpose of this policy, 'intimate care' is defined as any care which involves the following:

- Body bathing other than to the arms and face, and to the legs below the knee
- Application of medical treatment other than to the arms and face, and to the legs below the knee
- Assisting in toileting including wiping or washing intimate areas
- Changing a child who has wet or soiled themselves
- Providing oral care or feeding
- Dressing and undressing including underwear, incontinence pads, nappies or medical bags
- Carrying out an invasive procedure

Most children and young people will be able to carry out these tasks for themselves, but some, particularly children with disabilities, may be unable to meet their own care needs for a variety of reasons and will require regular support. All pupils will be encouraged to act as independently as possible and to undertake as much of their personal care as is possible and practicable.

Roles and responsibilities

The **headteacher** is responsible for:

- Working with staff to ensure that intimate care is conducted safely, professionally and sensitively
- Ensuring that the intimate care of all children is carefully planned, including the creation of individual plans where needed
- Handling any complaints about the provision of intimate care in line with the school's Complaints Policy

The **SENCo** is responsible for:

- Working with parents, pupils, school staff and professionals where individual care plans are required to create clear plans of action which mean that all parties are confident and protected in providing intimate care
- Liaising with external professionals such as the school health team, specialist continence team or Community Paediatricians
- Communicating with parents in order to establish effective partnerships when providing intimate care requiring individual care plans

All **members of staff** are responsible for:

- Undergoing necessary training for the provision of intimate care
- Undertaking intimate care practice respectfully, sensitively and in line with the guidelines outlined in this policy
- Following the steps and processes outlined in children's individual care plans

Parents are responsible for:

- Liaising with school to communicate their wishes in regard to their child's intimate care
- Providing their consent to the school's provision of their child's intimate care
- Adhering to their duties and contributions to their child's intimate care plan, as outlined in this policy

Intimate care in the Early Years Foundation Stage

It is generally expected that most children will be toilet trained and out of nappies before they begin at nursery/school. However, there will be children who are not yet toilet trained and it is inevitable that some children will have accidents and need to be attended to. In order to help children to become more aware of their bodily needs and respond to them in time, those who wish to go to the toilet are always allowed to do so, although they are encouraged as they progress through the school to use the toilet during break times.

Hardwick Primary School will liaise with parents to understand each child's toileting and intimate care needs prior to their starting school. This will predominantly take place during induction and home or nursery visits, either prior to FS1 or FS2.

At induction, parents/carers are made aware of the school's toileting and intimate care policy which is available in full on the website. Parents are asked to consent to school staff providing intimate care if needed and are asked to detail any further care requirements or wishes. This includes sharing the details of any external professionals involved or specific plans that are in place for their child's intimate care. Parents are responsible for keeping the school informed of any changes to their wishes or updates to their child's care requirements.

Where it is the case that children entering EYFS are not yet toilet-trained and will need regular assistance with toileting, this will be recorded on the child's induction paperwork and will be shared with EYFS staff and the SENCo. An individual toileting/intimate care plan will subsequently be drawn up in collaboration between school and parents (see Appendix 1). This plan will be signed by parents and school staff to ensure that all parties understand the care that will be given. Parents are responsible for informing school if any changes are needed to this plan. A plan will not be drawn up to cover occasional toileting accidents – parental consents given at induction and this policy will be used instead.

If a child has more complex intimate care requirements, this may involve liaison between school staff, SENCo, parents and external professionals if involved to fully understand any specific care needs and to draw up a collaborative plan of how the child's needs will be met in school. This will involve use of the Personal Care Plan template (Appendix 1), often in tandem with the Individual Health Care Plan template included within the school's Medications Policy and Procedure where medical needs are involved. Parents are responsible for informing school if any changes are needed to the drawn-up plan(s), for example, if any new medical guidance is received. This plan will be reviewed on at least an annual basis.

All EYFS staff will be informed of those children where no permission is given for support with intimate care, e.g. in the case of a toileting accident. In respect of this, if no parental consent

has been given and the child requires intimate care, the parent will be contacted by phone in order to either gain consent or to be requested to attend to their child themselves. Parents who do not consent to school providing intimate care when required should be readily available so that their child is not left in an uncomfortable state for any longer than needed.

Where a child requires regular assistance with toileting in school, parents will be asked to supply the following items for their child in an individual bag or storage box:

- Spare nappies
- Wipes, creams, nappy sacks etc.
- Spare clothing
- Spare underwear
- A training seat for the toilet (if required)

EYFS staff have access to a designated private changing area with a toilet, hand basin with access to liquid soap and warm water, a fold-down changing bed (if size appropriate) and a large space for use of a changing mat on the floor when needed. There is also a stock of baby wipes, plastic bags and disposable protective gloves. The EYFS changing area has a nappy disposal bin for safe and hygienic disposal.

If a child wets or soils themselves during school time (and unless a personal care plan states otherwise – in which case the personal care plan will be applied), the following process will be followed:

- One member of staff who is known to the child (teacher or TA) will assist the child. Wherever possible this will be a member of Hardwick staff as opposed to agency or supply staff, and the staff member will always have relevant DBS clearance and training.
- Where possible (e.g. if wet only and changing clothing) the child will be changed within the classroom toilets. If this is not possible (due to the nature of care/cleaning needed) a nominated changing toilet will be used.
- The supporting staff member will inform another member of classroom staff that they are going to support the child, including where this will take place, and will ensure that equipment (if needed, e.g. changing mat) is clean and ready for use.
- The staff member will wash their hands using soap and water and put on disposable protective gloves before attending to the child's intimate care needs.
- The child will be given the minimum support needed to remove their wet/soiled clothes and underwear/pull-up/nappy and clean skin (usually including bottom, genitalia, legs, feet).
- Mobile children will be changed standing up where possible. If this is not possible, they will be changed using a changing bed or changing mat on the floor.
- Nappy/incontinence waste will be carefully bagged and disposed of in the nappy bin in the designated changing toilet.
- The child will be given the minimum required support to put on clean underwear/pull-up or have a clean nappy put on for them.
- The child will be given the minimum required support to dress in their own spare clothes, or those provided by school.

- The member of staff will double-wrap wet/soiled clothes in plastic bags to give to parents to take home at the end of the day.
- The staff member will wipe any equipment used ready for next use before removing and disposing of protective gloves and washing their hands.
- Parents will be informed at the end of the day if their child has required intimate care which is not a part of a routine personal care plan.
- The staff member will record intimate care support given using the template in Appendix 2. Where personal care tasks have taken place in a separate changing room, times entered and departed will be included. Recording sheets will include initials only and will be stored for relevant staff access only.

At all times the member of staff pays attention to the level of distress and comfort of the child. If the child is ill, a member of staff will telephone the parent/carer. In the event a child is reluctant and refuses to allow a staff member to assist them, the parent/carer will be contacted immediately.

Our intention is that children will never be left in soiled clothing, but as soon as a member of staff responsible for them is aware of the situation, the child will be supported to change and be cleaned.

It is intended that the child will not experience any negative disciplining, but only positive encouragement and praise for their endeavours to master toileting as a necessary skill. It is always our intention to avoid drawing attention to such events and positively to encourage the child in their efforts.

This policy will be shared and reviewed by EYFS staff on an annual basis and on induction. This will enable training needs to be identified and training provided if required.

Intimate Care beyond EYFS

At whatever stage children join Hardwick Primary School, during induction parents/carers are informed of the school's toileting and intimate care policy. Parents are asked to consent to school staff providing intimate care if needed and are asked to detail any further care requirements or wishes. This includes sharing the details of any external professionals involved or specific plans that are in place for their child's intimate care. Parents are responsible for keeping the school informed of any changes to their wishes or updates to their child's care requirements.

Where regular intimate care is needed beyond EYFS, personal care plans will be drawn up by the SENCo which will enable staff to work in consultation with parents, and pupils where appropriate, to agree on a course of action. The needs and wishes of children and parents will be taken into account wherever possible within the constraints of staffing, facilities and equal opportunities legislation. This plan is likely to involve input from external professionals and may confirm provision that is detailed in some children's Education, Health and Care Plans (EHCPs). This plan may include information such as: the care required, the timings of care, number of staff required, how care will be recorded, additional equipment needed, the child's preferred

means of communication and the level of involvement that the child is able to have in their intimate care. Plans will always aim to give the child, and support the child to achieve, the maximum level of independence possible within their intimate care given their individual condition and abilities.

Careful consideration will be given to individual situations to determine how many adults should be present during intimate care procedures. Wherever possible, one pupil will be cared for by one adult unless there is a sound reason for having more adults present. In such a case, the reasons will be documented within their care plan.

Where specialist equipment and facilities above those currently available in school are required, every effort will be made to provide appropriate facilities in a timely fashion, following assessment by a physiotherapist and/or occupational therapist. This may involve requesting an assessment for an Education, Health and Care Plan (EHCP) through the local authority.

Where children have individual care plans in place which require specialist training, the school will ensure that at least two members of school staff are trained so that a secondary designated member of staff is available to attend to care needs if the first is absent. Training will be undertaken as soon as is practically possible, but parents may be called upon to support their child's intimate care in the interim. Staff will also be supported, through additional training and advice from health professionals where needed, to adapt their practice in relation to the needs of individual children taking into account developmental changes such as the onset of puberty and menstruation.

This plan will be signed by the child (if age/understanding appropriate), parents, school staff and the SENCo to ensure that all parties understand the care that will be given. Parents are responsible for informing school if any changes are needed to this plan, for example, if any new medical guidance is received. The plan will be reviewed on at least an annual basis by the SENCo.

Where children have continuing continence problems or regular intimate care needs, parents are expected to provide an individual bag of all of the items their child will need, including:

- Spare nappies/pull-ups
- Wipes, creams, nappy bags
- Medical equipment such as catheters
- Spare clothes

The school has access to three disabled toilets, two toilets with changing facilities and one large accessibility toilet with a height-adjustable changing bed and mobile hoist. All of these facilities offer the children who need to use them privacy and access to hygiene necessities such as soap and warm water. These facilities also include equipment needed by staff such as disposable protective gloves and also contain nappy and incontinence waste bins for safe and hygienic disposal.

All staff implementing individual care plans have a responsibility to observe good practices, including:

- Ensuring necessary equipment and intimate care facilities are clean before use.
- Washing their hands with soap and water and donning disposable protective gloves before commencing intimate care.
- Ensuring that continence waste is secured in a bag and disposed of in the nappy and continence waste bin.
- Wiping equipment that has been used (e.g. changing bed) after use so that it is ready for next use.
- Disposing of gloves and washing hands after completion of intimate care.
- Recording intimate care support given (see Appendix 2 for template recording sheet).

Where children beyond EYFS have toileting accidents, spare underwear and either their own PE clothing or spare clothing from supplies held in school will be collected for them as discretely as possible and the child allowed to change. Children older than EYFS who do not have personal care plans will be expected to be able to complete the intimate tasks involved in cleaning and changing themselves independently with minimal support e.g. for doing up buttons. Where a care plan is not in place and a child has needed help with intimate care (in the case of a toilet 'accident') then parents/carers will be informed the same day. This information will be treated as confidential and communicated in person, via telephone or by sealed letter.

Safeguarding procedures

The school adopts rigorous safeguarding procedures in accordance with its Child Protection and Safeguarding Policy and will apply these requirements to intimate care procedures. The school also recognises that disabled children are particularly vulnerable to all forms of abuse. All adults involved in providing intimate care in school have undergone an enhanced DBS check (which include barred list information) enabling them to work with children.

All members of staff receive safeguarding training on an annual basis, in addition to receiving child protection and safeguarding updates as required. All staff involved in toileting/intimate care also review this policy on induction and then on an annual basis to ensure that any queries can be resolved and additional training needs identified.

If a member of staff has any concerns about the safety and welfare of children with regards to intimate care, including any unusual marks, bruises or injuries, they are required to report these to the DSL, Mrs R Sandhu, or DDSL in accordance with the school's Child Protection and Safeguarding Policy. Any concerns about the actions of members of staff should be reported in accordance with the school's Whistleblowing Policy.

If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be investigated at an appropriate level and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of the process of reaching a resolution and further advice may be taken from external professionals. If a child makes an allegation about a member of staff this will be investigated in accordance with the school's Child Protection and Safeguarding policy.

Appendix 1: Personal Care Plan

Personal Care Plan

for children requiring toileting/intimate care support in school.

Child's Name:
Name of School:

Completed by: _____ (staff member)

Date of Plan: _____ Date to review Plan: _____

Who will change the child?
How will be the child be changed? e.g. standing up in a toilet cubicle, lying down on a mat on the floor.
Who will provide the resources? e.g. wipes, nappies, disposable gloves
How will the changing occasions be recorded and how this will be communicated to child's parent/ carer?
How will wet/ soiled clothes be dealt with?
What the member of staff will do if the child is unduly distressed or if marks or injuries are noticed. Please note: the Child Protection and Safeguarding Policy must always be adhered to.
Agree a minimum number of changes
How will the child be encouraged to participate in the procedure?
Any other comments/ important information, e.g. medical information:

This plan has been discussed with me and I agree to change my child at the last possible moment before he/ she comes to school, provide the resources indicated above and encourage my child's participation in toileting procedures at home as appropriate and where possible.

Signed: _____ Date: _____

Parent/ Carer's Full Name: _____

Appendix 2: Toileting/Intimate Care Recording Sheets

Template below includes minimum and essential information recorded. Additional columns may be added to reflect personal care plans and aims.

Record of Intimate Care Intervention

Child's Initials: _____ Class: _____

Date	Time (including time in and out if in separate changing space)	Support given (e.g. soiled nappy change, support to wipe clean)	Staff signature	Other information/ comment (e.g. nappy rash observed and reported to parents – do not include safeguarding information here)