



Intimate Care and Toileting Policy

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INTRODUCTION

The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and visitors to share this commitment. Intimate care is any care which involves washing, touching or carrying out an invasive procedure (such as cleaning up a learner after they have soiled themselves) to intimate personal areas. In most cases such care will involve cleaning for hygiene purposes, as part of a staff member's duty of care. In the case of a specific procedure only a person suitably trained and assessed as competent should undertake the procedure. The issue of intimate care is a sensitive one and requires staff to be respectful of the learner's needs. The learners dignity should always be preserved with a high level of privacy, choice and control. There will always be a high awareness of child protection issues. Staff behaviour must be open to scrutiny and staff must work in partnership with parents/carers to provide continuity of care to children/young people wherever possible. The following policy is a model based on best practice.

AIMS OF THIS POLICY

This policy sets out the procedures for dealing with toileting and personal/intimate care tasks with utmost professionalism, dignity and respect for the learner and the maintenance of highest health and safety standards possible. The aim being to safeguard children, parents, staff and the school by providing a consistent approach

within a framework which recognises the rights and responsibilities of everyone involved.

APPROACH TO BEST PRACTICE

Westhaven School is committed to ensuring that all staff responsible for the intimate care of learners will undertake their duties in a professional manner at all times. Any learner with intimate care needs will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each learner to do as much for him/herself as they can. This may mean, for example, giving the learner responsibility for washing and dressing themselves. Individual intimate care plans will be drawn up for particular children as appropriate (see appendix 1) to suit the circumstances of the learner.

Each learner's right to privacy will be respected. Careful consideration will be given to each learner's situation to determine how many carers might need to be present when they are toileted. In Lower School, under usual circumstances due to maintaining staff ratios in class, one learner will be catered for by one adult unless there is a sound reason for having more adults present. If this is the case, the reasons should be clearly documented. Wherever possible the same learner will not be cared for by the same adult on a regular basis; ideally there will be a rota of carers known to the learner who will take turns in providing care. Intimate care arrangements will be discussed with parents on a regular basis and recorded on the learner's care plan. The needs and wishes of learners and parents will be taken into account wherever possible within the constraints of staffing.

In Middle and Upper School, two members of the staff team will always be present when carrying out any form of intimate care.

THE PROTECTION OF CHILDREN

Westhaven School's Safeguarding Procedure, Education Child Protection Procedures and Inter-Agency Child Protection procedures will be adhered to. All learners will be taught personal safety skills carefully matched to their level of development and understanding. If a staff member has any concerns about a learner's physical changes (bruises, marks etc.) they will immediately report concerns as per school procedures.

If a learner becomes distressed or unhappy regarding being cared for by a particular member of staff, the matter will be looked into, parents/carers will be consulted and outcomes recorded. Staffing schedules will need to be altered until the issue is resolved as the learner's needs remain paramount. If a learner makes allegations against a member of staff, necessary procedures will be followed. (See Westhaven's Safeguarding Policy for further information).

All adults carrying out intimate care or toileting tasks will be employees of the school and enhanced DBS checks will be in place to ensure the safety of the learners. Students on work placement, voluntary staff or other parents working at the school will not be permitted to attend to toileting or intimate care tasks.

LEARNERS WEARING PADS (NAPPIES)

Any learners wearing pads (nappies) will have an intimate care plan which must be signed by the parent/carer. This plan will outline who is responsible in school for changing the learner, and where and when this will be carried out. This agreement allows school and parents to be aware of all issues surrounding the task from the outset.

HEALTH & SAFETY GUIDANCE

Staff should always wear an apron and disposable gloves when dealing with a learner who is soiled or when changing a pad. Any soiled waste should be placed in a polythene waste disposal bag and sealed. The bag should then be placed in a bin, (with a liner) specifically designed for such waste. This bin should be collected on a weekly basis as part of the usual refuse. It is not classed as clinical waste.

Any requests from the parents for use of medical ointments/creams, these should be prescribed by the GP and clearly labelled with the learner's name. These should not be shared between other learners and should be stored in a locked storage facility in line with Westhaven's Medicines Policy.

SPECIAL NEEDS

All learners at Westhaven have the same rights to privacy and safety when receiving intimate care. Additional vulnerabilities (any physical disability or learning difficulty) must be considered when drawing up care plans for individual learners. Regardless of age and ability, the views and emotional responses of learners with special needs should be actively sought when drawing up or reviewing a care plan.

PHYSICAL CONTACT

All staff engaged in the care and education of children and young people need to exercise caution in the use of physical contact. Staff must be aware that even well intentioned contact might be misconstrued by the learner or an observer. Staff must always be prepared to justify actions and accept that all physical contact is open to scrutiny.

The expectation is that when staff make physical contact with learners it will be:

- For the least amount of time necessary (limited touch)
- Appropriate, given their age, stage of development and background
- In response to the learner's needs at the time

Arrangements must be understood and agreed by all concerned, justified in terms of the learner's needs and consistently applied and open to scrutiny. Where possible, consultation with colleagues should take place where any deviation from arrangements is anticipated. Any deviation from the agreed plan must be documented and reported.

Intimate Care and Toileting plan Parental Consent Form

Name of learner:	
Date of birth:	
Class / Teacher name:	
Name of support staff:	

Area of need / care required:
Expected frequency of support:

Location - Where will the tasks be carried out? What equipment / resources will be required to safely carry out the procedures?
EYFS / KS1 building toilet cubicle / Upper School disabled toilet/ Middle School disabled toilet
Infection control and disposal procedures in place:
Staff will wear aprons and gloves. <i>During any period of infection control, face coverings will also be worn.</i> Soiled pads will be bagged and placed into the appropriate disposal bins.
Actions that will be taken if any concerns arise:
Parents / carers will be informed. The Headteacher / Head of Lower School will be informed. All concerns will be shared with the safeguarding team and documented inline with the school's safeguarding procedures.

Parent / carer's responsibility to provide:

Pads (Nappies)

Wipes

Any ointments or creams that are required (cotton pads must be provided for staff to administer any ointments or creams in intimate areas)

At least one change of clothes (including spare underwear and socks)

Other professionals involved in care / advisory role:

Additional information:

I/We have read the Intimate Care & Toileting Policy provided by Westhaven School.

- I/We give permission to the school to provide appropriate intimate care support to my/our child e.g. changing soiled clothing, washing and toileting;
- I/We will advise the Headteacher of any medical reason my/our child may have which affects issues of intimate care;
- I/We understand that the intimate care provided will be given by familiar members of staff;
- I/We understand that the members of staff providing the care have had appropriate training, including Child Protection.

1. Parent / Carer name:	
Signature:	
Relationship to the learner:	
Date:	
2. Parent / Carer name:	
Signature:	
Relationship to the learner:	
Date:	

Headteacher:	
Signature:	
Date:	

Appendix 2 **Intimate Care and Toileting Agreement between Staff & Learner**

Learner's name:	
Date of birth:	
Support staff name (s):	

Support staff / class teacher

As the person helping you in the toilet you can expect me to do the following:




- I will stop what I am doing to help you in the toilet as soon as you ask me;
- I will avoid all unnecessary delays;
- When you use our emergency agreed signal, I will stop what I am doing and come and help;
- I will treat you with respect and ensure privacy and dignity at all times;
- I will ask permission before touching your clothing;
- I will check that you are as comfortable as possible, both physically and emotionally;
- If I am working with a colleague to help you, I will ensure that we talk in a way that does not embarrass you;
- I will look and listen carefully if there is something you would like to change about your toilet.

Learner

As the learner who needs help in the toilet you can expect me to do the following:

- I will try, whenever possible to let you know a few minutes in advance, that I need to go to the toilet, so that you can come and help me;
- I will try to use the toilet at break or at agreed times;
- I will only use the agreed emergency signal for real emergencies;
- I will tell you if I want you to stay in the room or stay with me in the toilet;
- I will tell you straight away if you are doing anything that makes me feel uncomfortable or embarrassed;
- I will work with you to practise the things I need to do to become more independent in using the toilet.

   
I will ask for help.

   
I will listen carefully.

    
I will try my best.

Date:	
Staff signature:	
Learner signature:	
Review Date:	

