

# Northern Counties School Intimate and Personal Care PROCEDURE

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## Procedure Control/Monitoring

<b>Approved by: (Position in Organisation)</b>	<b>Deputy Headteacher, Northern Counties School</b>
<b>Date: 26/09/24</b>	
<b>Accountability: (Position in Organisation)</b>	<b>Assistant Headteacher, Northern Counties School</b>
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<b>Brief details of amendments made</b>	<b>New Template</b>

## Equality Impact Assessment

This document forms part of Percy Hedley's commitment to create a positive culture of respect for all staff and service users. The intention is to identify, remove or minimise discriminatory practice in relation to the protected characteristics (race, disability, gender, sexual orientation, age, religious or other belief, marriage and civil partnership, gender reassignment, pregnancy and maternity), as well as to promote positive practice and value the diversity of all individuals and communities.

As part of its development this document and its impact on equality has been analysed and no detriment identified.

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## Version Control Tracker

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V1	September 2025

### 1. Introduction

Northern Counties School is committed to ensuring that all staff responsible for providing personal and intimate care support for pupils undertake their duties in a professional manner at all times. NCS recognises the need to treat all pupils with respect when personal and intimate care is provided. No pupil should be attended to in a way that causes distress or pain. The pupil’s welfare and dignity are of paramount importance. Every pupil’s right to privacy will be respected.

The purpose of this procedural document is to set out guidelines that safeguard pupils and staff by providing a consistent approach. Staff providing personal and intimate care must be aware of the need to adhere to good child protection and safeguarding practice in order to minimise the risks for both pupils, and staff.

Personal care involves helping a person with aspects of personal care which they may not be able to undertake for themselves, either because of their age and maturity, and because of developmental delay and/or disability. Pupils may require this care due to a disability or medical condition. Personal care is defined as those tasks which involve touching, which is more socially acceptable, and is nonpersonal and intimate, and usually has the function of helping with personal presentation and enhancing social functioning. This includes shaving, skin care, applying external medication, feeding, administering oral medication, hair care, brushing teeth, applying deodorant, washing non-personal body parts, and prompting to go to the toilet.

Intimate care can be defined as tasks of an intimate nature associated with bodily functions and personal hygiene and any concerns that may arise of a personal nature. Intimate care is any care

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which involves washing, touching, or carrying out an intrusive procedure to intimate personal areas. In most cases such care will involve cleaning/changing for hygiene purposes as part of a staff member's duty of care. Pupils with additional needs may require assistance with the intimate care of their own bodies. Staff need to be aware of the need to respect and maintain the dignity and privacy of these pupils and of those assisting them with their intimate care needs. This service specific procedural document must be read in conjunction with the Percy Hedley Foundation Personal and Intimate Care Policy.

Intimate care tasks may include:

- Dressing and undressing of pupils (including underwear)
- Assisting a pupil to use the toilet.
- Supervising where required, when pupils are undertaking their own intimate care.
- Supporting with the use of orthotics e.g. applying / removing a lycra orthoses (such as a DMO suit)
- Changing pupils' pads/nappies/pull-ups
- Supporting with the management of menstruation
- Supporting pupils with self-catheterisation
- Undertaking clinical postural assessments to help form a clinical judgement.
- Medical examinations by the nursing team

## 2. Purpose

This document aims to outline the procedures in place to ensure personal and intimate care needs are met appropriately at NCS in line with the Foundation's policy. It ensures that pupils are supported with dignity and respect and enables staff members to be supported to complete these tasks safely and feel supported through appropriate training for these tasks. We recognise that there is a need to treat all pupils whatever their age, gender, disability, religion, ethnicity or sexual orientation with respect and dignity when personal or intimate care is given.

The aim of this policy is to:

- Provide clear guidance and support to all staff.
- Ensure that all staff provide a consistent approach to personal and intimate care.
- To inform parents/carers of specific guidelines and procedures regarding their child's intimate and personal care needs.
- To reassure parents that their child is well cared for.
- To support our pupils to have input into their own personal/ intimate care procedures.

The intimate nature of the care required has the potential to put learners and staff at risk. Staff need to be aware of the need to respect and maintain the dignity and privacy of these pupils and of those assisting them with their intimate care needs.

Learning environments should offer the opportunity for pupils to experience the internal drives and be able to deal with them.

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Intimate care plans should detail the procedure as is specific to the young person, following the format below and include a risk assessment.

### 3. Scope

This policy applies to all members of the education community (Teachers/Tutors, Therapists, Support Staff, Parents, Pupils/Students and members of the schools/college Governors).

### 4. Principles

#### 4.1 Northern Counties School Responsibilities:

- To ensure permission has been sought from parents/carers for staff to support the pupils personal care routines – through sharing of the individual care plan
- To ensure all NCS staff and external staff have clearance by the DBS system before engaging in any personal and intimate care routines on NCS premises or on NCS organised activities.
- To provide facilities appropriate to the pupils age and individual needs on site
- To provide appropriate guidance, training, supervision, and reassurance to staff to ensure safe practice.
- To ensure that staff receive ongoing training in good working practices, which comply with health and safety regulations, hygiene procedures, first aid and safeguarding procedures.
- To keep a record of training undertaken by staff and to ensure that refresher training is provided where required.
- To provide an Induction programme for all nominated staff and to ensure that they are made fully aware of the personal care procedures for the individual students they are supporting.
- To ensure that staff are made aware of the sensitivities around personal care and that the inadvertent or deliberate use of mobile phones or recording equipment is prohibited.
- School will ensure that all staff are aware of the need for confidentiality. Personal and sensitive information will only be shared with those who need to know.
- To ensure appropriate transition planning for continuity of personal care requirements
- Key persons within NCS will liaise with professionals and parents/carers to establish specific care routines for each individual.

#### 4.2 Personal/Intimate Care Providers' Responsibilities:

- Staff must adhere to PHF Personal and Intimate Care Policy and the NCS Procedure document.
- Staff members are to make themselves aware of the personal care requirements of everyone by reading the intimate care plan and liaising with line manager, student and parents/carers where appropriate.
- Staff must follow the individual Intimate Care Plans in place. They must report any concerns or change in need where appropriate to trigger a review of the pupils Intimate Care Plan.
- Staff must report any general concerns to their line manager, following appropriate NCS procedures, and report any safeguarding concerns in accordance with the Child Protection and Safeguarding Policy and Procedure to the DSL or DDSL.

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- Staff must take part in training for aspects of personal care support and ensure all training is logged in accordance with NCS CPD procedures.
- Only in an emergency would staff undertake intimate care that has 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 on CPOMS by the staff member who had delivered the care.
- Staff will take into account the religious views, beliefs and cultural values of the learner and their family as far as possible when undertaking personal/intimate care.
- Staff will work with pupils to promote positive self-esteem and body image and independence with self-care as far as is appropriate and practical.

#### **4.3 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 their 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 should ensure that they work towards their child achieving the maximum possible level of independence at home. Parents/carers should work with school to develop and agree an intimate care plan. Parents/carers must ensure that school always has their emergency contact details.

#### **4.4 Learner responsibilities:**

- To be as involved as possible in their intimate care and with their intimate care plan where appropriate
- Where appropriate, will let school staff know when they are aware that they need assistance.
- Where able, will let their parent/carer or a trusted member of school staff know if they have any concerns or feel uncomfortable at any time.

#### **4.5 Health and safety**

Northern Counties School has procedures in place for dealing with spillages of bodily fluids such as the process to be followed when a child accidentally wets or soils themselves, or is sick while on the premises.

Appropriate bins should be used for disposal for nappies/ pads

#### **4.6 Child protection**

The normal process of assisting with personal care, such as changing a nappy should not raise child protection concerns. There are no regulations that state that a second member of staff must be available to supervise the nappy changing process to ensure that abuse does not take place. Safer recruitment processes are in place including DBS checks for all staff and the school maintains a

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culture of high vigilance in order to keep our students safe in school and other settings accessed as part of the curriculum.

Section 18 in the Government guidance 'Safe Practice in Education' states that:

'Staff should ensure that another appropriate adult is in the vicinity and is aware of the task to be undertaken.'

It is recommended that the adult who is going to change the child informs the teacher that they are going to do this. There is no written legal requirement that two adults must be present.

#### 4.7 Moving and handling plan

All Staff must adhere to any Foundation Moving and Handling Plan written by a Foundation or NHS Physiotherapist or Occupational Therapist.

### 5 Providing care

#### 5.1 Generic intimate care

- Where appropriate, encourage pupils/students to assist in personal care routines as much as possible.
- Staff may support a student 1:1 during personal care if the young person does not require the support of two staff. The level of supervision should be appropriate to the needs of the student.
- Ensure that toilet doors are closed, curtains pulled and that privacy is maintained at all times. Some toilets are on busy corridors, in this instance, the toilet door can be locked to maintain student dignity, so long as two staff are in the toilet area. Lone working staff should not lock the door.
- Use discreet observation to see if a nappy/pad needs changing.
- Use standardised signs/phrases, symbols and/or objects of reference for materials used in intimate care to avoid confusion.
- Use a quality of touch in intimate care. Be gentle but firm, to confirm the nature of the intervention and be methodical.
- Use gloves as a 'barrier' to misinterpretation of touch. Wear aprons to protect clothing and ensure all dirty laundry/waste is handled appropriately.
- Different bins are provided for waste – orange bags for potential C diff or MRSA waste, yellow for all other waste.
- Show sensitivity but remain impersonal in dealing with normally private bodily parts and functions or potentially undignified situations.
- Use correct language and terminology
- Report any unusual observations to school/college senior managers/medical staff/DSLs
- Cultural and religious guidelines for particular people must be courteously followed.
- Give the pupils/students choice and control in so far as possible e.g. choice of underwear, remaining on toilet for longer, etc.

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- Be responsive to the pupils/students reactions.
- Be aware of invasion of personal space. There should be time for privacy and time to gain understanding of the difference of physical contact and proximity in different environments with different people.
- Students may have different care products depending on their needs, always ensure you are aware of skin sensitivities.
- Some students may have catheters or stoma bags require specialist care, only undertake this with sufficient training.
- Some students may demonstrate smearing behaviours, staff should respond to these as per the student's positive behaviour support plan.
- Records should be kept of who of which staff provided personal care
- Agency staff are only support personal as a second person if moving and handling is involved.
- Volunteers cannot support with personal care.

### Procedure for changing

1. Staff must read any moving or handling plans and intimate care plan and be confident to carry them out.
2. The area must be clean, handwashing facilities must be available.
3. Staff must use a designated or suitable bathroom. Children must never be changed in the classroom.
4. Staff must take all equipment into the bathroom with them. This includes spare pads/nappies/wipes/clothes and any distraction tools if needed.
5. Staff must consider dignity and only remove clothing that is needed to complete the change. Consider using a clean towel to cover the child so they do not feel cold or exposed.
6. Children must be cleaned using the specified equipment as written in this plan. This may include wipes, warm water or products as agreed.
7. Staff are only permitted to use a wiping motion, wiping in one movement from the site of the faeces towards the back or for males from the genitals towards the stomach. This is to prevent contamination.
8. Faeces that are difficult to remove with a wiping motion can be removed using spray soap if agreed or by using warm water.
9. In general, staff are not permitted to clean any areas that are not on the outer surface of the genital or anal area and that are not visible. If further intimate care is needed, this is specified in the student's IPC following MDT discussion.
10. Staff must work efficiently and minimise the time the child is in the bathroom.
11. Staff must wash and dry their hands after changing a child.

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12. Children must also wash and dry their hands if needed.

13. Incontinence pads must be disposed of quickly into the correct bins. All other equipment just be cleaned and dried according to policy.

## 5.2 Individual Care including plan

xxx is/ is not changed at specific times of day – staff to monitor pad and change as needed.

<b>Name of Child</b>	Name
<b>DOB</b>	
Items needed to be taken to the bathroom	All items should be in personal toileting bag:
Moving and handling or specialist equipment needed	
Products or toiletries to be used (including nappy/pad size and make)	
Allergies or sensitivities	
Any other details (including religious or cultural preferences)	
Staff completing plan	
Parent / Carer name	
Signature	I hereby agree to the Care Plan

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Parent / Carer name	
Signature	I hereby agree to the Care Plan

### 5.3 Menstruation

An open dialogue with home/care settings is essential to manage pain and discomfort of menstruation. Families will also give guidance on sanitary products used, PHF staff are not able to support the use of tampons. Preferences will be detailed within the intimate care plan and within medical notes.

Staff requiring information or help concerning the subject of menstruation should approach the School/College Nursing Team or an Occupational therapist. Staff should feel comfortable discussing menstruation with pupils in a professional and supportive manner

### 5.4 Sexual arousal, feelings, and masturbation

People with cognitive disability experience the same range of sexual thoughts, attitudes, feelings, desires, fantasies and activities as anyone else. We have the same anatomy and it is natural for our learners to wish to explore their bodies, particular for those wearing pads where body parts are inaccessible for most of the day. Where behaviour becomes inappropriate by age and stage (Brook Traffic Light Tool) our learners should have a sexualised behaviour protocol and the intimate care plan can link to this.

Staff should consistently use the correct terms for body parts and occurrences.

Where young men exhibit signs of arousal during a pad change, staff should take a step back (where safe to do so) until the erection subsides. Girls may rock and rub for stimulation- again refer to sexualised behaviour protocol as needed.

Staff should always use gloves and gentle but firm purposeful touch to reduce the chance of actions resulting in arousal.

## 6. Monitoring and review

Responsibility for the operation of the procedure lies with the Heads of Service. This procedure will be reviewed at minimum every 3 years (or earlier if indicated) and updated accordingly. It is the responsibility of the Head of Service to implement and ensure compliance with this procedure and the responsibility of all members of the PHF.

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## 7. Associated Policies & References

Health and Safety Policy. Child Protection & Safeguarding Policy. Equality and Diversity Policy. SEND Policy. Whistleblowing Policy. PBS Policy Keeping Children Safe in Education (KCSIE) Working Together to Safeguard Children (2023) Equality Act (2010).

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