

# **PHS PERSONAL AND INTIMATE CARE PROCEDURE**

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## Procedure Control/Monitoring

<b>Approved by:</b> <b>(Position in Organisation)</b>	<b>Director of Education</b>  <b>24 March 2026</b>
<b>Date (dd/mm/yyyy):</b>	
<b>Accountability:</b> <b>(Position in Organisation)</b>	Assistant Head PHS Lead Physiotherapist PHS
<b>Revision Cycle:</b>	3 yearly
<b>Brief details of amendments made</b>	Change to details of policies in conjunction with.

## Version Control Tracker

<b>Version Number</b>	<b>Date</b>
Version 1	April 2024
Version 2	March 2026

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## 1.Introduction

Percy Hedley 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. PHS 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 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.

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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

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.

## 2.Purpose

This document aims to outline the procedures in place to ensure personal and intimate care needs are met appropriately at PHS 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 and intimate care is given.

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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.

### **3. Scope**

This procedure applies to all members of the PHS community (e.g. teachers/tutors, therapists, nurses, support staff, parents, pupils)

### **4. Principles**

#### **4.1 Percy Hedley School Responsibilities:**

- To ensure permission has been sought from parents/carers for staff to support the pupils personal care routines (PHS consent and agreement form)
- To ensure all PHS staff and external staff have clearance by the DBS system before engaging in any personal and intimate care routines on PHS premises or on PHS 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.

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- 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 PHS 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 PHS 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 PHS 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 PHS 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.

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#### 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. Personal Care Procedures:

- Staff must follow the individuals Intimate Care Plan.
- Intimate care will be undertaken by 1 member of staff, unless indicate in their Intimate Care Plan
- Wherever possible, the pupils personal/intimate care should be attended to by a familiar staff member, and if not available, another designated trained person will be allocated.
- Staff must inform a colleague when leaving the room to support personal care routines.
- Pupils must be attended to in the designated changing areas and their wishes must be respected.
- Protective gloves and aprons must be worn when supporting personal/intimate care routines.
- Allow pupils to care for themselves as far as possible and encourage them to carry out aspects of personal care to promote independence wherever possible.
- Staff should communicate with the pupil where appropriate during personal care procedures, ensuring the pupil is consulted about routines and kept always informed.
- Staff must respect the wishes of pupils, with regard to dignity, privacy, choice and safety as long as these are within the safeguarding

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guidelines and the staff member is also comfortable with the arrangements.

- Staff must show awareness of and be responsive to the individual's reactions, their verbal and non-verbal communication and signifiers
- Soiled personal garments must be wrapped appropriately and tied securely in red laundry bags.
- The changing bed must be cleaned with an antibacterial spray after each use.
- Soiled pads, wipes, gloves and aprons should be placed in the appropriate incontinence/nappy waste bins.
- As staff engage in hand-washing procedures before and after all personal/intimate care routines, pupils must be encouraged to do the same, creating an ideal opportunity to discuss the importance of hygiene Intimate care plans will indicate how many staff are required to support with the moving and handling of the pupil.
- If for whatever reason PHS cannot provide personal/intimate care services, then PHS will have the right to request that the pupil is taken home until such time as services can resume.

## 5. Monitoring and Review

Overall 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 PHS community adheres to this procedure.

## 6. Associated Policies and References

Health and Safety Policy.

Child Protection & Safeguarding Policy.

Equality and Diversity Policy.

SEND Policy.


Whistleblowing Policy.

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PBS Policy  
Keeping Children Safe in Education (KCSIE)  
Working Together to Safeguard Children (2026)  
Equality Act (2010)

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## 7. PHS Intimate Care Template

PHS Intimate Care Plan		 <b>Percy Hedley</b> FOUNDATION
<b>Pupil Name:</b>	<b>Date:</b> <i>(To be reviewed annually or earlier if indicated)</i>	
<b>Main Areas of Need:</b> <i>(refer to areas of need where support of intimate care will be required)</i>  <i>e.g.</i>  <b>Full adult support required with all intimate care needs including:</b> <ul style="list-style-type: none"> <li>- <i>Toileting (cleaning and changing pads following bladder/bowel movements)</i></li> <li>- <i>Dressing/undressing</i></li> <li>- <i>Application of lycra orthoses suit</i></li> <li>- <i>Postural assessments</i></li> <li>- <i>May require medical examinations by the nursing team</i></li> </ul>		
<b>Detailed Plan:</b> <i>(level of support refer to any toileting plans, dressing / undressing, medical / behavioral needs)</i>  <i>e.g.</i> <ul style="list-style-type: none"> <li>• <i>Requires 2 members of staff to support moving and handling needs. Please refer to M&amp;H plan</i></li> <li>• <i>Requires 1 member of staff to undertake intimate care needs</i></li> <li>• <i>Requires 1 member of staff to support with dressing / undressing</i></li> <li>• <i>Requires 1 member of staff to apply / remove lycra orthoses suit</i></li> <li>• <i>Requires 2 members of staff to undertake postural assessment</i></li> <li>• <i>Requires 2 members of staff present when undertaken medical examinations of intimate nature</i></li> <li>• <i>Requires 2 members of staff to support with regulation when undertaken intimate care</i></li> </ul>		
<b>This plan was written by:</b> _____ <b>Job Title:</b> _____		
<b>The pupil's views were sought and agreed for this plan on</b> ____/____/____  <i>e.g. How many members of staff are you comfortable having present? Do you mind being talked to whilst supporting with your personal care needs?</i>  _____ -		
<b>If not, please state why not:</b>  _____  _____		

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This plan was shared with parents/carers on \_\_\_\_/\_\_\_\_/\_\_\_\_, and they agree to the above Intimate Care Plan being undertaken whilst at PHS

Parent/carers name/s:

\_\_\_\_\_

Parents/carers signature:

\_\_\_\_\_

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