



NESSS

NORTH EAST SURREY
SHORT STAY SCHOOL

INTIMATE CARE POLICY

September 2024 – May 2028

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1. Introduction

Intimate care is any care which involves washing, dressing/undressing, toileting, menstrual care, supervision/support of a pupil involved in a personal procedure (such as physically cleaning after they have soiled themselves).

The issue of intimate care is a sensitive one and will require staff to be respectful of the pupil's needs. The **pupil's dignity** should always be preserved with a high level of privacy, choice and control from the pupil.

There shall be a high awareness of safeguarding child protection issues.

Staff behaviour will be open to scrutiny and staff must work in partnership with parents/carers to provide continuity of care to pupils/young people wherever possible.

The following document is based on best practice in surrey schools and is adopted by the North East Surrey Short Stay School.

2. Intimate care policy for NESSSS

NESSSS is committed to ensuring that all staff responsible for the intimate care of pupils will undertake their duties in a professional and consistent manner at all times.

NESSSS recognises that there is a need to treat all pupils with respect when intimate care is given. No pupil should be attended to in a way that causes unease, upset, distress or pain. The pupil who requires intimate care is treated with respect at all times; the **pupil's welfare and dignity is of paramount importance**.

Pupils who require intimate care on a regular basis will have an individual intimate care plan.

The pupil will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each pupil to do as much for him/herself as he/she can. This may mean, for example, giving the pupil responsibility for washing themselves. Individual intimate care plans will be drawn up for particular pupils as appropriate to suit the circumstances of the pupil.

At NESSSS we have a policy that **2 adults must be present** when dealing with a pupil and an intimate care situation – this will be documented in their intimate care plans. One adult to lead the intimate care of the pupil and the other to be within visual distance and offer assistance if necessary.

Wherever possible the same pupil will not be cared for by the same adult on a regular basis; ideally there will be a rota of carers known to the pupil who will take turns in providing care. This will ensure, as far as possible, that over-familiar relationships are discouraged from developing, whilst at the same time guarding against the care being carried out by a succession of completely different carers.

Wherever possible staff should only care intimately for an individual of the same sex. However, in certain circumstances this principle may need to be waived where failure to provide appropriate care would result in negligence for example, female staff supporting boys, as no male staff are available.

Intimate care arrangements will be discussed with parents/carers on a regular basis and recorded on the pupil's intimate care plan. The needs and wishes of pupils and parents will be taken into account wherever possible within the constraints of staffing and equal opportunities legislation.

3. The Protection of Pupils

Safeguarding and Child Protection Procedures will be closely and rigorously adhered to.

If a member of staff has any concerns about physical changes in a pupil's presentation, e.g. marks, bruises, soreness etc. s/he will immediately report concerns to the Designated Safeguarding Lead (DSL or their Deputy).

If a pupil becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution. Staffing schedules will be altered until the issue(s) are resolved so that the pupil's needs remain paramount. Further advice will be taken from outside agencies if necessary.

If a pupil makes an allegation against a member of staff, all necessary Safeguarding procedures will be followed.

4. Additional Guidance

There are a number of issues to consider when responding to an individual pupil's needs. The following advice/strategies are suggestions as possible ways to actively promote inclusion and the welfare of pupils.

4.1 Changing facilities

Pupils who have long - term incontinence may require specially adapted facilities.

The dignity and privacy of the pupil should be of paramount concern. Consideration should be given to the sighting of this area from a health and safety aspect. The location will be identified on the pupils intimate care plan.

4.2 Equipment Provision

The parent will provide disposal bags, wipes etc. and parents should be made aware of this responsibility.

The School is responsible for providing gloves, plastic aprons, a bin and liners to dispose of any waste.

4.3 Health and Safety

There will be equipment provided such as plastic disposable aprons and gloves which can be used when dealing with a pupil who is bleeding or soiled.

Any soiled waste should be placed in a polythene waste disposal bag, which can be sealed. This bag should then be placed in a bin (complete with a liner) which is specifically designated for the disposal of such waste. The bin should be emptied on a weekly basis and it can be collected as part of the usual refuse collection service as this waste is not classed as clinical waste.

4.4 Physical Contact

All staff engaged in the care and education of pupils need to exercise caution in the use of physical contact.

The expectation is that staff will work in 'limited touch' cultures and that when physical contact is made with pupils this will be in response to the pupil's needs at the time, will be of limited duration and will be appropriate given their age, stage of development and background.

Staff should be aware that even well-intentioned physical contact might be misconstrued directly by the pupil, an observer or by anyone the action is described to. Staff must therefore always be prepared to justify actions and accept that all physical contact will be open to scrutiny.

Physical contact which is repeated with an individual pupil or young person is likely to raise questions unless the justification for this is formally agreed by the pupil, the organisation and those with parental responsibility.

Pupils with special needs may require more physical contact to assist their everyday learning. The general culture of 'limited touch' will be adapted where appropriate to the individual requirements of each pupil. The arrangements must be understood and agreed by all concerned, justified in terms of the pupil's needs, consistently applied and open to scrutiny. Wherever possible, consultation with colleagues should take place where any deviation from the arrangements is anticipated. Any deviation and the justification for it should be documented and reported.

Extra caution may be required where a pupil has suffered previous abuse or neglect. In the pupil's view, physical contact might be associated with such experiences and lead to staff vulnerable to allegations of abuse.

4.5 First Aid and intimate care

Staff who administer first aid should ensure wherever possible that another adult or other pupils are present. The pupil's dignity must always be considered and where contact of a more intimate nature is required (e.g. assisting with toileting or the removal of wet/soiled clothing), another member of staff should be in the vicinity and should be made aware of the task being undertaken.

4.6 Showers/changing clothes

Young people are entitled to respect and privacy when changing clothes or taking a shower. However, there must be the required level of supervision to safeguard young people with regard to health and safety considerations and to ensure that bullying or teasing does not occur.

This means that adults should announce their intention of entering changing rooms, avoid remaining in changing rooms unless pupil needs require it, avoid any physical contact when pupils are in a state of undress and avoid any visually intrusive behaviour.

Given the vulnerabilities of the situation, it is strongly recommended that when supervising pupils in a state of undress, another member of staff is present but ensuring the pupils dignity is paramount. However, this may not always be possible and therefore staff must be vigilant about their own conduct, eg adults must not change in the same place as pupils.



INTIMATE CARE PLAN PRO FORMA

Name	
Date	
To be reviewed	

Reasons for the plan: including any details of condition	
Level of supervision required	Eg Adult staff ratio – 2:1, 1:1, general supervision, 1:1 during periods with second adult close by
Named adults to be involved	
What Assistance Required:	
When	
Where	

Facilities and equipment		
Provided by school	e.g. disposable gloves / apron / yellow sacks for disposal / soap	
Provided by home	e.g. cream / wipes / spare clothes / disposable bags	
This plan has been agreed by:		
Named staff		date
Parent/Carer		
Pupil		