



# Pilgrims School

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## Intimate Care Policy

January 2022 (including Covid-19 update)

Next review date: January 2023



**Please note: 'School' refers to Early Years Foundation Stage (Little Pilgrims, Kindergarten and Pre School) and Pilgrims Main School.**

All children at Pilgrims have the right to be safe, to be treated with courtesy, dignity and respect and to be able to access all aspects of the education curriculum. This policy sets out the clear principles and guidance on supporting intimate care needs of all of our children. It is to be considered alongside our continence and personal development procedure (Appendix 1), safeguarding policy and whistle blowing policy.

## **Introduction**

Intimate care can be defined as a care task of an intimate nature, associated with bodily functions, body products and personal hygiene such as those associated with continence. Intimate care refers to the assistance or support provided to a child when washing, toileting or dressing.

Such situations may include:

- Nappy changing / potty training / toileting
- Changing clothes due to illness or spillages
- Application of creams for medical reasons (written parental consent is required)
- Support with dressing and undressing
- Providing resources and support to enable a child to clean themselves

When carrying out an intimate care task Children's dignity will be preserved and a high level of privacy, choice and control will be provided to them. The school recognises that children and young people need to be treated with respect when intimate care is given.

Members of staff providing intimate care are

- Aware of safeguarding issues through induction and ongoing training
- Recruited following a Safer Recruitment Policy
- Cleared to work with children by the Disclosure and Barring Service (DBS)
- Familiar with the Whistle blowing policy
- Aware that all children must be treated respectfully at all times and that the child's welfare and dignity is of paramount importance

Pilgrims is committed to ensuring that all staff responsible for the intimate care of children undertakes their duties in a professional manner at all times. No child should be attended to in a way that causes distress or pain.

## **Developing Independence**

Each child is supported sensitively and appropriately at each stage of their development to manage their own physical and emotional needs and personal hygiene.

### **Our intimate care practices**

Whenever an intimate care situation arises the needs, feelings and stage of development of each child are always considered.

#### **In Little Pilgrims and Kindergarten**

- Wherever possible the key person will provide personal and intimate care.
- Staff who provide intimate care are fully aware of best practice. Following the continence and personal development procedure see appendix 1.
- Staff will be supported to adapt their practice in relation to the needs of individual children, taking into account developmental changes.
- There is careful communication with each child who needs help with intimate care, in line with their preferred means of communication (verbal, symbolic, etc) to discuss the child's needs and preferences. The child is aware of each procedure that is carried out and the reasons for it.
- As a basic principal, children will be supported to achieve the highest level of independence that is possible, given their age and abilities. The staff will encourage each child to do as much as they can themselves.
- Each child's right to privacy will be respected. In Little Pilgrims and Kindergarten, children have their nappy changed in an open area where another member of staff can see and hear the child. Careful consideration will be given to each child's situation to determine how many staff might need to be present when a child's needs help with intimate care. Where possible, one child will be cared for by one adult, unless there is a sound reason for having two adults present. If this is the case, the reasons should be clearly documented.
- Applying sun cream during the COVID 19 Pandemic- see appendix 3

#### **Pre School and Main School**

- It is generally expected that most children are toilet trained and out of nappies before they join Pre School. However, it is inevitable that some children will have accidents and will need support. Staff will encourage the children to use the toilet as and when needed; this may include taking children to the toilet at regular intervals during the day.
- If a child has a wetting or soiling accident it will be dealt with swiftly and in a sympathetic manner. The child will not be made to feel embarrassed or scrutinised. Staff members will offer comfort and positive encouragement to help the child independently overcome and handle the situation.

- A member of staff will encourage the child to change themselves using spare clothes kept in school. If the child is unwell the parents will be contacted.
- The child's privacy should be respected at all times. Any member of staff assisting a child change should have another member of staff in close proximity throughout.
- The health and safety of the children remains paramount at all times. When children are using the toilets staff will remain attentive and may wait outside or enter the area to supervise appropriate use, safety and behaviour.
- The disposal of equipment/clothes will be dealt with and stored appropriately to be returned to parents to be washed. Any items of clothing that are discarded will be bagged and placed in the appropriate outside bins. Parents will be informed where this has been necessary and if the child is unwell.
- Where a child has been changed, information will be passed on to the parents the same day verbally or in writing. The Teacher/keyworker/TA/HLTA will do this in the most sensitive and discreet manner possible.

### **Partnership with parents**

Pilgrims work in partnership with parents/carers for the benefit of each child and to provide continuity of care wherever possible.

Parent/carers will be contacted for the following reasons:

- To wash/change their child if the child is distressed and/or they are unable to do it independently or with the support of the member of staff
- To collect the child and take them home if the child is distressed / unwell / needs more thorough cleaning
- To discuss how toileting issue can be managed if a child needs changing more frequently than is reasonable

Parents will be asked, to supply spare clothes, including spare underwear and socks for their child should they need it. This can include PE kit.

The school requests parents to inform staff if they notice their child is soiled upon dropping off or collection from school.

### **Policy Links:**

- Safeguarding Policy
- Staff Code of Conduct
- Physical Contact and restraint Policy

NSPCC leaflet on PE changing rooms

*Reference to 'Guidance for safer working practice for those working with children and young people in education settings' May 2019 (pages 14-15)*

## **1. Personal Intimate care plan**

If there is an on-going problem regarding incidents of personal hygiene, an Intimate Care Plan may be made for the child. If there are any major concerns, parents may be advised to seek medical advice from their Health Visitor or GP.

The school will undertake to attempt to support any advice given by a child's GP within the school's means. The parent and child will be involved and supported throughout the process to help identify steps to resolve any issues.

The Department Manager, Deputy Head, Headteacher or SENCO will be informed if a child becomes unduly distressed or if there is reason to be concerned about a child's welfare and safety.

If a member of staff has any concerns about physical changes in a child's presentation, e.g. marks, bruises, soreness etc an explanation will be sought from the parent or child as appropriate and the procedures followed as detailed in Safeguarding Children Policy. A purple record sheet will be completed along with a body map which should include a satisfactory explanation. Where the explanation raises a concern should be logged concern on iSAMS through the Wellbeing module. This will inform the DSL who may then contact the Integrated Front Door for advice.

In line with the Disability Discrimination Act 2010 (Equality Act 2010) Pilgrims will ensure that:

- No child with a named condition that affects personal development will be discriminated against.
- No child who is delayed in achieving continence will be refused admission.
- Reasonable adjustments are made for any child who has delayed incontinence.

If a child becomes distressed or unhappy by being cared for by a particular member of staff, the matter will be looked into and parents will be informed. The child's safety, wellbeing and needs will remain paramount throughout.

# **INTIMATE CARE POLICY - APPENDIX 1**

## **Little Pilgrims, Kindergarten and Pre School Continence and Personal Development Procedure**

Continence is about promoting healthy bladders and bowels and should be an integral part of a child's development. We therefore encourage parents and staff to work together to think about where the child is with learning about continence, how best to help the child achieve continence and to agree a suitable toilet training program to be supported both at Little Pilgrims/Pre School and home. This would be the same policy for children with normal continence development and for children with special needs.

Only adults with enhanced DBS clearance or the child's own parent/carer to attend to the child's toileting needs. It is mostly the child's key person who will attend to their needs. The child's privacy and dignity must be maintained whilst changing takes place.

All members of staff must remain vigilant and report any concerns about the conduct of a member of staff, supply teachers, volunteers or contractors to the headteacher without delay (or where that is not possible, to the Designated Safeguarding Lead); any concerns about the headteacher should go to the Chair of Governors (Mrs Sarah Wheeler).

Should any marks or rashes be identified whilst changing takes place, these should be entered on the purple sheet in the child's learning journal titled injuries on arrival and then speak to parents when they collect their child.

If a child becomes unduly distressed by the changing experience we will inform the parents when they collect their child and discuss what is best for the child at this stage in their continence development.

### **Potty Training**

We will work in partnership with parents to support the child during potty training. At all times we will act in the best interests of the child.

Parents should expect some accidents when the child is at Little Pilgrims, Kindergarten and Pre School. Several sets of spare clothes are necessary which can be put in their bag. If a child has a soiled accident we will try to clean the clothes and underwear by rinsing the faeces off as much as possible (following guidelines below). Then underwear will be put into two nappy sacks and put in the child's bag.

Parents will have the option to sign a consent form for us to dispose of soiled underwear which is badly soiled.

We advise parents it is not in the best interests of the child to try to potty train just as they are moving up to Kindergarten or Pre School.

### **Changing Procedure**

1. Children wearing nappies should be changed either if their nappy is unduly wet or if it is soiled. The child's nappy will also be checked after breakfast and changed if needed and changed before lunch and tea. This should be done by the key person where possible.
2. Changing is to take place in the changing area of each room on the changing unit, ensuring the child's privacy at all times.
3. Staff to encourage older children to use the steps on the changing unit to avoid excessive lifting. If they have to lift the child onto the unit please use correct lifting techniques as training given to all staff.
4. When changing a child staff to wear disposable gloves and aprons which are kept in the nappy changing area. New gloves to be worn for each child and the nappy changing unit to be cleaned after each child using the antibacterial wipes. These gloves, apron and wipes are to be disposed of in the nappy bins in the nappy changing area.
5. Nappies and wipes are provided by Pilgrims. If a child is allergic to our nappies or wipes parents will be asked to provide their own.
6. Sudocrem is used if needed when the child is changed if a child has a special cream then parents will be asked to bring in their own cream. This should be clearly labelled with the child's name.
7. Nappies are to be disposed of in the nappy bins in the nappy changing area. These are to be emptied at regular intervals during the day and put in the large bins outside.
8. Any soiled clothing must be double wrapped using plastic nappy sacks. The bag must be labelled with "soiled clothes" and child's name and then put in the child's bag.
9. In the case of severe soiling, especially if the child is potty training staff are to rinse off in the toilet as much of the faeces as possible by flushing the toilet to dispose of the faeces.
10. If parents have signed the consent slip, severely soiled underwear may be disposed of and not given back to parents.
11. Hands are to be properly washed using the antibacterial hand wash provided. Paper towels are to be used for drying purposes and disposed of in the bin provided.

## INTIMATE CARE POLICY - APPENDIX 2

### Staff Guidelines for Educational Visits

#### Staff Safeguarding Guidelines

*Reference to 'Guidance for safer working practice for those working with children and young people in education settings' May 2019 (pages 14-15)*

Children should be encouraged to act as independently as possible and to undertake as much of their own personal care as is practicable. However, due to the nature of residential trips there will be times when it is necessary for individual members of staff to enter dormitories and bathrooms during the night. These may include:

- Children being restless and unable to sleep
- Toilet accidents and subsequent washing/showering of child if necessary
- Upset child due to being homesick
- Child feeling unwell
- Child having a disturbed dream

In all such cases the staff member who has been alerted needs to deal with the incident as efficiently, quietly and sympathetically as possible. When assistance is required, staff should ensure that another appropriate adult is in the vicinity and is aware of the task to be undertaken. If the member of staff feels at all uncomfortable or unsure in dealing with the incident they should initially calm the child and inform them they will fetch another adult and then do so.

A member of staff can never take the place of a parent in providing physical comfort and should be cautious of any demonstration of affection. Physical contact should never be secretive, or of the gratification of the adult, or represent a misuse of authority. All members of staff or volunteers must be alert to the possibilities of any contact being misinterpreted. To avoid such misunderstanding, all planned contact must be demonstrably unavoidable. It may be that alternative methods involving demonstrations of particular techniques by the member of staff or volunteer or a particularly competent pupil may be more appropriate than modifying a pupil's technique by physical contact. If a member of staff believes that an action could be misinterpreted, the incident and circumstances should be recorded as soon as possible, the Designated Safeguarding Lead ("DSL") informed and, if appropriate, a copy placed on the pupil's file.

Touching may be appropriate if a member of staff or volunteer needs to give first aid, or comfort a distressed pupil. If members of staff or volunteers feel it necessary for physical contact to occur, then the following guidelines must be observed.

- (i) Explain the intended action to the pupil;



- (ii) Do not proceed with the action if the pupil appears to be apprehensive or reluctant, or if you have other concerns about the pupil's likely reaction;
- (iii) Ensure that other pupils, colleagues or volunteers are present during the demonstration.

If you are at all concerned about anything which has occurred during the demonstration, inform a senior member of staff or the Designated Safeguarding Lead without delay, and make a written record.

### **Reporting Incidents and Record Keeping**

Staff and volunteers must report any concerns they may have following any incident where s/he feels that his / her actions may have been misinterpreted. This report must be made to the Designated Safeguarding Lead or senior member of staff as soon as possible after the incident and should include as an immediate follow up the preparation of a written note of the incident, a copy of which must be given to the Designated Safeguarding Lead or a senior member of staff.

Comprehensive records are essential. Any incident involving children that could give cause for concern, whether contemplated in these guidelines or not, should be recorded, with justifications for any action taken. In addition, any incident should be reported promptly to a senior member of staff or for child protection issues to the Designated Safeguarding Lead. Any 'toilet accidents' or sickness should be communicated to the staff member in charge of the residential visit the following morning.

Basic guidelines:

- Children are aware of their responsibilities i.e. looking after their own belongings, washing, unpacking, and making their own bed. Demonstrate bed making techniques and encourage children to help each other. This should reduce the amount of staff presence required. Ensure parents are aware prior to attendance and encourage behaviours and responsibilities at home.
- Do not take mobile phones into dormitories
- Have another member of staff present whenever possible
- Leave doors ajar
- Do not give goodnight kisses
- Refer to relevant policies: Physical Contact and Restraint, Staff Code of Conduct.