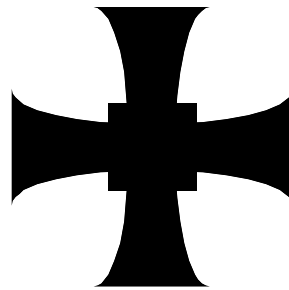


TRINITY SCHOOL CARLISLE



A CHURCH OF ENGLAND ACADEMY

INTIMATE CARE & TOILETING PROCEDURES

Pastoral Committee

Reviewed: February 2022

Approved by the Pastoral Committee: March 2022

Ratified by the full Governing Body: March 2022

Next review: February 2023

At the time of printing in March 2022 the following roles were held:

School SENCO – Mr Guy Brentnall

Designated Safeguarding Lead: Mr Paul Charnock – Assistant Headteacher (Behaviour & Welfare)

Cover for Designated Safeguarding Lead: Mrs Tracey Studholme

Designated Teacher for Looked After Children (required where there are ‘children looked after’ on the School roll): Mrs Jemma Leech

REVIEW SHEET

The information in the table below details earlier versions of this document with a brief description of each review and how to distinguish amendments made since the previous version date (if any).

Version Number	Version Description	Date of Revision
2	Updated to include minor changes the Statutory Framework for EYFS due to come into force in September 2014 and the newly published DfE 'Keeping Children Safe in Education' April 2014 and the supporting guidance Keeping Children Safe in Education – Information for all School and College Staff, April 2014.	April 2014
3	Minor revisions to take account DfE Supporting pupils at School with Medical Conditions Sept 2014	Oct 2014
4	Updated to include reference to DfE statutory guidance "Keeping Children Safe in Education" (July 2016)	February 2017
5	Updated to include reference to DfE statutory guidance "Keeping Children Safe in Education" (September 2018)	February 2018
6	Updated to include reference to DfE statutory guidance "Keeping Children Safe in Education" (September 2019)	February 2020
7	Updated to reference Keeping Child Safe in Education September 2020 & updates to waste disposal arrangements	February 2021
8	Updates to links throughout and some 'date' changes	February 2022

MANAGING INTIMATE CARE AND TOILETING PROCEDURES

Introduction

Trinity School is committed to ensuring that all staff responsible for the intimate care of children/young people will undertake their duties in a professional manner at all times. We recognise that there is a need to treat all children/young people with respect when intimate care is given. No child/young person should be attended to in a way that causes distress, embarrassment or pain.

Definition

Intimate care is any care which involves washing, touching or carrying out an invasive procedure) to intimate personal areas (such as cleaning up after a child has soiled him/herself. In most cases such care will involve procedures to do with personal hygiene and the cleaning of equipment associated with the process as part of a staff member's duty of care. In the cases of specific procedure only staff suitably trained and assessed as competent will undertake the procedure (e.g. the administration of rectal diazepam).

Our Approach to Best Practice

The management of all children/young people with intimate care needs will be carefully planned. The child/young person who requires intimate care is treated with respect at all times; the child/young person's welfare and dignity is of paramount importance.

Staff who provide intimate care are trained to do so (including child protection guidance and, where required, lifting & handling) and are fully aware of best practice (attached appendices provide useful guidance in this regard). Suitable equipment and facilities will be provided to assist with children/young people who need special arrangements following assessment from physiotherapist/occupational therapist.

All adults involved in any kind of intimate care or personal care are subject to a DBS check for Regulated Activity.

Staff who provide intimate care must wear a disposable apron and disposable gloves.

Staff will be supported to adapt their practice in relation to the needs of the individual child/young person taking into account developmental changes such as the onset of puberty and menstruation. Wherever possible staff who are involved in the intimate care of children/young people will not usually be involved in the delivery of sex education to the child in their care as an additional safeguard to both staff and the children/young people involved.

The child/young person will be supported to achieve the highest level of autonomy that is possible given their ages and abilities. Staff will encourage each child/young person to do as much for him/herself as he/she can. This may mean, for example, giving the child/young person responsibility for washing themselves. Intimate care plans will be drawn up for particular children/young people as appropriate to suit the circumstances of the individual.

Each child/young person's right to privacy will be respected. Careful consideration will be given to each child/young person's situation to determine how many carers might need to be present when a child/young person is toileted. Where possible a child/young person will be catered for by one adult unless there is sound reason for having more than one adult present. If this is the case, the reasons should be clearly documented.

Wherever possible staff will 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 in our school as no male staff are available.

Intimate care arrangements will be discussed with parents/carers on a regular basis and recorded on the child/young person's Individual Health Care Plan. The needs and wishes of the children/young people and parents/carers will be taken into account wherever possible within the constraints of staffing and equal opportunities legislation.

Safeguarding Children/Young People

Safeguarding and Multi Agency Child Protection procedures will be adhered to.

All children/young people will be taught personal safety skills carefully matched to their level of ability, development and understanding.

If a member of staff has any concerns about physical changes in a child/young person's presentation, e.g. marks, bruises, soreness etc. she/he will immediately report concerns to the appropriate manager/designated safeguarding lead.

If a child/young person 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 child/young person's needs remain paramount. Further advice will be taken from outside agencies if necessary.

If a child/young person makes an allegation against a member of staff, all necessary procedures will be followed (see the Links with Other Agencies section).

All staff will be required to confirm that they have read the document 'Guidance for Intimate Care and Toileting' and the need to refer to other policies the school may hold for clarification of practices and procedures.

These Procedures were formulated in consultation with staff and school's Governing Body.

Further Guidance:

- DfE [Keeping Children Safe in Education](#)
- DfE [Working Together to Safeguard Children](#)
- DfE [What to do if you're worried a child is being abused – Advice for Practitioners](#)
- DfE [Supporting Pupils at School with Medical Conditions](#)
- DfE [Information Sharing – Guidance for Safeguarding Practitioners](#)
- [Cumbria Safeguarding Children Partnership \(CSCP\) website](#)
- [Public Health England homepage](#)
- Public Health England [Health Protection in Schools and Other Childcare Settings](#)
- [E-bug](#)
- [National immunisation schedule](#)
- [NHS choices](#)
- GOV.UK [Waste Disposal](#)
- NHS Professionals: [Standard Infection and Prevention Control Guidelines](#)
- HSE [Blood Borne Viruses in the Workplace](#)
- KAHSC General Safety Series [G45 – Managing Intimate Care and Toileting](#)
- KAHSC Medical Safety Series [M01 - Infection Control in Schools and Other Childcare Settings](#)
- KAHSC Medical Safety Series [M06 - Protection Against Blood Borne Infections-Viruses \(BBVIs\)](#)

- Safety Series M06 - Protection Against Blood Borne Infections-viruses (BBVIs)

School Child Protection Policy

Supporting Students with Medical Conditions Policy and Procedures

Situations Which May Lead Themselves to Allegations of Abuse

1. Physical Contact

All staff engaged in the care and education of children must 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 child, 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 be open to scrutiny.

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

Children with special needs may require more physical contact to assist their every day learning. The general culture of 'limited touch' will be adapted where appropriate to the individual requirements of each child. The arrangements must be understood and agreed by all concerned, justified in terms of the child'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 child has suffered previous abuse or neglect. In the child view, physical contact might be associated with such experiences and lead to staff being vulnerable to allegations of abuse. Additionally, many such children are extremely needy and seek out inappropriate physical contact. In such circumstances staff should deter the child without causing them a negative experience. Ensuring that a witness is present will help protect staff from such allegations.

2. Restraint

There may be occasions where it is necessary for staff to restrain children physically to prevent them from inflicting injury/damage on either themselves, others or property.

In such cases only the minimum force necessary should be used for the minimum length of time required for the child to regain self-control.

In all cases of restraint the incident must be documented and reported. Staff must be fully aware of the school Physical Intervention/Positive Handling Procedures.

Under no circumstances would it be permissible to use physical force as a form of punishment, to modify behaviour, or make a child comply with an instruction. Physical force of this nature can, and is likely to constitute a criminal offence.

3. Children in Distress

There may be occasions when a distressed child needs comfort and reassurance that may include physical touch such as a caring parent would give. Staff must remain self-aware at all times to ensure that their contact is not threatening or intrusive and not subject to misinterpretation.

Judgement will need to take account of the circumstances of a pupils' distress, their age, the extent and cause of distress. Unless the child needs an immediate response, staff should consider whether they are the most appropriate person to respond. It may be more suitable to involve the child's parents or school's counsellor.

Particular care must be taken in instances which involve the same pupil over a period of time.

Where a member of staff has a particular concern about the need to provide this type of care and reassurance they should seek further advice from their line manager or other appropriate person.

4. First Aid and Intimate Care

Staff who administer first aid should ensure wherever possible that another adult or other children 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.

Regular requirements of an intimate nature should be planned for. Agreements between the school, those with parental responsibility and the child concerned should be documented and easily understood. The necessity for such requirements should be reviewed regularly. The child's view must be actively sought and, in particular, any discomfort with the arrangements addressed (see Guidance for Intimate and Personal Care).

5. Physical Education and Other Skills Coaching

Some staff are likely to come into physical contact with pupils from time to time in the course of their duties when participating in games, demonstrating, exercise or the use of equipment.

Staff should be aware of the limits within which such contact should properly take place and of the possibility of misinterpretation.

Where it is anticipated that a pupil might be prone to misinterpret any such contact, alternatives should be considered, perhaps involving another member of staff or a less vulnerable pupil in the demonstration.

6. Showers / Changing Clothes

Children are entitled to respect and privacy when changing clothes or taking a shower. However, there must be the required level of supervision to safeguard children with regard to health and safety considerations and to ensure that bullying does not occur. This means that adults should announce their intention of entering changing rooms, avoid remaining in changing rooms unless pupils needs require it, avoid any physical contact when children are in a state of undress and avoid any visual intrusive behaviour.

Given the vulnerabilities of the situation, it is strongly recommended that when supervising children in a state of undress, another member of staff is present. However, this may not always be possible and therefore staff need to be vigilant about their own conduct e.g. adults must not change in the same place as children or shower with them.

7. Out of School – trips, clubs etc.

Employees should take particular care when supervising children in the less formal atmosphere of a residential setting or after-school activity. Although more informal relationships in such

circumstances tend to be usual, the standard of behaviour expected of staff will be no different from the behaviour expected within school. Staff involved in such activities should also be familiar with their school's Educational Visits procedures, and where required, LA and Outdoor Education Adviser Panel (OEAP) Guidance regarding educational visits/off site activities.

To ensure children's safety, increased vigilance may be required when monitoring their behaviour on field trips, residential visits etc. It is important to exercise caution so that a child is not compromised and the member of staff does not attract allegations of overly intrusive or abusive behaviour.

On occasions (field trips/days out etc.) some children might be short of funds and would be embarrassed or singled out if this were known. It would be acceptable for a member of staff to subsidise a child provided that this was disclosed to colleagues.

Meetings with children away from the school premises where a chaperone will not be present are not permitted unless specific approval is obtained from the head teacher or other senior colleague with delegated authority. Staff should not place themselves in a position where they are in a vehicle, house or other venue alone with a child.

If staff come into contact with children with whom they work whilst off duty, they must behave as though in a professional role and not give conflicting messages regarding their own conduct.

8. Photography, Videos and Similar Creative Arts

Staff should be aware of the potential for such mediums of teaching to be used for wrong purposes. Additionally, children who have been previously abused in this way may feel threatened by the legitimate use of photography, filming etc. The potential for founded and unfounded allegations of abuse requires that careful consideration be given to the organisation of these activities.

Schools must have clear policies and protocols for the taking and using of images and of the use of photographic equipment. These should require the justification and purpose of the activity; its content; avoidance of one to one sessions; appropriate privacy when changing of clothes is required; and, arrangements for access to the material and storage.

Consent to participating in these activities should be sought from the parents/carers, but staff must remain sensitive to those children who appear particularly uncomfortable with the activity.

The guidance in Safety Series G21 – Use of Photographic Digital Images, good practice and any school-specific procedures should be followed when taking or using any images/photographs of children.

Frequently asked questions

What if we have nowhere to change children?

If it is not possible to provide a purpose built changing area, then it is possible to purchase a changing mat and change the child on the floor or another suitable surface, screened off if required. Most children can be changed in a standing position and can be changed in a cubicle. A 'Do not enter' sign (visually illustrated) can be placed on the toilet door to ensure that privacy and dignity are maintained during the time taken to change to child.

Won't it mean that adults will be taken away from the classroom or setting?

Depending on the accessibility and convenience of a setting's facilities, it could take ten minutes or more to change an individual child. This is not dissimilar to the amount of time that might be allocated to work with a child on an individual learning target, and of course, the time spent changing the child can be a positive learning time.

Is it OK to leave a child until parents arrive to change them?

Asking parents to come and change a child is in direct contravention of the DfE statutory guidance '*Supporting Pupils at School with Medical Conditions*', April 2014 which came into force on 1 September 2014. It is also likely to be construed as a direct contravention of the Equality Act 2010, and leaving a child in a soiled nappy or in wet or soiled clothing for any length of time pending the return of the parent is a form of abuse. Ask yourself if you would leave an injured child until parents arrived?

Who is responsible for providing nappies/continence wear?

Parents are responsible and must provide supplies. Schools may be asked how many nappies they may require by the continence nurse in order for them to calculate how many to give parents. Schools should provide gloves, other disposable clothing and personal protective equipment.

How do we dispose of nappies?

Check with your refuse collection service provider. For occasional use you may single wrap wet and double wrap soiled nappies and use ordinary waste bins.

What if no one will take responsibility to change nappies?

Consider your arrangements when a child accidentally wets or soils. The same system could be used for when such tasks might be expected rather than unexpected, but it is good practice for a familiar adult to undertake this task. While the DfE statutory Guidance '*Supporting Pupils at School with Medical Conditions*', April 2014 states that support is a voluntary task, it is written into the job description of most Local Authority employed teaching assistants. The statutory guidance does extend to pupils with toileting issues and is clear that a medical diagnosis is not a pre-requisite before school must provide any necessary support. Therefore appropriate staffing must be made available.

I am worried about lifting

Risk assessments must be undertaken for each child. Where manual handling in the form of support is required staff should receive advice or training. Children must not be physically lifted if they weigh more than 16kg, but encouraged to get on/off any changing beds themselves - many are height adjustable. Suitable equipment, such as hoists should always be used for children who are unable to help themselves, which will reduce the risk of injury to both child and staff – training will be required.

How can I help a child to communicate when they need to use the toilet?

Children with communication difficulties may need tools to help them communicate. Picture symbols and signs can be used to reinforce spoken words.

For children who are learning English as an additional language, it is helpful to learn how to say the appropriate words in their home language

I work in an early years setting, won't I be changing nappies all the time?

No, if parents change the child before school or arrival at the setting, staff should only need to check or change a child occasionally, depending on the child. Emphasis should always be on teaching the child independence and encouraging them to do as much as possible for themselves. Look on it as part of their early education and learning.

Parents won't bother to toilet train their child will they?

Parents are as anxious as you for their child to be out of nappies. You will need to make it clear that your expectation is that all children in school will be out of nappies, but that you will support children and families through any difficulties. **For early years settings it is not appropriate that your expectation is that all children will be out of nappies prior to starting nursery.**

Is it true that men can't change nappies because of child protection issues?

No, there are many men in childcare who change nappies on a daily basis. CRB checks will have been or DBS checks are carried out to screen for any known risks, and safe practice induction given to all designated staff. If there is a known risk of false allegation by a child then a single carer should not undertake intimate care.

What if a child reacts defensively, or reacts to personal care?

Is the child otherwise anxious about adults? Is it new or changed behaviour? Ask the parent/carer whether anything has happened which may have led to the child being anxious or upset about intimate care. Has there been a change in the household? If you are still concerned, consider whether there may be child protection issues and follow the school child protection policy.

What if a member of staff refuses to change a child/young person who has soiled?

The Equality Act 2010 is clear that children should be protected from discrimination, and therefore a child who has soiled should be tended to in order to be able to return to the classroom/setting without delay. 'Supporting Pupils at School with Medical Conditions' statutory guidance from the DfE is also clear that pupils should be supported with toileting issues whether there is a medical diagnosis involved or not. The issue should not arise if designated support staff have been advised on appointment and induction, and existing support staff trained in relation to the school's duties under the Act.

Record of Agencies Involved and Support Services Available/Used

Name of Child:		Date of Birth:	
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Name / Role	Contact Address / Telephone / Email
Parent / Carer	
General Practitioner / Doctor's Practice	
School Nurse	
Buildings Services Support (building works or adaptations to premises)	
Continence Adviser	
Community Paediatric Nurse	
Community Specialist Nurse e.g. Asthma, Diabetes etc.	
Physiotherapist	
Occupational Therapist	
Hospital Consultant	
Physical and Sensory Support Services	
Educational Psychologist	
Social Care Worker	
Health Visitor	
Early Years & Childcare Adviser	
Family Worker	

LA Children's Services Referrals Team	
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Personal Care Management Checklist

(To inform the written personal care management plan)

Name of Child:		Date of Birth:	
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Facilities Required	Discussion Outcomes	Action
Suitable toilet identified? Adaptations required? <ul style="list-style-type: none"> • Changing mat/table (easy clean surface) • Grab rails • Step • Easy operate locks at suitable height • Accessible locker for supplies • Mirror at suitable height • Hot and cold water • Lever taps • Disposal unit • Lifting & Handling equipment • Bleeper/emergency assistance 		
Supplies Required	Discussed	Action
Parent provided supplies: <ul style="list-style-type: none"> • Pads • Nappies • Catheter • Wipes • Spare clothes • Other (please specify) 		
School/setting provided supplies: <ul style="list-style-type: none"> • Toilet rolls • Urine bottles • Bowl/bucket • Antiseptic cleanser, cloths and blue roll • Antiseptic handwash • Milton/sterilising fluid • Paper towels, soap • Disposable gloves/aprons • Yellow sacks/disposal bags 		

Training/Communication needs	Discussion Outcomes	Action
For and to staff		
For and to other children		
Curriculum Issues	Discussion Outcomes	Action
<p>Enabling access to and inclusion in all activities e.g. PE, games, trips, performances etc.</p> <ul style="list-style-type: none"> • Discreet clothing required? • Privacy for changing? • Specific advice required for swimming? • Specialist nurse? • Manual handling adviser? 		
Specific Support Required	Discussion Outcomes	Action
<p>Details of support required</p> <p>Identified staff to carry it out</p> <p>Back up staff to carry it out</p> <p>Training for back up staff</p> <p>Time plan for supporting personal care needs</p>		

Personal Care Management Plan (developed from the Personal Care Management Checklist)

Name of Child:		Date of Birth:		Condition:	
Details of assistance required:					
Facilities and equipment: (clarify responsibility for provision of supplies e.g. parent/carer/school/other)					
Staffing:					
Regular Staff Name(s)			Time Plan for Care		
Back-up Staff Name(s):			Time Plan for Care		

Training needs: (individual staff must keep signed/dated records of training received in addition to school and setting held records. A record should be completed when training has been delivered and kept as part of the care plan)							
Curriculum specific needs:							
Arrangements for trips/transport:							
Procedures for monitoring and complaints: (including notification of changing needs by any relevant party)							
This current plan has been agreed by: -							
Name:		Role:		Signature:		Date:	
Name:		Role:	PARENT / CARER	Signature:		Date:	
Proposed Review Date:							

Toileting Plan

Record of Discussion with Parents/Carers

Name of Child:			
Date of Birth:		Class/Group:	

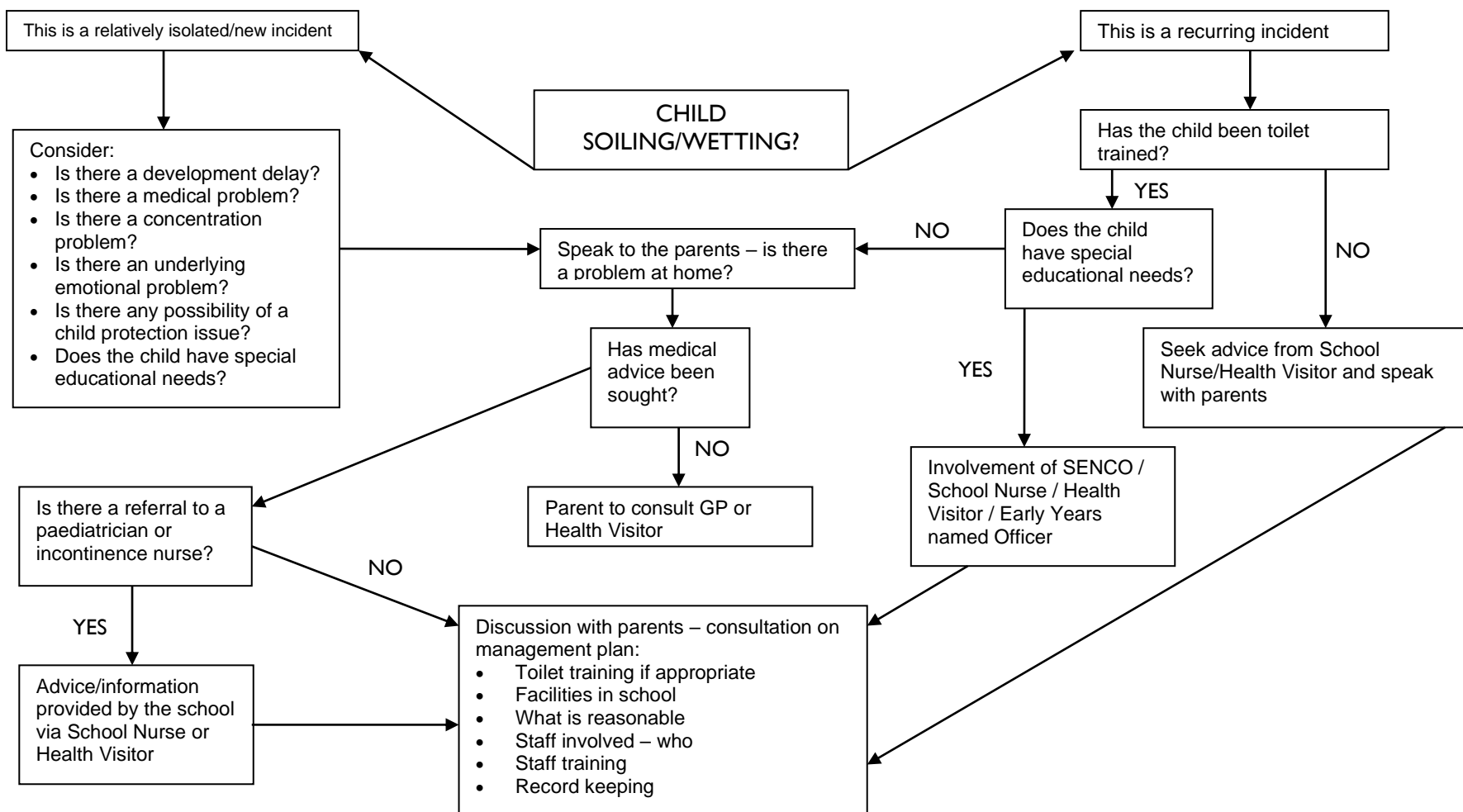
	Detail/Action	Date Agreed
Working towards independence: e.g. taking child/young person to toilet at timed intervals, using sign or symbol, any rewards used		
Arrangements for nappy/pad/clothes changing: e.g. who, where, arrangements for privacy		
Level of assistance required: e.g. undressing, dressing, hand washing, talking/signing to child/young person		
Infection control: e.g. wearing disposable gloves, waste disposal		
Sharing information: e.g. if the child/young person has a nappy rash or any marks, any family customs/cultural practices		
Resources required: e.g. special seat, nappies/pull-ups, creams, disposable sacks, change of clothes, toilet step, disposal gloves		
Parent/Carer Signature:		Date:
Key Staff Signature:		Review Date:

Agreement of Intimate Care Procedures for a Child or Young Person with Complex Needs

The purpose of this agreement is to ensure that both parents/carers and professionals are in agreement with what care is to be given, who is to provide the care and that the appropriate training is given. The teaching of care procedures may be carried out by the parent/carer or by a professional experienced in the procedures.

When the parent/carer and/or professional are agreed the procedure has been learned and the staff carer feels comfortable with, and competent to administer that procedure this record should be signed by both parties. One copy should be given to the staff carer, one retained in the staff carer's personnel file and one filed in the child/young person's Individual Healthcare Plan (IHCP) or Education, Health and Care Plan (EHCP).

School/Setting:					
Name of Child:					
Date of Birth:		Class/Group:			
Procedure(s): (brief detail of the procedures staff have been trained in)					
Date Training Completed:					
Name of Trainer:					
Training Provider: Organisation, profession and job title of the person delivering the training	(Where this person is a parent or carer record that here)				
I confirm that the above named member(s) of staff received training in the procedure(s) detailed above and they are competent to carry out any necessary care procedures.					
Date by which I recommend this training be updated (where applicable):					
Trainer Signature:				Date:	
I confirm that I have received training in the procedure(s) detailed above.					
Staff Name(s):		Staff Signature(s):		Date:	
Proposed Review Dates:					



Always be aware of the possibility of Child Protection issues (in which case follow Safeguarding Procedures)