# Dalestorth Primary and Nursery School

# Personal and Intimate Care Policy

September 2026

**Aim**

The aims of this policy are:

- To ensure that children and young people with impaired personal development have the same rights of access to services as other children and young people.
- To ensure that children and young people's personal and intimate care needs are met.
- To ensure that service specific guidance is developed.

**Statutory basis of this policy**

- Management of Health and Safety at work Act 1999
- Disability Discrimination Act (DDA) 1995, 2005
- Children's Act 2004
- Every Child Matters
- Every Disabled Child Matters
- U.N Convention on the Rights of the Child

**Supporting documents**

- Including Me, Council for Disabled Children
- Managing Complex Health Care Needs
- Managing Medicines

**Introduction**

The Children and Young People's Department is committed to the provision of high quality care that meets the individual needs of children and young people, embracing 'Every Child Matters' and the United Nations Convention on the Rights of the Child.

This policy provides the outline for the development of guidance and procedure with regard to personal and intimate care. This policy should be read in conjunction with the policy for Managing Complex Health Care Needs and Managing Medicines.

**This policy applies to all staff undertaking personal and intimate care tasks with children and young people. In the context of this policy, staff will include approved volunteers once full DBS checks have been undertaken.**

**Nottinghamshire Children and Young People's Department requires all service areas (where needed) to develop guidance in line with this policy.**

**The Children and Young People's Department is committed to providing personal and intimate care where it has been recognised as an assessed need and indicated in the personal and intimate care plan, in ways that embrace 'Every Child Matters' and the united Nation Convention on the Rights of the Child.**

- Every child and young person has the right to feel safe and secure
- Every child and young person has the right to be treated as an individual
- Every child and young person has the right to remain healthy
- Every child and young person has the right to privacy, dignity and a professional approach from all staff when meeting his or her needs.
- Every child and young person has the right to information, in a format that is understandable, and support relevant to their needs, which will enable him or her to make informed and appropriate choices.
- Every child and young person has the right to be accepted for who they are, inclusive of their age, gender, ability, race, culture, religion or belief and sexual orientation

- Every child and young person has the right to information and procedure, in a format that is understandable, for any complaint or queries he or she may have regarding their personal and intimate care.

Every child and young person should be encouraged to care for themselves as much as they are able. The Children and Young People's Department accepts that there will be extraordinary circumstances, following a careful risk assessment, where a child or young person's personal care can not be met in a particular activity. It is expected that an alternative will be sought.

**Aims**

The aims of this policy are:

- To ensure that children and young people are consulted and encouraged to participate in decisions about their personal and intimate care. Particular attention must be given to those children and young people who have disabilities/conditions who may need additional support to be able to do this.
- To safeguard the rights of children and young people, and staff who are involved in their personal and intimate care.
- To ensure that service specific guidance is developed. This must inform all staff, whose role includes personal and intimate care, of good working practice and procedures.
- To ensure there is a system for producing Intimate Care Plans for children and young people who require personal and intimate care (see Appendices).
- To ensure that all staff who are involved in personal and intimate care have access to training enabling them to implement the child or young person's intimate care plan and all relevant procedures.
- To remove barriers to learning and participation, protect from discrimination and ensure inclusion for all children and young people.
- To ensure the continuity of care through the sharing of information between parents/carers/legal guardian/involved professionals.

**Definitions of Personal and Intimate Care**

**Personal Care** is defined as those tasks which involve touching, which is more socially acceptable, as it is non-personal 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, dressing and undressing, (clothing), washing non-personal body parts, prompting to go to the toilet.

**Intimate Care** is defined as those care tasks associated with bodily functions, body products, and personal hygiene which demand direct or indirect contact or with exposure to the genitals including dressing or undressing (underwear), helping with the use of the toilet, changing continence pads (faeces and/or urine), bathing/showering, washing personal and intimate parts of the body, changing sanitary towels or tampons, inserting suppositories, giving enemas.

**Equality and Diversity**

Children and young people with impaired personal development have the same rights of access to services as other children and young people and are protected from discrimination under the Disability Discrimination Act (DDA) 1995.

**Protection of Children Young People and Staff**

All services must ensure that all children and young people's personal and intimate care needs are met.

- **Parents/carers/legal guardians have the primary responsibility for their child's health and must provide all services with information about their child or young person's intimate care needs. This information will be sought through an assessment of the child or young person's needs and subsequent personal and intimate care plans will be drawn up with review dates.**
- The personal and intimate care plan must be written in consultation with parents/carers/legal guardians and updated annually, children and young people and appropriate consent given for procedures within it. Every effort must be made to assist those children and young people who are not able to communicate easily to participate in their care planning.
- Where a personal and intimate care plan exists this information must be shared with all relevant services upon request.
- Where a personal and intimate care plan does not exist, the initial service identifying the need must ensure that an assessment and plan are completed prior to accessing the service, or where the child or young person's needs or circumstances change.
- Young people over the age of 16 who are living independently of their parents should provide information about their personal and intimate care needs. Those young people with a disability/condition must be provided with additional support to be able do this where possible.
- Parents/carers/legal guardians must be consulted and their views respected in terms of the personal and intimate care provided for their child or young person unless the young person is living independently. Procedures must be discussed with the family to ensure consistency of care and support to encourage the development of personal and intimate care skills for their child.
- There is no legal or contractual duty that requires all service staff to undertake personal and intimate care procedures. However, this may already be a specific requirement in an individual job description or staff may formally elect to support children and young people in this way. In these circumstances staff will be informed of the specific types of personal and intimate care that they will be required to carry out and be appropriately trained. Relevant staff will have access to guidance and ongoing training that supports good working practice which complies with health and safety legislation. Staff will have access to a set of procedures detailing individual personal and intimate care tasks including how to manage children and young people who refuse to comply with previously agreed interventions.
- All staff working with children and young people must have been through an appropriate safer recruitment process.
- In recognition of the vulnerability of disabled children and young people, all services must ensure that they follow the Nottinghamshire Safeguarding Children Board Safeguarding Children Procedures. The Safeguarding Disabled Children and Young People Inter-agency Practice Guidance must be accessible to all staff and adhered to.
- Each child and young person's right to privacy must be respected. Careful consideration must be given to each child and young person's situation to determine how many carers might need to be present and which carers may be involved when a child or young person needs help with personal and intimate care. Under normal circumstances, one child or young person will be cared for by one adult, unless there is a sound reason for having two or more adults present. If this is the case, the reasons must be clearly documented. The United Nations Convention on the Rights of the Child: Article 12 states that children have the right to say what they think

should happen when adults are making decisions that affect them and have their opinions taken into account.

- The number of staff required will be indicated in the child or young person's intimate care plan. The number of staff may also be influenced by the preference of the child or young person, or specified in a manual handling or behavioural risk assessment.
- All services need to make provisions for emergencies i.e. a staff member on sick leave.
- On the basis that Nottinghamshire County Council's policy for Personal and Intimate Care is followed, Nottinghamshire County Council is protected by its Public Liability Insurance (subject to its terms and conditions and exclusions) for accidental death, injury and damaged caused by such procedures to a third party. The insurance provided jointly indemnifies with the County Council staff and Members, provided that they are acting in accordance with their Nottinghamshire County Council duties.

For further information contact Risk and Insurance Section, County Hall, 08449 808080.

**Monitor and Review**

The Children and Young People's Department Strategic Services Policy, Commissioning and Planning Team will be responsible for promotion of this policy across the Department. Any required changes to this policy due to changes in legislation will be made in partnership with the policy author.

It is the responsibility of individual service areas to ensure that their staff are made aware of their specific guidance.

**References/Background Information**

- Management of Health and Safety at work Act 1999
- Disability Discrimination Act (DDA) 1995, 2005
- Equality Act 2010
- Every Child Matters
- Every Disabled Child Matters
- The Dignity of Risk, National Children's Bureau
- Including me, Council for Disabled Children
- U.N Convention on the Rights of the Child
- Nottinghamshire Safeguarding Children Board Child Protection Procedures
- Nottinghamshire Safeguarding Children Board Safeguarding Disabled Children and Young People: Practice Guidance for all agencies.

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**POLICY REVIEW**

This policy is to be reviewed annually.

**Policy written by: E Plumb**
**Policy adopted: September 2021**
**Policy reviewed: September 2022 by C Kennedy**
**Policy reviewed: September 2023 by E Plumb**
**Policy reviewed: September 2024 by E Plumb**
**Policy reviewed: September 2025 by E Plumb**
**Policy reviewed: September 2026 by E Plumb**

**Policy due to be reviewed: September 2027**

**Appendix 1: INDIVIDUAL ASSESSMENT PERSONAL AND INTIMATE CARE PLAN**

| | | | | | |
|---|---|---|---|---|---|
| **Name** | | **Male** | ☐ | **Female** | ☐ |
| **D.O.B** | | **Condition** | | | |
| **School / setting** | | | | | |
| **Child or young person's preferred method of communication?** | | | | | |
| **Does the child or young person have any allergies or sensitivity?** (Refer to health care plan) | | | | | |
| **Does the child or young person require assistance with mobility or transfers** (refer to manual handling assessment and subsequent safe systems of work) | | | | | |
| **Does the child or young person have any religious or cultural needs?** | | | | | |
| **PROCEDURE** | | Named / trained staff<br>e.g. 1:1 / departmental staff | | | |
| **Eating and drinking** | Assistance required at mealtimes | ☐ | | | |
| | Supervised at meal times | ☐ | | | |
| | Nasal gastric tube feed | ☐ | | | |
| | Gastronomy feed | ☐ | | | |
| | Continuous pump feed | ☐ | | | |
| | Periodic pump feed | ☐ | | | |
| | Manual feed | ☐ | | | |
| | Other specialist feed | ☐ | | | |
| | | | | | |
| **Airways / suction** | Oral | ☐ | | | |
| | Tracheotomy | ☐ | | | |
| | | | | | |
| **Medication:**<br>**Emergency and / or routine** | Epipen | ☐ | | | |
| | Oral | ☐ | | | |
| | Rectal e.g. diazepam, ACE procedure | ☐ | | | |
| | Suppository | ☐ | | | |

| | | | |
|---|---|---|---|
| | Supervised medication | ☐ | |
| | Administered | ☐ | |
| | Supervised | ☐ | |
| | Dressings | ☐ | |
| | | | |
| **Toileting** | Rectal procedure e.g. enema | ☐ | |
| | Catheterisation | ☐ | |
| | Supervised catheterisation | ☐ | |
| | Pad change(day and/or night) | ☐ | |
| | Menstruation | ☐ | |
| | Assistance with toileting | ☐ | |
| | Supervised toileting | ☐ | |
| | | | |
| **Personal care** | Washing | ☐ | |
| | Showering | ☐ | |
| | Dressing | ☐ | |
| | Cleaning e.g. gastronomy site | ☐ | |
| | Teeth | ☐ | |
| | Shaving | ☐ | |
| | Hair / styling | ☐ | |
| | Lotions / creams | ☐ | |
| | | | |
| **Behavioural** | Social/emotional | ☐ | |
| | Sexual awareness | ☐ | |

**Appendix 2: SAFE SYSTEM OF WORK**

| **SAFE SYSTEM OF WORK** | | | |
|---|---|---|---|
| **IT IS ASSUMED THAT THE NAMED STAFF FOLLOWING THESE SYSTEMS OF WORK HAVE BEEN TRAINED TO CARRY OUT ALL TECHNIQUES DOCUMENTED** | | | |
| **PROCEDURE**: | | | |
| **Pupil's level of ability:** | | | |
| Independent | ☐ | Fully assisted 1 carer | ☐ |
| Independent / supervised | ☐ | Fully assisted 2 carers | ☐ |
| Partially assisted 1 carer | ☐ | Fully assisted more than 2 carers | ☐ |
| **Environment required:**<br>e.g. adapted bathroom, medical room, bedroom, dining room | | | |
| **Equipment required:**<br>e.g. gloves, toiletries, special crockery / cutlery | | | |
| **Detailed description of procedure:** | | | |

**Date assessed:**

**Assessor's signature:**

| | |
|---|---|
| **Child or young person's signature:** | |
| **Parent / Guardian's signature:** | |
| **Proposed review dates:** | |