



Personal and Intimate Care Policy and Procedure

Reviewed September 2025

Date of next review: September 2026

Personal and Intimate Care Policy and Procedure

Introduction

At Abbey Primary School, we follow the guidelines set out by Children and Young People's Services of Nottinghamshire County Council.

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

Abbey Primary School 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 'Helping Children Achieve More' and the United Nations 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, which is 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.

Abbey Primary School accepts that there will be extraordinary circumstances, following a careful risk assessment, where a child or young person's personal care cannot be met in a particular activity. It is expected that an alternative will be sought.

Policy Development

This policy was formulated in consultation with the whole school community with input from members of staff, governors, parents/carers, children and other partners.

This policy is also written in line with Nottinghamshire County Council's policy on the same subject, entitled "Personal and Intimate Care." It takes account of the following statutory documents:

- Management of Health and Safety at work Act 1999
- Disability Discrimination Act (DDA) 1995, 2005
- Children's Act 2004
- Helping Children Achieve More
- Every Disabled Child Matters
- U.N Convention on the Rights of the Child
- Children and Families Act 2014

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Aims

- 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 which reflects good working practice and procedures;
- 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. (Personal and intimate care plan proforma Appendix A and B);
- To ensure that all staff who are involved in personal and intimate care have access to relevant training or guidance 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/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 intimate and usually has the function of helping with personal presentation and enhance social functioning. This includes 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 Equality Act 2010.

Protection of Children and Staff

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

- Parents/carers/legal guardians have the prime 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

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will be sought through an assessment of the child 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 and children (where appropriate) and appropriate consent given for procedures within it. Every effort must be made to assist those children 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.

Parents/carers must be consulted and their views respected in terms of the personal and intimate care provided for their child or young person.

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 son or daughter.

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 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 on-going 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 must have been through an appropriate safer recruitment process.

In recognition of the vulnerability of disabled children 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 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.

Monitor and Review

This policy will be reviewed annually and amended to reflect any updates from the Children and Young People's Services of Nottinghamshire County Council. The Governing Body will be responsible for monitoring this.

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References and Background Information

- Management of Health and Safety at work Act 1999
- Disability Discrimination Act (DDA) 1995, 2005
- Equality Act 2010
- Helping Children Achieve More
- 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.

Links with other Policies

The policies below all relate to our expectations with regard to behaviour in school and should be read in conjunction with the Intimate Care Policy.

Policy	Why
SEND Policy	Detailed SEND provision information
Safeguarding Policy	Child Protection
Child on child abuse	Child Protection

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Abbey Primary School Personal Intimate Care Plan

Child's Name:		DOB:	Date Agreed:
		Year Group/Teacher:	
Focus	Details/Action		
Working towards independence:			
Changing arrangements:			
Hygiene and disposal of wet/soiled items:			
Information sharing:	• if any marks or rashes are noticed, this should be reported to class teacher (with consideration for timely onward communication with DSL if necessary) • observations shared sensitively with parents/carers • actions to be recorded on CPOMS		
Resources needed:			
Parent/Carer Name(s):		Identified member(s) of staff:	
Signature(s):		Signature(s)	

Appendix B - PERSONAL CARE MANAGEMENT PLAN



Child / Young Person's Name:		Date of Birth:	
Condition:			
Details of assistance required:			
Facilities and equipment: (Clarify responsibility for provision of supplies e.g. parent/carer/school/other)			
Staffing	Name	Time plan	
Regular:			
Back up:			
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
Date for Review:			