



# **Arbour Vale School**

## **Specialist Sports College**

### **Intimate Care Policy**

**September 2017**  
**(Review September 2018)**

## **Why do we need a policy on intimate personal care?**

This policy outlines procedures for personal care where Arbour Vale provides activities or services for people who need support and assistance in their personal care/ intimate personal care.

### **Policy statement**

Where intimate personal care is delivered this will always be undertaken sensitively and appropriately. Staff will be aware of the need to maintain privacy and dignity when dealing with the student's intimate personal care needs. The Intimate personal care of a child should be delivered within the routines detailed in the care plan. The parents will be involved to ensure the personal care is appropriate for the specific individual.

Arbour Vale School and House will make the decision as to who offers intimate personal care and what form this will take. Gender issues are significant in determining the appropriateness of the support and we will endeavour to ensure that the principle of same gender care is applied when meeting the intimate personal care needs of the students.

It is recognised that it is important for the students to have positive role models of males and females. Work other than that involving intimate personal care would routinely be carried out by staff of either sex.

### **Definitions**

#### **Intimate personal care is taken to mean:**

- hands-on physical care in areas of personal hygiene, and physical presence or observation during such activities.

#### **Intimate personal care includes:**

- body bathing other than to arms, face, and legs below the knee
- toileting, wiping and care in the genital and anal areas
- incontinence care
- placement, removal and changing of incontinence pads
- menstrual hygiene
- dressing and undressing
- Application of medical treatment, other than to arms, face, and legs below the knee.

## **Deciding on the appropriate person to carry out the task**

It is important that all of the students needs are considered when deciding on those staff who will be working with them. Some aspects of close personal care may have to be dealt with during any activity, and if the staff member working with the person is not the appropriate worker to deal with the specific need, then there needs to be someone available who is.

The Head teacher or the Head of Residential Care will have to take these considerations into account. The principle of same gender care is subject to the availability of staff of the same gender who are competent to deliver intimate personal care. It is acknowledged that at times there may be insufficient staff of the same gender to carry out the principle of same gender care.

It is therefore acceptable for the intimate personal care needs of male service users to be carried out by female staff members, if no male staff member is available. The Headteacher or the Head of Residential Care must ensure that female staff are available to provide care to female service users should they require assistance in the areas of bathing, dressing, toileting and menstrual hygiene etc.

Male staff may only work with female service users in the areas of bathing, dressing, toileting and menstrual hygiene in cases of necessity or urgent need. The prime objective should be to avert this from happening. At Arbour Vale the Head teacher or the Head of Residential Care must ensure that female staff are available to provide this care. They will ensure that a balance of males and females staff, where at all possible.

## **Intimate personal care plan**

An intimate personal care plan will be written up for any student requiring intimate personal care, detailing the level of support required and how it is to be delivered. If the student does not wish for same gender care or same gender care cannot be provided or it is not considered to be an appropriate method of working, then the reasons why must be recorded. This record will specify which care tasks are being exempted from the principle, and name workers who will work on these tasks. The Headteacher or the Head of Residential Care will ensure that all staff are aware of any situations that do not comply with the principle of same gender care and will monitor the delivery of such care.

## **Privacy**

Privacy is a fundamental right, and is of prime importance in the delivery of intimate personal care. Students should not be in the position of having their needs met by staff because appropriate aids and adaptations, which would enable them to meet their own needs, have not been made available to them. Every effort should be made to ensure

that equipment is provided that would reduce the need for physical assistance or staff presence during intimate personal care.

## **Safety**

Meeting the intimate personal care needs of the student carries a measure of risk to both staff and the student. The risks can include the following:

- injury to the student or staff due to accidents/poor work practices
- hot water
- epilepsy and bathing
- moving and handling
- infection from bodily fluids.

It is therefore important that safeguards are put in place to minimise the risk to staff and the service user.

## **Health care**

If, during the course of assisting a person with their intimate personal care needs, there are any changes in an individual's appearance that may require attention, these should be noted, e.g. rashes, blisters, sores, lumps, and changes in colour and size of skin blemishes. These should be recorded and the student supported to seek medical attention.

## **Suspected Abuse**

In the event that any bruise or skin damage is noted, this should be recorded and brought to the attention of the Head teacher or Head of Residential Care immediately. Any signs of suspected abuse will be recorded and reported immediately on CPOMS and to the DSL team

## **Training**

The Head teacher and Head of Residential Care needs to ensure that staff are trained in delivering sensitive and high quality assistance to service users in the area of intimate personal care. This will generally take the form of being shown, by an approved competent member of staff, the correct procedures to carry out all areas of care appropriate to individual service users.

Training will be given in safe working practices, including areas such as hygienic practices, infection control, safe bathing, moving and handling.

## Independence

It is emphasised that in this, as in all other areas of work, a prime aim of carrying out intimate personal care will be to develop the skills and abilities of the individual to enable them to become as independent in the task as possible.

## Staff support

Staff will have the opportunity to say if they are uncomfortable with a particular area of practice, or if they feel vulnerable in carrying it out. This does not mean that individual staff can abdicate responsibility for meeting the student's needs that have been clearly identified and planned for. The Headteacher and the Head of Residential Care will offer staff the opportunity to discuss and clarify such matters in supervision or 1;1 meetings, and will offer training if this is required, subject to being satisfied that the member of staff has the potential to be competent in the work.

## Recruitment and staffing

In order to implement same gender care, and in line with equal opportunities legislation, the membership of staff teams will be reviewed whenever a vacancy arises. Factors that will be considered will be the gender and cultural needs of the service users or service user group.

Policy	Review	Staff members
Intimate Care	May 2012	VE/DR
	Sept 2014	DR
External Review	Jan 16	Bill Brown and DR
	Sept 16	VE
review	Sep 17	AB