



Intimate Care Policy

Document Control	
Title	Intimate Care Policy
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Purpose of the policy	Set out how we manage the intimate care needs of pupils
Related policies and guidance	Medical Needs Policy Accessibility Plan Safeguarding Policy Health and Safety
Review	March 2025
Author	Sarah Day
Date Consultation Completed	March 2023
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Under the Public Sector Equality Duty, Manchester Hospital School has due regard to the need to eliminate discrimination, harassment and victimisation and any other conduct prohibited by the Equality Act 2010; to advance equality of opportunity between those who share a relevant protected characteristic and those who do not share it and to foster good relations across all protected characteristics. Manchester Hospital School will take into account equality considerations when policies are being developed, adopted and implemented.



Manchester Hospital School serves the needs of a very large and diverse range of children, young people and their families at times when they are extremely vulnerable. Our core purpose as a school is to uphold the child's right to Education and our policies and procedures are necessary to keep staff and children safe. We acknowledge that our students are often living with a range of very complex medical conditions including mental ill health and therefore we keep the needs of the student at the heart of all decisions. We will, therefore, work within the parameters of all statutory policies whilst seeking to understand and support the child's long term education and health needs.

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1. Introduction

This policy relates to students who are studying at the Leo Kelly School. The intimate care of students on all other sites (including those who are taught in the home) will be carried out by health professionals or the child's parents/carers.

Manchester Hospital School is aware that all learners need open access to clean, well-stocked and safe toileting provision and that some learners may require assistance from members of staff for personal care, including toileting, either due to the age and developmental level of the student, or as a result of disability or medical need. The main aim of the school is to ensure that our learners are safe, secure and protected from harm.

Intimate care refers to any care which involves toileting, washing, changing, touching or carrying out an invasive procedure to children's intimate personal areas.

2. Aims



This policy aims to provide a clear framework for staff to ensure the safety and dignity of all learners when using the toilet and for those who need support with personal care, including toileting and continence management. It will also clarify, for learners and their families, the support they can expect from our school.

This policy aims to ensure that:

- Intimate care is carried out properly by staff, in line with any agreed plans
- The dignity, rights and wellbeing of children are safeguarded
- Pupils with intimate care difficulties are not discriminated against, in line with the Equalities Act 2010
- Parents are assured that staff are knowledgeable about intimate care and that the needs of their children are taken into account
- Staff carrying out intimate care work do so within guidelines (i.e. health and safety, manual handling, safeguarding protocols awareness) that protect themselves and the pupils involved

3. Legislation and guidance

This policy complies with [statutory safeguarding guidance](#).

It also complies with guidance from [Bladder and Bowel UK](#) which provides support and advice to those affected by bladder and bowel conditions as well as the institutions which support them.

4. Creating an Intimate Care Plan

Where an intimate care plan is required, it will be agreed in consultation between the school, parents/carers, the child (when possible) and any relevant health professionals.

The school will work with parents/carers and take their preferences on board to make the process of intimate care as comfortable as possible, dealing with needs sensitively and appropriately.

Subject to their age and understanding, the preferences of the child will also be taken into account. If there is doubt about whether the child is able to make an informed choice, their parents/carers will be consulted.

Manchester Hospital School will take into account the religious views, beliefs and cultural values of the learner and their family, as well as the learners gender identification and individual physical needs (e.g. periods, catheterisation, stoma care etc) as far as possible in provision of



appropriate toileting facilities and when undertaking or supporting required individual personal care.

The plan will be reviewed twice a year, even if no changes are necessary, and updated regularly, as well as whenever there are changes to a pupil's needs.

Manchester Hospital School will ensure that all staff are aware of the need for confidentiality. Personal and sensitive information will only be shared with those who need to know.

See appendix 1 for a blank template of an intimate care plan. Intimate care plans will be saved onto the school's secure management information system.

The school will share information with parents/carers as needed to ensure a consistent approach. It will expect parents/carers to also share relevant information regarding any intimate matters as needed.

5. Role of school staff

The SENCO

The SENCO will coordinate the intimate care plan and ensure that relevant members of staff are aware of it. The SENCO will review the care plan and make changes when required.

Staff involved in carrying out intimate care

Manchester Hospital School will ensure that anyone who undertakes intimate care is an employee of the school and has had appropriate safeguarding checks. Only those staff named on a student's individual intimate care plan will be involved in providing support with intimate care. Manchester Hospital School will ensure that sufficient staff are named on care plans and available to provide the required support in all foreseeable circumstances. If, in exceptional circumstances, none of the named staff members for an individual are available, school will contact the family for consent to involve a different member of staff.

Only in an emergency would staff undertake intimate care that has not been agreed with the parents/carers. This act of care would be reported to a senior member of school staff and to the parents/carers as soon as possible after the event. The reasons for this and the care undertaken would be documented by the staff member who had delivered the care.

A written record will be kept of all support with intimate care. This will be logged on Cpoms and include the date and time of the care and who was present.

The Head Teacher and the Governing Body

The head teacher and the governing body will ensure there are appropriate toileting facilities to meet the needs of all their learners, including those with bladder and bowel health issues. They will ensure that sufficient staff are trained to meet the needs of their learners.



The head teacher and the governing body will ensure that this policy is monitored and reviewed at least every three years.

6. Responsibility of parents/carers

Parents/carers must ensure that they provide all relevant information to school, as soon as possible, so that the needs of their child can be met. This includes the nature of their child's needs, details of any healthcare professionals involved including specialist nurses, as well as any changes in their medication, care or condition. Parents/carers must ensure that they work towards their child achieving the maximum possible level of independence at home. Parents/carers should work with school to develop and agree a care plan.

Parents/carers must make sure that school always has required equipment available for their child's intimate care or toileting needs. Parents/carers must ensure that school always has their emergency contact details.

7. Responsibility of students

To respect the toileting space and others use of that space and right to privacy. To be as involved as possible in their intimate care and with their care plan. To let school staff know when they are aware that they need assistance. To let their parent/carer or a trusted member of school staff know if they have any concerns or feel uncomfortable at any time.

8. Concerns about safeguarding


If a member of staff carrying out intimate care has concerns about physical changes in a child's appearance (e.g. marks, bruises, soreness), they will report this using the school's safeguarding procedures, as outlined the school's safeguarding policy.

If a child is hurt accidentally or there is an issue when carrying out the procedure, the staff member will report the incident immediately to a member of the senior leadership team.

If a child makes an allegation against a member of staff, the responsibility for intimate care of that child will immediately be given to another member of staff and the allegation will be investigated according to the school's safeguarding procedures.

8. Appendix 1 Intimate Care Plan



Intimate Care Plan for { Name of Pupil} in Y Date of plan: {Insert Date} Review Date: {Insert Date}		 Manchester Hospital School
This plan has been discussed with parents/carers and the pupil, if appropriate. Signed permission has been obtained for this plan to be followed during the school day. This plan is to be reviewed at least twice a year (or sooner if needs change) in consultation with parents/carers and pupil, if appropriate.		
Staff involved in routinely meeting this pupil's personal care needs:		
Medical Information: Mobility: Communication Skills:		
Details of Plan		
Procedure:		
Facilities, Resources & Equipment needed:	Management of Personal Care Needs Management and review of the personal care needs plan with staff, parents/carers and pupil, if appropriate, is the responsibility of the SENCO or School Lead. Day to day responsibility for the implementation of this personal needs care plan remains the responsibility of the staff named above. Level of Supervision: 1 to	
Confidentiality Agreement Parents/carers and pupil (if appropriate) agree that this is to be shared with key staff who will treat all information confidentially and will respect the dignity and privacy of this pupil.	Additional Roles of Support Staff:	



I have read and agree to this procedure for {Name of Pupil}:

_____ Parent/Carer
Date: _____

_____ TA
Date: _____

_____ Class/Form teacher
Date: _____

_____ SENCO/Lead
Date: _____

Termly Staff Briefing Please date and initial in the boxes below following each briefing on the contents of this protocol.

Term 1

Term 2

Term 3

