



# **Bracken Hill School**

## **Personal and Intimate Care Policy**

**Author: Miss Winsor**

**Policy Type: Whole School**

This policy is reviewed biennially to ensure compliance with current regulations

### 1. Introduction

Bracken Hill School recognises that many pupils require support with personal and intimate care due to their age, developmental stage, or special educational needs and disabilities (SEND).

The school is committed to ensuring that all pupils are treated with dignity, respect and sensitivity when receiving personal or intimate care. Support will always be provided in a way that promotes independence, wellbeing, safety and inclusion, enabling pupils to fully access school life and participate in all aspects of the curriculum and wider school activities.

This policy provides guidance for staff to ensure that personal and intimate care is carried out safely, consistently and respectfully.

### 2. Definition of Personal and Intimate Care

Personal and intimate care refers to any support that involves helping a pupil with bodily functions or personal hygiene.

This may include:

- Toileting
- Nappy changing
- Cleaning a pupil after soiling or accidents
- Menstrual care
- Washing hands and face
- Dressing and undressing
- Changing clothes after accidents or physical activity
- Support with personal hygiene such as teeth brushing or hair brushing

For some pupils, personal care may also involve medical or physical support, such as moving and handling procedures.

### 3. Principles

Bracken Hill School follows these key principles when supporting pupils with personal and intimate care:

- Pupils have the right to dignity and privacy.
- Pupils will be treated with respect and sensitivity at all times.

- Pupils will be encouraged to develop independence wherever possible.
- Pupils' safety and wellbeing will always be prioritised.
- Pupils will be supported in a way that reflects their individual needs and preferences.
- Parents and carers will be actively involved in planning personal care support.
- Staff will follow clear safeguarding procedures at all times.

#### 4. Legislation and Guidance

This policy is informed by the following legislation and guidance:

- Keeping Children Safe in Education (KCSIE)
- Working Together to Safeguard Children
- Equality Act 2010
- Children and Families Act 2014
- SEND Code of Practice 2015
- Health and Safety at Work Act
- Manual Handling Regulations

The Equality Act 2010 states that schools must make reasonable adjustments to ensure that pupils with disabilities are not placed at a substantial disadvantage.

#### 5. Safeguarding

Bracken Hill School recognises that pupils with disabilities or additional needs may be more vulnerable to abuse or harm.

Staff must remain vigilant when supporting pupils with personal care and must always follow the school's Safeguarding and Child Protection Policy.

Staff must maintain professional boundaries and ensure that pupils are treated with dignity and respect at all times.

If a member of staff notices any concerns during personal care, such as:

- unexplained marks or injuries
- signs of discomfort or distress
- changes in behaviour
- safeguarding concerns relating to the child's wellbeing

these must be reported immediately in line with the school's safeguarding procedures.

Bracken Hill School uses the MyConcern safeguarding reporting system. Staff must record any safeguarding concerns, including marks or injuries noticed during personal care, on the MyConcern system as soon as possible so that they can be reviewed by the Designated Safeguarding Lead (DSL).

Personal care should never take place behind locked doors.

Where risk assessments identify additional safeguarding needs, two members of staff may be required, with one member of staff providing oversight where appropriate.

Staff must remain aware that personal care situations require a high level of professional conduct and safeguarding awareness at all times.

## 6. The Voice of the Child

Bracken Hill School values the voice of every pupil and recognises that pupils may communicate their needs in different ways.

Pupils will be supported to communicate their preferences and needs during personal care routines wherever possible.

Some pupils may communicate using:

- speech
- AAC devices
- symbols or communication boards
- objects of reference
- eye pointing
- gestures or body language
- vocalisations or behaviour

Staff must be familiar with each pupil's individual communication methods and ensure pupils understand what is happening during personal care routines.

To further support communication, symbols are displayed in all toilets and personal care areas. These symbols support pupils to communicate their needs during personal care routines.

In addition, body part symbols are displayed in all toilets, including symbols representing genital areas. These are used to support both pupils and staff in using correct and consistent terminology when referring to body parts.

This supports pupils to:

- communicate any concerns or discomfort
- report issues or injuries
- develop understanding of body awareness and personal safety

These symbols also support safeguarding by helping pupils communicate if something is wrong.

Teaching about body parts and correct terminology is reinforced through the school's PSHE curriculum, Relationships and Sex Education (RSE), and Science curriculum, ensuring pupils develop an age-appropriate understanding of their bodies in a safe and supportive environment.

## 7. Promoting Independence

Developing independence in personal care is an important life skill.

Staff will:

- encourage pupils to participate in their care routines
- provide appropriate prompts and support
- model routines where appropriate
- celebrate progress towards independence

Independence may include:

- pulling clothing up or down
- flushing the toilet
- washing hands
- selecting hygiene items
- indicating when they need the toilet
- cleaning themselves during nappy changes

Support will always be adapted to meet the individual needs and abilities of each pupil.

## 8. Personal Care Plans

A Personal Care Plan will be created for any pupil who requires regular support with personal or intimate care.

Personal Care Plans are written by the class teacher, in consultation with parents or carers and relevant staff. Where appropriate, advice may also be sought from health professionals.

The Senior Leadership Team (SLT) provides guidance and support to staff when writing Personal Care Plans and ensures that plans are in place and reviewed regularly.

Personal Care Plans will include:

- the pupil's personal care needs
- level of support required
- equipment needed
- moving and handling requirements
- staff ratios required
- hygiene procedures
- menstrual care arrangements where appropriate

Plans will be reviewed:

- annually
- when a pupil's needs change
- when new personal care or medical needs arise

Personal Care Plans will be shared with relevant staff to ensure consistent and safe practice.

## 9. Personal Care Documentation and Storage

Bracken Hill School ensures that clear, consistent and accessible documentation is in place to support the safe delivery of personal and intimate care.

### Personal Care Documentation

For every pupil who requires personal care, the following must be in place:

- Personal Care Plan
- Personal Care Record Book

Each pupil will have an individual Personal Care Record Book. This book must be completed every time personal care is provided.

Staff must record:

- date
- time
- type of care provided (e.g. toileting, soiled, urinated, clothing change)
- staff member initials

This ensures a clear and consistent record of care and supports communication between staff.

### Additional Risk Management

For pupils who:

- exhibit behaviours that may present risk during personal care
- require support from more than one member of staff
- have additional safeguarding or safety considerations

a Behaviour Risk Management Plan must also be in place.

This plan will outline:

- potential risks
- agreed strategies
- staffing requirements
- approaches to support safe and respectful care

### Roles and Responsibilities

- Class teachers are responsible for writing and maintaining Personal Care Plans
- All staff providing care are responsible for completing the Personal Care Record Book
- The Senior Leadership Team (SLT) provides guidance and ensures that all documentation is in place and up to date

### Storage of Personal Care Documentation

To ensure both accessibility for staff and confidentiality for pupils, documentation will be stored as follows:

#### Personal Care Plans

Personal Care Plans must be available to any staff member who may support the pupil. Therefore:

- one copy is stored in a silver file in the classroom
- one copy is stored in a folder in the pupil's main personal care area (e.g. the toilet nearest the classroom)

#### Personal Care Record Books

- each pupil's Personal Care Record Book is stored in the toilet or personal care area where they are most frequently changed
- this ensures staff can record information immediately after care is provided

### Confidentiality and Storage Expectations

All staff must ensure that:

- documentation is stored securely and discreetly
- information is only accessed by relevant staff
- pupil dignity and confidentiality are maintained at all times

## 10. Environment and Facilities

Bracken Hill School ensures that appropriate facilities are available for personal care.

These include:

- accessible changing areas
- hot and cold running water
- appropriate privacy for pupils
- personal protective equipment (PPE) such as gloves and aprons
- nappy disposal systems

- cleaning materials and antibacterial products
- emergency call systems where required

Parents and carers are responsible for providing:

- nappies or continence products
- spare clothing where required

## 11. Staffing

Staff who support pupils with personal care must be:

- appropriately trained
- familiar with safeguarding procedures
- aware of each pupil's Personal Care Plan

Where possible, pupils' preferences regarding staff supporting their care will be considered.

School leaders will ensure that staffing arrangements support the safety, dignity and wellbeing of pupils.

## 12. Staff Training

All staff involved in personal and intimate care will receive appropriate training.

Training may include:

- safeguarding training
- moving and handling training
- infection control procedures
- communication strategies for pupils with SEND

Training will be updated regularly as part of staff professional development and supervision.

## 13. Educational Visits and Activities

Personal care needs will be considered when planning:

- school trips
- residential visits
- off-site learning
- swimming sessions
- sports activities

Risk assessments will ensure pupils can participate safely while maintaining dignity and privacy.

## 14. Record Keeping

Accurate records must be maintained where appropriate.

Records may include:

- personal care routines
- accidents or incidents
- skin concerns or injuries
- safeguarding concerns

Safeguarding concerns must be recorded on the MyConcern safeguarding reporting system in line with school safeguarding procedures.

## 15. Roles and Responsibilities

Headteacher

The Headteacher is responsible for ensuring:

- this policy is implemented
- staff receive appropriate training
- safeguarding procedures are followed

Senior Leadership Team (SLT)

SLT will:

- provide guidance to staff when writing Personal Care Plans
- ensure Personal Care Plans are in place
- monitor the implementation of this policy

Teachers

Teachers are responsible for:

- writing Personal Care Plans for pupils in their class
- working with parents and carers to ensure plans reflect pupils' needs
- ensuring relevant staff are aware of the plans

Support Staff

Support staff will:

- follow Personal Care Plans
- maintain pupils' dignity and privacy
- report safeguarding concerns
- record relevant information where required

Parents and Carers

Parents and carers will:

- work in partnership with the school
- provide necessary personal care supplies
- inform the school of any changes to their child's needs

## 16. Monitoring and Review

This policy will be reviewed every two years or sooner if legislation or school procedures change.

The Headteacher and Governing Body are responsible for monitoring the effectiveness of this policy.

Appendices

Appendix A

Personal Care Language

## Personal Care Language

W – Wet

D – Dry

WOT – Wee on Toilet

POT – Poo on Toilet

S – Soiled

BM – Bowel Movement

R – Refused

V/W – Very wet.

## Appendix B

### Personal Care Staff Dignity Checklist

This checklist supports staff to provide safe, respectful and dignified personal care.

#### Before Care

- I have checked the Personal Care Plan
- I have prepared all equipment and PPE (gloves/apron)
- The environment is private and appropriate
- I have explained what is happening using speech/symbols/AAC
- I have given the pupil time to respond

#### During Care

- The pupil's dignity and privacy are maintained
- Only necessary clothing is removed
- The pupil is covered where possible
- I encourage independence
- I use appropriate and correct body terminology
- I remain calm, respectful and professional
- I observe for discomfort, distress or pain

#### Communication

- I support communication using symbols, signs or AAC
- I remind pupils they can communicate if something is wrong or uncomfortable
- I use available toilet symbols and body part visuals to support understanding

#### Safeguarding

- I remain alert to marks, injuries or behaviour changes
- I will report concerns using MyConcern
- I follow the Personal Care Plan for staffing requirements

#### After Care

- The pupil is clean, comfortable and dressed
- The pupil has washed hands / been supported

- The area is cleaned appropriately
- I have completed the Personal Care Record Sheet
- Any concerns have been reported

**Personal Care Plan**

**Personal Care Plan for:**

**D.O.B.**

**CLASS:**

**Year:**

REASON FOR CONTACT	AIM	PROCEDURE	EMERGENCIES
			Issues to be recorded on MyConcern and request for personal care items.
Any additional personal and intimate care eg teeth brushing, hair brushing:			

<b>Next Step:</b>		
<b>Autumn Term Review</b>	<b>Spring Term Review</b>	<b>Summer Term Review</b>