



BALDWINS HILL PRIMARY SCHOOL INTIMATE CARE POLICY

Review Date: October 2026
Agreed by LGB: October 2025

Growing Great...

Respect, Compassion, Courage, Responsibility

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Intimate personal care and clinical tasks

1. Policy Statement

1.1 The School is committed to providing personal care that has been recognised as an assessed need and indicated in the care plan, in ways that:

- Maintain the dignity of the individual.
- Are sensitive to their individual needs and preferences.
- Maximise safety and comfort. Protect against intrusion and abuse.
- Respect the pupil's right to give or withdraw their consent or for their legal guardian to do so as deemed appropriate.
- Encourage the individual to care for themselves as much as they are able.

1.2 These principles of care also apply to the activities known as 'Clinical Tasks' which require additional training by either the health professional who is delegating the task, or school-arranged training. Staff can refuse to perform a task if they do not feel competent to undertake it.

2. Definitions

2.1 Intimate personal care is hands-on physical care in personal hygiene, and/or physical presence or observation during such activities. It includes:

- Body bathing other than to arms, face and legs below the knee.
- Toileting, wiping and care in the genital and anal areas.
- Continence care.
- Placement, removal and changing of incontinence pads.
- Menstrual hygiene.
- Dressing and undressing.

2.2 Clinical tasks which include:

- Acceptable care tasks i.e. tasks which just require additional training e.g. catheter and stoma care; gastrotube feeding

2.3 Negotiable care tasks which include:

- Complex care e.g. application of splints or care of gastrostomy (but not replacing mickey button)
- Treatments e.g. assisting with the administration of oxygen
- Emergency care procedures e.g. anaphylactic pens

3. Scope

This policy applies to all staff. The aim of all staff should be to promote as much independence as is reasonably possible and to respect the pupil's dignity.

4. Mandatory Procedures

4.1 All staff will already have enhanced DBS clearance.

4.2 Any care should be undertaken with two members of staff present – one as the main carer and one as a witness.

4.3 Staff undertaking personal care and the more complex clinical tasks should always act in accordance with the policy.

- 4.4 Staff must have received training before undertaking any of the tasks detailed in the care plan.
- 4.5 The care undertaken should be recorded and communicated with parents on a regular basis – this may be in the form of a communication book which passes between parents and staff or as a record that is kept at school which parents can access by asking a member of staff – this will be agreed and noted on the consent form (see appendix 1). The pupil's class teacher is responsible for ensuring this communication takes place.
- 4.6 This policy must be read in conjunction with the School's protocols for administering medication, safe storage of medication and all other relevant policies and procedures.

5. Practice Guidance – General Personal Care

5.1 Pupils should be encouraged and supported to be as independent as possible in all their care tasks. Staff should not undertake tasks which pupils are able to perform themselves provided they have sufficient time and support.

5.2 All care and support (including details of where care should take place) will be noted in the pupil's Health Care Plan. Health Care Plans are written jointly by the pupil's teacher and parent. Where relevant information from the pupil's consultant will be used and may be included in the plan. Our school nurse and the pupil's consultant may be contacted for further guidance if necessary.

5.3 Where both men and women are working in class, boys & girls may be cared for by women. Male staff will generally assist only boys, but if necessary, at any time they may assist female staff with girls' personal needs. All staff will carry out such care professionally and sensitively, as expected in all areas of their work.

5.4 Staff must be culturally sensitive and aware of different concepts of privacy, nudity, and in/appropriate touch.

6. Washing, dressing, toileting.

6.1 Pupils must be encouraged and supported to conduct their own self-care as much as possible. It must not be undertaken by staff because they feel it is quicker or more convenient.

6.2 Staff should be mindful of pupils' need for privacy.

6.3 If staff notice any changes in an individual's appearance that may require attention e.g. rashes, blisters, sores etc. these should be reported to the parent/carer.

7. Nail Care

7.1 Staff will not cut pupils' fingernails, unless this is required in special circumstances and arranged with parent/carer.

8. Contact Lenses and Spectacles

8.1 Staff may assist pupils to clean and put on glasses.

8.2 Due to the risk of harm, staff must not insert contact lenses.

9. Dental Care

Staff may assist pupils to clean their teeth and perform mouth care tasks and/or general personal hygiene guidance if required.

10. Hearing Aids

10.1 Once taught the proper technique by an appropriate person, staff may assist pupils to insert and adjust hearing aids.

10.2 Following training staff may clean hearing aids.

11. Sanitary/ incontinence protection

Staff may be involved in changing both sanitary towels and incontinence pads and must follow the hygiene principles identified in the Infection Control section of our Health and Safety Policy.

12. Category 1 – Acceptable Tasks; & Category 2 – Tasks that may be delegated by a health professional

Acceptable Care Tasks List:

- Application of topical creams and ointments
- Administration of ear drops and eye drops
- Mouth care
- Fitting supports, artificial limbs, or braces
- Awareness of pressure care in relation to prevention and good practice
- Assisting with the cleaning of a supra-pubic catheter site
- Emptying, changing/replacing urostomy bags
- Emptying, changing/replacing colostomy bags
- Emptying, changing/replacing ileostomy bags

12.2 Negotiable Care Tasks List

- Complex care: Any appropriate complex care is given only following advice from appropriate health professional or parent as to how (and how frequently) this task should be performed.
- Changing a two piece system of stoma
- Gastrostomy tube feeding, by inserting water through the tube before and after the feed and attaching the feed tube to the PEG/PEJ
- Cleansing of gastrostomy tube sites

Treatments

- Assist a pupil to self-administer routine, pre-measured doses of prescribed medicines via an inhaler or nebulizer as a regular procedure for chronic conditions only. The health professional must regularly monitor and review this process.
- Administering medication via a gastrostomy tube but only where staff have received accredited medication training.
- Administer oxygen to a pupil via a pre-set facility.
- Fitting Transcutaneous Nerve Stimulation (T.E.N.s) machines, only where their use has been approved by the GP or other appropriate health care professional.
- Taking of temperatures only when there are clear guidelines in any written procedure from a health professional on what action to take to alert health staff if the temperature should exceed certain pre-defined limits.
- Class staff should never be expected to interpret any temperature readings.

Emergency Care Procedures

- Administering rectal Diazepam (Stesolid) or buccal Midazolam, only as an emergency procedure and subject to current medical protocols
- Oral aspiration of excess saliva from the front of the mouth with suction equipment.
- Administering anaphylactic pens, as an emergency procedure only.

This list is not exhaustive and there may be occasions when managers would be willing to negotiate to establish an individual procedure, based on the experience and willingness of staff to be trained and the nature of the task.

13. Category 3 Tasks – Not to be performed by staff in any circumstances

13.1 Generally any task which is invasive or requires a member of school staff to make a judgement without the guidance of a health professional is unacceptable.

13.2 Unacceptable Tasks List –

- The administration of medicines through a nebuliser for acute or emergency conditions (apart from administration of emergency medication as indicated in 12 above)
- Flushing to unblock any tube or line (this doesn't include care of gastrostomies)
- Assisting with the cleaning and replacement of tracheostomy tubes
- Assisting with syringe driver pain relief systems
- Aspiration of naso-gastric tube
- Naso-gastric tube feeding
- Oral suction, other than oral aspiration of excess saliva from the front of the mouth with suction equipment
- Suction through tracheostomy tube
- The administration of medicine via a naso-gastric tube

14. Emergency Procedures

14.1 An emergency is defined as a life-threatening situation so there will be occasions when a child's personal safety may be at risk and where urgent intervention is required. However, whatever the circumstances, staff should not put themselves at risk.

14.2 If a staff member is seriously concerned about a pupil's physical condition and they have had the appropriate first-hand training from a health care professional or qualified trainer in emergency procedures and feel confident of intervening in an emergency situation, they can do so only as a first aid measure, and whilst ensuring that an ambulance is called first through the 999 emergency service.

14.3 If specific care is required designated school staff will be/are trained in the administration of specific medicines. Individual protocols are devised by the pupil's paediatrician and carried with the medication by a designated member of staff throughout the school day (see individual care plans). Medication is administered according to the protocol when necessary. School staff may also deem it necessary to call 999 for an ambulance, depending on the protocol, relevant indicators and knowledge of pupil's condition.

15. Cardiac and Respiratory Resuscitation

15.1 In the event of a pupil appearing to suffer a cardiac or respiratory arrest, an ambulance must be called using the 999 emergency service. In addition, emergency lifesaving procedures should be carried out by a trained first aider, if one is available.

Appendix 1: Parental consent form



Lowdells Lane, East Grinstead,
West Sussex, RH19 2AP
Tel: 01342 321572
Miss Jennifer Dabell – Headteacher

INTIMATE CARE PARENTAL AGREEMENT FORM

I agree to support the Intimate Care provided by Baldwins Hill Primary School as detailed in my child's health care plan.

Details of this care (to include date, time, and brief details of care) will be recorded and communicated between staff and parents/carers in the following way (e.g. communication book, record book or form which is kept in school but can be accessed by parents/carers):

Signature of Parent/Carer _____

Print Name _____ Date _____

Signature of School Representative _____

Print Name _____

Role _____

