Cysgod y Coed Intimate Care Policy

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Associated documents
Additional Learning Needs Code for Wales Supporting Healthcare Needs – WG Guidance Monmouthshire County Council Toileting Policy Monmouthshire Safeguarding and Child Protection Policy Access to Education and Support for Children and Young People with Medical Needs – WG 2010

Aims

Cysgod y Coed prides themselves on being a fully inclusive community. A criterion of the schools' successes will be their ability to meet a wide and varied range of needs. Within this we recognise that learners may require additional support around intimate care, for example toileting, peg feeding / medication, washing and drying, dressing and undressing.

Children and young people may experience difficulties with toileting for a variety of reasons. They may have a disability or medical need, or they may not have achieved the developmental milestone of continence.

All of the children/young people we work with have the right to be safe, to be treated with courtesy, dignity and respect and to be able to access all aspects of the education curriculum for their age group.

This policy provides guidance on the issue of supporting intimate care needs with specific reference to toileting, with the aim of safeguarding children and young people and staff in school. It has been developed in response to the Statutory Welsh government guidance, 'Supporting Learners with Healthcare Needs' 2015/2017.

It should be considered in addition to the Welsh Government guidance 'Access to Education and Support for Children and Young People with Medical Needs' 2010 which should be used in the first instance for children and young people with medical needs.

Intimate Care

In this guidance 'intimate care' is defined as:

"Any care which involves washing or carrying out a procedure to intimate personal areas which most people usually carry out themselves but some pupils are unable to do because of their young age, physical difficulties or other additional learning needs. Examples include care associated with continence and menstrual management as well as day-to-day tasks such as help with washing, toileting or dressing. It also includes supervision of pupils involved in intimate self-care." (Welsh Government, 'Supporting Learners with Healthcare Needs' (2015/2017) p16).

Further examples include medical interventions such as catheterisation and colostomy bags, peg feeding and medicating or use of equipment to support individual learner needs. Guidance should be sought from relevant health professionals and included in the child's Individual Healthcare Plan.

Intimate care (which includes toileting) can be undertaken on a regular basis or during a one-off incident.

Under the Equality Act 2010 anyone with a named condition that affects aspects of intimate development must not be discriminated against. Delayed self-help and self-care skills are not necessarily linked with

learning difficulties, but children with global developmental delay which may not have been identified by the time they enter nursery or school are likely to be late achieving full continence.

As education providers, we have an obligation to meet the needs of children and young people with delayed self-help and self-care development in the same way as they would meet the individual needs of those with delayed language, or any other kind of delayed development. Children should not be excluded from normal activities solely because of incontinence, neither should they be sent home to change, or be required to wait for their parents or carers to attend to them at school and/or setting. The aim should always be to return children and young to the classroom as quickly as possible.

The school will be expected to make reasonable adjustments to meet the needs of each child or young person.

Key Objectives

- Every learner is entitled to learn and every teacher is free to teach in an environment that is safe, secure and free from distraction.
- Staff at Cysgod y Coed are committed to providing the highest standards in protecting and safeguarding the welfare of children and young people entrusted to its care. We recognise there is a need to act when there is an obvious risk of safety to learners, staff and property.
- To safeguard the rights and dignity of children and young people and promote their welfare.
- To upkeep the fundamental principles within the United Nations Convention on the Rights of the Child (UNCRC). Every child has the right to safety, personal privacy, be valued as an individual, be treated with dignity and respect, be involved and consulted, express their views and have consistency where possible.
- To safeguard staff and provide guidance and reassurance to staff whose role includes providing intimate care. This would include the appropriate risk assessment for staffing ratios when supporting intimate care within a toilet area – two staff to support nappy changes and oversight for members of staff standing at toilet doors providing advice, prompts and guidance.
- The views and wishes of learners (where possible) and families / carers will be considered when developing provision and practice this support, through person centred approaches. This will be reviewed as required, with a particular focus on transition points.
- To remove barriers to learning and participation, protect from discrimination, and ensure inclusion for all children and young people as pupils and learners.
- To raise awareness of the duty of care required by headteachers, staff, managers and the Management Committee.
- To establish a continuity of provision and expectation throughout the cluster, communication cross-phases, the Local Authority and other partners.
- To meet the needs of all learners with intimate care needs as far as resources will allow at the schools and with the support of the LA and outside agencies. There will be a close co-operation between all agencies and a multi-disciplinary approach to devising provision and resolving issues.
- All school staff will be jointly responsible for implementing policy and practice. This policy will embed provision into everyday practice and systems, matched to the nature of learners' needs.
- The school will keep informed of best practice when developing appropriate plans and reviewing the support available.

Responsibilities

Children and young people's intimate care needs cannot be seen in isolation or separated from other aspects of their lives. Encouraging them to participate in their own intimate care is therefore part of a general approach towards facilitating participation in daily life.

Intimate care can take time, but it is essential that every child/young person is treated as an individual, and that care is given as gently and as sensitively as possible.

Staff should bear in mind the following principles:

- children/young people have a right to feel safe and secure
- children/young people have a right to an education and school and/or settings have a duty to identify and remove barriers to learning and participation for pupils of all abilities and needs
- children/young people should be respected and valued as individuals and have a right to privacy, dignity and a professional approach from staff when meeting their needs
- a child/young person's intimate care should be designed to lead to independence

The normal process of changing a nappy or cleaning a child who has wet or soiled themselves should not raise child protection concerns. Whilst there are no regulations that indicate that a second adult should supervise the process, it is deemed to be good practice for another adult to be in close proximity. If there is a known risk of false allegation by a child/young person then two members of staff should be present (this will be recorded in the appropriate risk assessment or toileting plan). A child's dignity must be maintained at all times. All staff working within a school setting are DBS checked. Visitors, volunteers or learners should not undertake activities associated with intimate care. Staff should be aware of child protection procedures and these should be displayed prominently in all areas of the school or setting.

Working with parents/carers

Establishing effective working relationships with parents/carers is a key task for each school. Parents/carers should be made aware of the school and/or setting's intimate care policy and should be encouraged to work with the school and/or setting to ensure their child's needs are met. This would involve supporting any emergency situations or requirement for additional equipment or resources associated with intimate care.

Where a child/young person has a recognised need with regards to intimate care, procedures need to be agreed between school and/or settings and parents/carers so that there is clarity over expectations, roles and responsibilities. Records should also reflect arrangements for ongoing and emergency communication between home and school and/or setting. It is also important that the procedure for dealing with concerns arising from intimate care processes is clearly stated and understood by parents/carers and all those involved.

Staff

All adults assisting with intimate care should be employees of the school (where supply staff are sought – appropriate paperwork must support their ability to assist with intimate care needs). This aspect of their work should be reflected in their job descriptions.

The requirement for staff training in the area of intimate care is largely influenced by the needs of the children/young people. Consideration should be given, however, to the need for training on a whole school

and/or setting or setting basis and for individual staff who may be required to provide specific care for an individual child/young person or small number of children/young people.

Staff should receive training in good working practices which comply with health and safety and child protection procedures.

Agreeing a Procedure for Intimate Care

All schools have arrangements in place for when a child occasionally wets or soils themselves. Unless essential (further washing / cleaning is required, appropriate replacement clothing is not available in school or the child is unwell or distressed), parents are not contacted to come into school to change their child, but are informed of the situation.

Where children are not fully continent, schools will support staff with a written toilet training and changing routine. This should be discussed and agreed with the parent and the child (where appropriate).

Health and Safety and Facilities

For all intimate care procedures there is an identified area which offers privacy for the child but also protection for the adult in that it is observable by other adults. Where possible the child is encouraged to stand whilst being assisted. A suitable changing table is available, where appropriate hoist facilities for use where required within individual student manual handling plans. Assisting children at floor level should be a last resort and all efforts made to avoid this as standard practice.

There should be sufficient space, heating and ventilation to ensure safety and comfort for the child and staff. Running hot and cold water and liquid soap should be available. Protective clothing (disposable apron and gloves) should be provided. Disposable gloves must not be re-used and must be appropriately disposed of i.e. with clinical waste.

Spare clothing and any equipment required should be easily to hand to avoid leaving the child unattended.

The following precautions should be taken when cleaning or changing a child/young person:

- Staff of Cysgod y Coed are committed to providing the highest standards in protecting and safeguarding the welfare of children and young people entrusted to its care. We recognise there is a need to act when there is an obvious risk of safety to learners, staff and property.
- Staff to wear disposable gloves and aprons while dealing with the incident.
- Soiled nappies and items associated with the task e.g. aprons and gloves to be disposed of as clinical waste and placed in a suitable bin.
- Wet or soiled clothing should be double bagged for the parent/carer to collect or to be returned home with the child / young person.
- Changing area to be wiped down with a disinfectant wipe or gel after each use.
- Running hot and cold water should be available and hands washed thoroughly with liquid soap as soon as task is completed.
- Hot air dryer or paper towels available for drying hands.

Responsibility for providing supplies

It is the parents'/carers' responsibility to provide supplies such as equipment for medical emergency boxes, nappies, wipes or continence pads. For children who regularly soil or wet parents should ensure that spare clothing is kept in school. School will provide disposable gloves, aprons and liquid soap.

This policy was approved by the Management Committee

Signed: ……L Wilce…… Chair of the Management Committee

Date: ……14th October 2026……

Signed: ……J Parkinson…… Head of Cysgod y Coed

Date: ……14th October 2026……

Agreement of Intimate Care Procedures for a Child /Young Person with Complex needs

The purpose of this agreement is to ensure that both parents/carers and professionals are in agreement with what care is given, who is providing the care and that the appropriate training is given.

Teaching of the care procedure may be carried out by the parent/carer or by the professional experienced in that procedure.

When the parent/carer and/or professional are agreed the procedure has been learned and the staff carer feels comfortable with, and competent to administer that procedure this record should be signed by the parties. One copy should be given to the staff carer, one retained in the staff carer's personnel file and one filed in the child/young person's medical health record.

Child/young person's Name……

Procedure……

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Staff Carer's Name……

Staff Carer's Signature……..Date…….

Parent/Carer and/or Professional

I have taught the above procedure to the named staff carer and have assessed him/her as able to perform the care as instructed.

Signed……Date……..

Designation……..

Date Reviewed…….Autumn term

Date Reviewed…….Spring term

Date Reviewed…….Summer term

Useful Contacts

Role	Contact Details
Teacher Adviser for EY	Ruth Davies RuthDavies@monmouthshire.gov.uk

EY Educational Psychologist	
Health & Safety Officer	
Safeguarding Officer	Heather Heaney HeatherHeaney@monmouthshire.gov.uk
School Health Nurse	Nicola Harrhy Nicola.Harrhy@wales.nhs.uk

Useful Websites:

ERIC: https://www.eric.org.uk/

ERIC is the only charity dedicated to the bowel and bladder health of all children and teenagers in the UK.

They offer the following services:
A helpline service for families to talk to an expertly trained childhood continence advisor

- A website with information on childhood bowel and bladder problems and downloadable resources
- An online shop supplying a comprehensive range of life-transforming continence products
- Campaigns to raise awareness of the causes and treatment of children's bowel and bladder problems, to improve national paediatric continence services and the support available to children in education settings and the NHS.

Individual Healthcare Plan for pupils with continence conditions: https://www.eric.org.uk/Handlers/Download.ashx?IDMF=66bd000a-ff98-4abb-903c-1541a216ea9e

An Individual Healthcare Plan (IHP) is essential to ensure a child's needs are sensitively and effectively met in education settings and that all people responsible for the child understand their needs. ERIC has produced a template IHP.

Bladder and Bowel UK: http://www.bladderandboweluk.co.uk/

The Bladder and Bowel UK is a national website and confidential helpline managed by a team of Specialist Nurses and Continence Product Information staff, who can be contacted for advice on specialist services, product information and general advice on continence promotion.

This policy was approved by the Management Committee

Signed: …… …… Chair of the Management Committee

Date: ……

Signed: ……Jake Parkinson…… Head of Cysgod y Coed

Date: ……