



ILSA Southchurch & Westcliff

Intimate Care Policy

Version	Approved by:	Reviewed
001		Annually
Sent to HR & SW on:		
Revisions: none currently		

1. Introduction

Southend Adult Community College including ILSA Southchurch & Westcliff is committed to ensure that all staff responsible for personal care of learners will always undertake their duties in a professional manner.

We recognise there is a need to treat all learners with respect when intimate care is given. No learner should be attended in a way that causes distress, embarrassment or pain. The learner's welfare and dignity are of paramount importance. Every learner's right to privacy will be respected.

2. Principles

Southend Adult Community College will act in accordance with section 175 of The Education Act 2002 and the government guidance "Keeping Children Safe in Education" (2024) to safeguard and promote the welfare of all learners within all our settings

Southend Adult Community College takes seriously its responsibility to safeguard and promote the welfare of the young people and young adults in its care. Meeting a young adults intimate and personal care needs is one aspect of safeguarding.

The Governing body recognise its duties and responsibilities in relation to the Equalities Act 2010 which requires that any young adult with a disability that affects their ability to carry out day to day activities must not be discriminated against.

This intimate care policy should be read in conjunction with the College's policies below

- Safeguarding Policy
- Whistleblowing policy
- Health and Safety Policy
- Supporting Learners with Medical Conditions Policy
- Manual Handling Policy

The Governance are committed to ensure that all staff responsible for the intimate care of learner will always undertake their duties in a professional manner. It is acknowledging the learner are in a position of great trust.

We recognise that there is a need to treat all learners, whatever their age, gender, disability, religion, ethnicity or sexual orientation with respect and dignity when intimate care is given. The learner's welfare is of paramount importance and their experience of intimate care should be a positive one.

Staff will work in close partnership with parents/carers and other professionals to share information and provide continuity care.

All staff undertaking intimate care should be appropriately trained.

3.Learner Focussed Principles

- Every learner has the right to be safe
- Every learner has the right to personal privacy.
- Every learner has the right to be valued as an individual
- Every learner has the right to be treated with dignity and respect.
- Every learner has the right to be involved and consulted in their own intimate care to the best abilities.
- Every learner has the right to express their views on their own intimate care and to have such views considered.
- Every learner has the right to have levels of intimate care that is consistent.
- Every learner has the right to feel comfortable with care provided.
- Every learner has the right to feel confident in the ability and integrity of staff supporting them.

4.Definition

Intimate care can be defined as any care which involves washing, touching or carrying out a procedure to intimate personal areas which most people usually carry out themselves, but some learners are unable to do because of physical disability, learning difficulty or medical condition. Examples include care associated with continence and menstrual management as well as more ordinary tasks such as help with washing, toileting, dressing or first aid and medical assistance. It can also include supervision of learners involved in intimate self-care.

5. Purpose

The purpose of this policy is to:

- Safeguard the dignity, respect the right and well-being of the learners
- Ensure learners are treated consistently when they experience intimate care in relation to their own wishes.
- Provide guidance and reassurance to staff regarding intimate care expectations and safeguarding responsibilities.
- Ensure health and safety guidelines are always adhered to and the requirements of each individual, in relation to intimate care, are met appropriately.

6. Our approach to best practice

The management of all learners with intimate care needs will be carefully planned. The learner who requires intimate care is always treated with respect; the learner's welfare and dignity are of paramount importance. Staff who provide intimate care have the necessary skills and experience and will have trained in Safeguarding and Manual Handling.

Suitable equipment, including personal protective equipment and facilities will be provided to assist learners who need special arrangements following assessment from physiotherapist/ occupational therapist where appropriate.

A written record will be kept of all support with intimate care. This will include the date and time of the care, who was present and what type of care was given.

Any changes in the learner's behaviour or appearance will be documented and reported to a senior member of staff, in line with the safeguarding policy.

Staff will be supported to adapt their practice in relation to the needs of individual learners considering developmental changes such as the onset of menstruation

The learner will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each learner to do as much for him or herself as he/she can. This may mean, for example, giving the learner the responsibility for washing themselves. Individual intimate care plans can be drawn up for particular learners as appropriate.

Each learner's right to privacy and dignity will be respected. Careful consideration will be given to each learner's situation to determine how many carers might need to be present when a young person is toileted. When a learner requires hoisting two staff members will support the care of the learner. If hoisting is not required one member of staff will maintain the care needs unless there are clear reasons that is not appropriate. The reasons will be clearly documented.

Professional standards in relation to gender must be acceptable and a gender chaperone use where possible. The needs and wishes of the young person and parents will be considered wherever possible within the constraints of staffing and opportunities legislation.

Health and Safety guidelines should be adhered to regarding wearing appropriate personal protective equipment and the disposal of waste products. Cleansing of changing bed (e.g. anti-bacterial spray) must be undertaken after each intimate care activity

Hygiene: Hand washing and drying (warm water and liquid soap) must be undertaken after each intimate care activity

All staff will be aware of the College's confidentiality policy. Sensitive information will only be shared on a need-to-know basis.

The Religious views, beliefs and cultural values of the young person and their families should be considered.

Staff who provide intimate care should speak to the learner personally by name, explain what they are doing and communicate with all learners in a way that reflects their understanding.

An individual member of staff should inform another staff member when they are going to assist a learner with intimate care.

No member of staff will carry a mobile phone, camera or similar device whilst providing intimate care.

7. The protection of young adults

The Governors and staff at this college recognise that learners with special needs and who are disabled are particularly vulnerable to all types of abuse.

The college's safeguarding and young adult protection procedures will be adhered to.

All young adults will be taught personal safety skills carefully matched to their level of ability, development and understanding.

If a member of staff has any concerns about physical changes in a young person's presentation e.g. marks, bruises, soreness etc. she/he will immediately report concerns following the safeguarding procedure.

If a young adult becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into and recorded.

Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution.

Staffing schedules will be altered until the issue(s) are resolved so that the young person's needs remain paramount. Further advice will be taken from outside agencies if necessary.

If a learner makes an allegation against a member of staff, college Safeguarding procedures will be followed.

Similarly, any member of staff that has a concern about the colleague's behaviour or any improper practice will be reported to The Centre Manager

in the first instance or if the concern involves The Centre Manager, then it would be reported to SLT in accordance with the Safeguarding procedures and 'whistle-blowing policy

8. Personal care plans

All learner's that require any type of personal care will be provided with a personal care plan.

This plan will be completed prior to learners attending the college and reviewed annually unless there is a change due to change of equipment, assessment, behaviours and body changes.

It is the responsible of the Centre manager to ensure the personal care plans are put into place and reviewed.

All staff have a responsible to ensure the read the care plans on a regular basic and notify the Centre Manager by email if any changes need to be made.

9. Parents/Carers

Parent/ carers will be asked to complete an "all about me" booklet that will outline what care is needed and how to assist the learner.

Parent/carers are responsible to inform the college of any changes with in the plan.

Parent/carers are also responsible to provide the correct equipment needed.

Within the parent/carer college agreement parent/carers will sign to state they agree that if equipment is not fit for purpose their young person may not be able to attend until equipment is suitable for use.

Parents/carers must ensure that college always has their emergency contact details.

10. Hydrotherapy at ILSA Westcliff

Hydrotherapy takes place on a Tuesday and Wednesday morning.

A Hydrotherapy plan will be in place for each learner that attends hydro prior to them attending.

All staff are responsible to read and understand the Hydrotherapy Protocol document along with the learners individual Hydrotherapy plans

11. Medical procedures

Learners who have a disability might require assistance with invasive or non-invasive medical procedures such as the administration of rectal medication, managing catheters or colostomy bags. These procedures will be discussed with parents/carers, documented in the personal care plan and will only be carried out by staff who have been trained to do so.

It is particularly important that these staff should follow appropriate infection control guidelines and ensure that any medical items are disposed of correctly.

Any members of staff who administer first aid should be appropriately trained in accordance with the LA guidance. If an examination of a learner is required in an emergency aid situation it is advisable to have another member of staff present, with due regard to the learner's privacy and dignity.

12. Physiotherapy

Learners that require physiotherapy whilst at college will have it stated in their EHCP. A trained physiotherapist will demonstrate the regime and exercises, written guidance such as a physiotherapy plan will be provided and updated regularly if necessary. The physiotherapist should observe the member of staff applying the technique before a member of staff can carry out the regime.

Under no circumstances should staff devise and/or carry out their own exercises or the physiotherapy programmes.

Any concerns about the regime or any failure in equipment should be reported by email to the Centre Manager.

13. Massage

Massage is now commonly used with learners who have complex needs and/or medical needs to develop sensory awareness, tolerance to touch and a means of relaxation.

It is recommended that massage undertaken by any staff should be confined to parts of the body such as the hands, feet and face to safeguard the interest of both staff and learners.

Any staff member undertaking massage for learners must be suitably trained and/or demonstrate an appropriate level of competence.

Care plans should include specific information for those supporting learners with bespoke medical needs.

A home/college questionnaire/ contract will be completed before massage will be undertaken.

14. Complaints

Any concerns about the support provided to a young person with regarding the intimate care received or given should be directed, in the first instance, to the Centre Manager/ SENco. Where parents/carers feel their concerns have not been addressed they may make a formal complaint via the college complaint procedure.

Appendix 1

Permission for Southend Adult Community College to
provide intimate care

Student Full Name: _____

Student date of birth: _____

I give permission to the college to provide the appropriate intimate care support my young person requires e.g. change soiled clothing, washing, feeding and toileting– a care plan will be drawn up once all information is gathered, and a copy will be sent home for you to sign


I will advise of any change in medical condition/s my young person may have which affects issues of intimate care.

Name of parent/carer: _____

Signature of parent/carer: _____

Date: _____

Appendix 2



**Southend adult
community college**

Care Management Plan: Toileting

Student name _____ DOB _____

Area of need:	
Facilities, equipment and supplies needed: (Clarify responsibility of provision of supplies)	
Location of suitable toilet facilities:	
Support required:	Frequency of support:
Arrangement for trips:	

Appendix 3

Care Management Plan: Toileting

Student name _____ DOB _____

Working towards independence:		
Student will try to:	Staff will:	Target achieved:

Parent/Carer signature: _____

Student signature or mark (if appropriate): _____

Management Signature: _____

Date completed: _____

Review date: _____

Review:
Completed by:

Appendix 4



Care Management Plan: Feeding

Student name _____ DOB _____

Area of need:

Equipment needed: (Clarify responsibility of provision of supplies)

Support required:

Arrangements for trips:

Appendix 5

Care Management Plan: Feeding

Student name _____ DOB _____

Working towards independence		
Student will try to:	Staff will:	Target achieved:

Parent/Carer signature: _____

Student signature or mark (if appropriate): _____


Management Signature: _____

Date completed: _____

Review date: _____

Review:
Completed by:

Appendix 6



Southend adult
community college

Care Management Plan: Hydrotherapy

Student name _____ DOB _____

Area of need:
Equipment needed: (Clarify responsibility of provision of supplies)
Support required:
Arrangements for trips:

Appendix 7



**Southend adult
community college**

Care Management Plan: Hydrotherapy

Student name _____ DOB _____

Working towards independence		
Student will try to:	Staff will:	Target achieved:

Parent/Carer signature: _____

Student signature or mark (if appropriate): _____

Management Signature: _____

Date completed: _____

Review date: _____

Review:
Completed by: