



Queensbridge Primary School Intimate Care and Close Personal Contact Policy

Updated: March 2026
Review Date: March 2027

Intimate Care and Close Personal Contact Policy - Guidelines

Rationale

Intimate care and assistance and activities requiring close personal contact can be identified as any personal care procedure that involves the invasion of an individual's personal space. Examples include care associated with incontinence, dressing as well as more ordinary tasks such as help with washing.

In addition to care, safety and hygiene, the procedures must have due regard for dignity and privacy and take into account age, gender, culture and physical and developmental needs.

Purpose

The purpose of the policy is to

Recognise and identify situations which have elements of intimate or close personal contact

Uphold pupils' rights to privacy and dignity

Recognise the responsibilities of adults involved

Safeguard pupils and adults from any misinterpretation of action

Ensure consistency of action whilst being sensitive to individual need

Dispose of waste in an appropriate manner

Child Concern

If during an intimate care scenario a child displays any cause for concern (e.g seems unusually sore or has an emotional reaction without an apparent cause) this should be reported immediately to one of the school's DSLs (Designated Safeguarding Leads). Reporting of concerns must follow the advice, guidance and instructions laid out in the school's Safeguarding and Child Protection Policy. The school's designated safeguarding leads are Louise Chapman and Gemma Owens.

Health and Safety

All staff should be aware of and adhere to general Health and Safety guidelines. Risk assessments are carried out taking the advice of relevant personnel. All equipment is serviced and maintained in accordance with legal requirements.

Any Health and Safety concerns should be reported to Mrs. D. Crier. The name of the designated person should be known to all staff.

Enhanced DBS Checks

All adults participating in activities requiring intimate/close personal contact will have undergone statutory police checks.

(see section referring to student or volunteer helpers)

The role of students and volunteer helpers

Student, volunteer helpers (including parent helpers) must be supervised and not be put in a situation where they are alone with pupils except in extreme/emergency circumstances.

Student, volunteer helpers (including parent helpers) should not assist with toileting pupils, assist with any feeding regime requiring medical training or put in a position that would require them to respond in an emergency situation

Student, volunteer helpers (including parent helpers) may assist at the dining table in general situations, assist in helping pupils change for PE if under the close supervision of school staff

Physical Assistance

Give verbal prompts and/or instructions before moving into a pupil's personal space.
Give verbal prompts before touching or handling a pupil (ready, steady, stand).
Have regard for advice and instructions given by therapists regarding individual pupil's movement and transfers.
Always use recommended equipment to assist with movement and transfers.
Check equipment regularly.

Toileting and Changing

The following points must be taken into consideration.

The need for privacy whilst being aware of the need to protect pupils from inappropriate touching.
The need for privacy whilst being aware of the need to protect staff from allegations of inappropriate touching-2 staff to change 1 child at a time.
Toilet doors must be locked.
Consistency of approach with necessary information, routines and verbal prompts communicated to staff assisting.
Awareness of assistant's personal hygiene procedures to include the use of gloves, aprons, etc. and emphasise the importance of correct hand washing.
Awareness of general hygiene and disposal of waste procedures.
Nappies must be placed in the nappy bins provide whilst in school. Out of school it will be sufficient to double bag.
Ensure that females and boys are cleaned 'front to back' to prevent the risk of infection.
Give sufficient time for the pupil to achieve, to be aware of expectations, and be familiar with the type and frequency of prompts.
Encourage as much independence as possible, using the progression of skills appropriate to individual need i.e.
Opportunity
Dependence
Co-operation
Participation
Supervised independent action
Independence

Only use creams etc. with written permission of parents. Any prescription creams can only be used when the parent has completed a medication form given at the school office.

Wipe bed down with anti-bacterial products.

Gloves and aprons to be disposed of in the waste bin.

Nappies only to be disposed of in the nappy bin.

Time sheet to be completed.

Secure written parental agreement to procedures.

Feeding and Eating

All procedures and routines to be kept up to date with information from parents and Health Care professionals. See children's care plan folders for feeding advice in classroom.

Account to be taken of pupil likes and dislikes in addition to essential requirements.

Hygiene procedures to be adhered to. (NB it is not appropriate to use the same apron/overall to be worn when assisting with feeding and personal hygiene)

Emergency procedures to be known and understood if choking is a potential hazard.

The importance of social interaction with peers at snack/lunchtime should not be underestimated.

Review of Procedures and Protocols

Pupils may have individual bathroom, feeding and physical assistance regimes which will need to be reviewed and amended. Advice from therapists and specialist nurses should be sought.

Headteacher_____ Date_____

Chair of Governors_____ Date_____