

St Joseph's Catholic Primary School

Intimate Personal Care Policy



'Walking in the footsteps of Jesus, loving and serving together.'

St Joseph's Catholic Primary School fully recognises its responsibilities for safeguarding and child protection.

Policy agreed (date):	September 2024
Policy published (including on website) (date):	September 2024
Next review (date):	December 2024 or as required

Key Safeguarding Personnel			
Role	Name	Tel.	Email
Headteacher	Mr Paul Bacon	01666 822331	pbacon@st-josephs-malmesbury.wilts.sch.uk
Designated Safeguarding Lead (DSL)	Mr Paul Bacon	01666 822331	pbacon@st-josephs-malmesbury.wilts.sch.uk
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Nominated Governor	Mrs Kirsty Martin	01666 822331	KirstyMartin@st-josephs-malmesbury.wilts.sch.uk
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The key safeguarding responsibilities within each of the roles above are set out in Keeping Children Safe in Education (2024)

Children’s Social Care referrals:	
Integrated Front Door:	0300 456 0108
Out of hours:	0300 456 0100

If you believe a child is **at immediate risk** of significant harm or injury, you **must** call the police on 999.

Rationale

We recognise that there may be occasions when pupils require the assistance of staff with intimate and personal care procedures. This may be necessary, for example:

- during the provision of medical care,
- when assisting pupils with toileting,
- when assisting pupils with dressing/undressing, for example during PE or swimming

Intimate care is any care which involves washing, touching or carrying out an invasive procedure (such as cleaning a pupil after they have soiled themselves) to intimate personal areas. In most cases such care will involve cleaning for hygiene purposes as part of a staff member’s duty of care. In the cases of a specific procedure only a person suitably trained and assessed as competent will undertake the procedure (e.g. administering certain medicines).

The issue of intimate care is a sensitive one and will require staff to be respectful of the pupil’s needs and dignity. The pupil’s dignity should always be preserved with a high level of privacy, choice and control. There should always be an awareness of possible safeguarding and child protection issues. As such, staff behaviour must be open to scrutiny and staff must work in partnership with parents, carers and health professionals, where appropriate, to provide continuity of care to pupils/young people wherever possible. This document is a model based on best practice in special schools.

Aim

The aim of this policy is to provide a framework which ensures that all staff follow practices which maximise the safety, dignity, wellbeing and independence of children at all times whilst minimising the potential for their actions being called into question.

Definitions

Intimate care within the context of St Mary’s Catholic Primary School may mean different things to different people but is usually used to describe any or all of the following activities:

- Changing nappy or sanitary protection
- Assisting to use the toilet
- Assisting after a child has soiled them self
- Changing incontinence bag
- Washing any part of the body including bathing/showering
- Cleaning teeth
- Washing hair or brushing/combing hair

- Dressing/undressing
- Dealing with sickness and where a child needs to change their clothes.

Purpose

- St Mary's Catholic Primary School is committed to ensuring that all staff responsible for the intimate care of pupils will undertake their duties in a professional manner. We recognise there is a need to treat **all** pupils with respect especially when intimate care is given. No pupil should be attended to in a way that causes them distress or pain. For this reason, the care givers will usually be known to the child.
- All intimate care must be carefully planned so that pupil's welfare and dignity is of preserved. Staff who provide intimate care will have an induction or specialist training if required (including Safeguarding, Child Protection and Health and Safety training in moving and handling) and be fully aware of best practice.
- Where an assessment made by a physiotherapist/occupational therapist determines special apparatus should be used to assist such care this will be accommodated. Staff will be supported to adapt their practice in relation to the needs of individual pupils taking into account developmental changes such as the onset of puberty and menstruation.
- Staff involved in the intimate care of pupils will be trained and supported with the delivery of age appropriate relationships and sex education as an additional safeguard to both the staff and pupils involved.
- Each pupil will be supported to achieve the highest level of autonomy possible given their age and abilities. Staff will encourage each pupil to do as much for him/her as he/she can. This may mean, for example, giving the pupil responsibility for washing themselves.
- Individual intimate care plans will be drawn up for individual pupil where appropriate and these will be reflective of a pupil's needs.
- Each pupil's right to privacy will be respected. Careful consideration will be given to each pupil's abilities when a pupil is assisted with toileting.
- Where possible a pupil will not be cared for by the same adult on a regular basis; ideally there will be a rota of staff known to the pupil who will take turns in providing care. This will ensure, as far as possible, that over-familiar relationships are not established, whilst at the same time guarding against the care being carried out by completely different carers.
- The needs and wishes of pupils and parents will be taken into account wherever possible within the constraints of staffing and equal opportunities legislation.

Guidelines:

- Depending on their abilities, age and maturity, pupils should be encouraged to act as independently as possible during intimate or personal care procedures. Those pupils who with a care plan will have specific actions that need to be followed to make the child comfortable and afford them the most appropriate independence.
- All pupils have a right to safety, privacy and dignity when contact of a physical or intimate nature is required.
- The emotional responses of any pupil to intimate care should be carefully and sensitively observed and where necessary any concerns passed to the Head teacher and parents/carers. Wherever possible, the staff team who provide intimate care will be known to the child so that they do not perceive a staff member caring for them as unfamiliar.
- Staff in any doubt about issues concerning appropriate intimate care must report this using the school's agreed safeguarding processes.

This means that adults should:

- Adhere to the school intimate care guidelines and procedures.
- Make other staff aware of the task being undertaken.
- Explain to the child what is happening.
- Consult with school leadership and parents/carers where variation from agreed procedure/care plan is necessary, e.g a staff member has been redeployed on a short term basis to cover staff absence.
- Inform school leadership and parents/carers where the child is potentially unwell so that appropriate action can be taken

- Record the justification for any variations to the agreed procedure/care plan and share this information with parents.
- Ensure that any changes to the agreed care plan are discussed, agreed and recorded.
- Refer to the St Mary's Primary School Administration of Medicine Policy if needed.

Safeguarding

- Wiltshire Child Protection Procedures and Multi-Agency Child Protection procedures will be accessible to staff and adhered to.
- Photographic equipment, including mobile phones or other electronic devices with camera facility such as smart watches or pens will not be permitted in the vicinity whilst the intimate or personal care procedure is carried out.
- Where appropriate, all pupils will be taught personal safety skills carefully matched to their level of development and understanding.
- If a member of staff has any concerns about physical changes in a student's presentation, e.g. marks, bruises, soreness etc. s/he will immediately report concerns to the appropriate manager/ designated person for child protection. A clear record of the concern will be completed and referred to social services and/or the Police if necessary. Parents will be asked for their consent or informed that a referral is necessary prior to it being made unless doing so is likely to place the child at greater risk of harm. [**See the Wiltshire Child Protection Procedures**]
- If a pupil becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into, outcomes recorded, and the results of any investigation shared with the child and the parent / carers.
- Parents 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 pupil's needs remain paramount. Further advice will be taken from outside agencies if necessary. If a child makes an allegation against a member of staff, all necessary procedures will be followed and the Designated Safeguarding Lead (DSL) must be informed. If the allegation is about the DSL then the Chair of Governors / IEB or Deputy DSL should be informed.

Care practices to safeguard staff

When working with children there is a difficult balance to be struck between showing the children normal physical care and comfort at times of distress; and putting oneself in a situation of being open to allegations of abuse.

Staff should be aware of lone working and tell another staff member where you are, who you are with and when you are supporting a pupil. This is for a staff member's protection. If staff feel vulnerable they must have another member of staff with them.

Intimate Physical Care

- For the safety of both staff and child, staff should ensure that they inform a partner staff member of their actions and the need to assist a child in cleaning themselves.

Supply and short term redeployed staff

- Short term supply staff are not permitted to carry out any intimate care of a child. Longer term supply staff or staff who are well known to the school or class can following the advice of the head or deputy head teacher undertake this type of care.
- Staff who are redeployed on a short term basis (e.g. to cover staff absence), to work with children who may require intimate care will not as a rule be asked to provide this as they are not generally known to the child. These staff will only be asked to perform intimate tasks in exceptional circumstances (such as when no other staff are available and the child is in distress) or alongside other staff who are the normal care givers of the child.

Residential Visits

- It is important that staff balance their duty of care to maintain discipline and safe environments with providing and respecting pupil's personal space. The following guidelines are intended to allow for some of this balance:

- Where ever possible it is the school's policy that staff will:
- Knock on the door before entering the bathroom or bedroom.
- Avoid remaining in a dormitory / wash / shower room while pupils are undressing. This is particularly relevant when there are lone pupils in which case the staff member needs to close dormitory door to allow the child to cloth them self.

For disabled pupils

- If the child is using the bathroom/toilet by themselves, the member of staff should ensure the door is closed and explain to the child and other children about privacy.
- If washing a child, whenever possible do not let them be fully unclothed e.g. wash their upper body and dress before stripping their lower body.
- Allow/encourage the child to help them self as much as possible, use hand over hand if necessary.
- Never allow the child to leave the bathroom/bedroom naked if unable to clothe, cover with a towel.

Equal Opportunities

The school supports the rights of everyone to equal chances and individual respect for who they are, regardless of age, ethnicity, gender, social circumstances, ability / disability and sexuality.

Health and Safety

Health and safety issues are described fully in the school Health & Safety Policy. It is the responsibility of each adult to report health & safety issues without delay to a member of the school leadership team.

Professional Development

All staff have equal access to training where appropriate. It is important that all staff familiarise themselves with this policy and the health & safety procedures at the school. Training will be provided to meet staff needs where appropriate.

Support

- School Nurse -
- Child Continence Service –

Review

All policies are reviewed on an annual basis unless interim work needs to be completed.

St Joseph's Catholic Primary School

General Soiling Procedures: All Pupils



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If you believe a child is **at immediate risk** of significant harm or injury, you **must** call the police on 999.

Rationale:

All children and in particular those that are very young and those with disabilities can be very vulnerable. They often need adult help with their personal care, including intimate care particularly after they have soiled themselves.

In the case of disabled pupils needing this help can be long after non-disabled children of similar age have developed the skills to do such tasks for themselves.

Having to depend on someone else to do these things may feel embarrassing or humiliating.

Scope:

Pupils in St Mary’s Catholic Primary School will be provided with intimate care following an accident (e.g. after soiling themselves) or may have an individual intimate care plans that is drawn up as appropriate to suit the circumstances of the student. These plans include a full risk assessment to address issues such as moving and handling, personal safety of the student and the carer.

Anyone involved with a person’s intimate care must be sensitive to the child’s needs and that some care tasks could be open to possible misinterpretation.

When needing to provide a pupil with intimate care, staff at St Mary’s Catholic Primary School must be aware of the:

- Need to maintain the pupil’s personal dignity, (see below)
- Potential for allegations of improperly touching a pupil and have informed a second member of staff to act as a witness before assisting a pupil to clean themselves. Guidance in relation to this can be found in the DFS publication: Guidance for Safe Working Practice for the Protection of Children and Staff in Education Settings 2009.
- Their own personal wellbeing and should take precautions to protect their own health and wellbeing.

Procedures:

In the event a pupil has soiled them self, St Mary’s Catholic Primary School staff will:

- Inform another staff member that they are supporting a pupil to clean themselves.
- Wash hands using soap, warm water and paper towels.
- Protect themselves and the pupil from any infection. The minimum would be plastic gloves. Other PPE will reflect the circumstances and will be the staff member choice or reflect any current health protection agency guidance.

- Keep the toilet door open / ajar. A second staff member will ensure that no other pupils enter the toilet while the pupil is being assisted.
- Encourage the pupil to clean them self, unless the pupil has a care plan which will define how the care will be provided. Pupils able to manage their own personal care will be provided with wet wipes and changes of underwear or clean clothing. If appropriate the staff member should give the child simple instructions to help them manage the cleaning process.
- Where pupils have heavily soiled themselves they will be offered the opportunity to take a shower. The school will provide the pupil with a towel and change of clothing. The staff member must check the water temperature before allowing the child access the shower.
- Where pupils are unable to clean themselves staff can offer more physical assistance. It is the pupil's choice if they accept this. If a pupil refuses this and / or is extremely distressed and unable to clean themselves the school will contact the child's parent / nominated person. In cases where the child is unwell the school will contact the parent as it would at any other time a child is ill.

Note: Parents are given the opportunity on admission to either consent / not consent to St Mary's Catholic Primary School staff assisting their child in cleaning themselves in the event that they soil themselves.

When a staff member provides physical support to help a pupil, they will:

- Do everything they can to maintain the pupil's dignity.
 - Ask permission from the pupil prior to any touching. The staff member will tell the pupil what they are doing so that the pupil understands what to expect.
 - Encourage the pupil's independence and allow them to take over the cleaning process.
 - Help the pupil to dress themselves if needed.
- Ensure that any waste is flushed away and that wipes, and nappies are disposed of in the schools sanitary bins.
 - Wipe down affected surfaces with a solution of suitable disinfectant or close the area down until the school cleaning staff can sanitize the area at the end of the day.
 - All soiled clothing will be double bagged and sealed before being discreetly returned to parents at the end of the day.
 - Take off any PPE following the school's agreed protocol (Appendix 1).
 - Wash hands using soap, warm water and paper towels.
 - Complete the Intimate Care Record Sheet to record the actions they have undertaken.
 - Inform cleaning staff that the area needs to be sanitized.

Maintaining Pupils Personal Dignity:

Personal dignity is an important issue when dealing with pupil's intimate and personal care. Most intimate care tasks, are carried out by a carer alone however as outlined above it is important that other staff are aware of actions being taken and that they also protect the child that is being cared for.

The following guidelines provide an overview of key principles relating to how pupils are treated:

General Guidelines:

a. Recognising individuality

Don't make assumptions about how things are done with a child. Families all have their own way of doing things, their own names for body parts etc. Cultural, ethnic and religious differences may affect what is or is not appropriate. Ask the child and/or parents and respect their wishes. Inform the Designated Safeguarding Lead person if you are unsure about the appropriateness of anything you are asked to do.

b. Creating independence

Try to avoid doing things for a child that she/he can do alone and if the child is able to help, ensure that they are given the chance to do so. Support the child in doing all they can for themselves. If a child is fully dependant on you, talk with them about what you are doing and give them choices wherever possible.

c. Be responsive, be consistent

In cases of pupils with care plans, you will have had opportunities to talk with parents and learn from them how they undertake intimate care tasks.

d. Don't be rushed

If you feel unsure about how to do something ask for help or in the case of pupils with care plans ask the parents to tell you how they do it.

e. Welfare Concerns

If, during the intimate care of a child you accidentally hurt them, or if the child seems unusually sore or tender in the genital area, or appears to be sexually aroused by your actions, or misunderstands or misinterprets something, or has a very emotional reaction without apparent cause – Inform the Designated Safeguarding Lead and record this on the Soiling Record Sheet. If it is a welfare concern, complete the school's welfare concern record.

The following points may be helpful to remember when dealing with vulnerable children and in particular those that may have been abused:

- Children who have been abused can display very sexualised behaviour.
- Children who have been abused may not have experienced "normal" physical contact and may misinterpret the physical contact initiated by staff when dealing with intimate care situations

Safeguarding

- Wiltshire Child Protection Procedures and Multi-Agency Child Protection procedures will be accessible to staff and adhered to.
- Photographic equipment, including mobile phones or other electronic devices with camera facility such as smart watches or pens will not be permitted in the vicinity whilst the intimate or personal care procedure is carried out.
- Where appropriate, all pupils will be taught personal safety skills carefully matched to their level of development and understanding.
- If a member of staff has any concerns about physical changes in a student's presentation, e.g. marks, bruises, soreness etc. s/he will immediately report concerns to the appropriate manager/ designated person for child protection. A clear record of the concern will be completed and referred to social services and/or the Police if necessary. Parents will be asked for their consent or informed that a referral is necessary prior to it being made unless doing so is likely to place the child at greater risk of harm. **[See the Wiltshire Child Protection Procedures]**
- If a pupil becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into, outcomes recorded, and the results of any investigation shared with the child and the parent / carers.
- Parents 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 pupil's needs remain paramount. Further advice will be taken from outside agencies if necessary. If a child makes an allegation against a member of staff, all necessary procedures will be followed and the Designated Safeguarding Lead (DSL) must be informed. If the allegation is about the DSL then the Chair of Governors / IEB or Deputy DSL should be informed.

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Procedures and Policy: EYFS



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Rationale

St Mary’s is a Catholic primary school where every child will be encouraged to develop as a unique individual. This procedure highlights the way we encourage independent toileting and self-care by detailing how we change our youngest children, supporting parents in toilet training and what we do in the case where a child accidentally soils themselves. For the purpose of this policy and associated procedures, “Parent” is a term used to refer to a child’s care giver, be these the parent or legal guardian.

Guiding Principles

We actively support parents/carers in the transitional time of toilet training and will work alongside them to cater for each child’s individual needs. In the event of a child wetting or soiling themselves, the child will be taken to the changing room and with their consent, be helped to clean and dress themselves in clean clothes. Dirty clothes will be double bagged and securely tied to be taken home at the end of the session.

Parents are made aware that the Early Years team are on hand to offer advice on toilet training and will be put into contact with relevant support if requested.

As a general policy the school requires all children who are still toilet training to wear pull up nappies. We ask that parents support this so that they also see their transition to nursery / primary school as a time where they become independent in their toileting. Parents are asked to inform us of any medical condition which requires their child to need a nappy rather than a pull-up.

St Mary’s Catholic Primary School staff have a ‘duty of care’ towards children and their personal needs. If children are left in wet or soiled nappies or clothes in the setting this may constitute neglect and will be a disciplinary matter. If at any point in these procedure children become distressed staff will comfort and reassure the child, talk through what they are doing and ensure the change is completed swiftly.

Safeguarding dignity and independence

At all times Early Years staff will bear in mind the following principles when providing intimate care for our youngest children:

- Children have the right to feel safe and secure.
- Children will be respected and valued as individuals.
- Children have a right to privacy and dignity when staff members are meeting their needs.
- Children are supported in their understanding of toileting procedures.
- All staff are familiar with our Safeguarding and Child Protection Policy and Procedures to develop children’s resilience and to protect them from any form of abuse.
- Children will be changed in a reassuring and caring way by a member of staff they are

familiar with and it is important that we signal our intention to change a child's pull ups and ask for the child's consent, as appropriate for their development. This allows us to teach the children about consent and respect at a level appropriate to their age and stage.

- Staff should always change children when there is another colleague nearby, with the door open, giving dignity and privacy to the child but ensuring that the staff member can be seen.
- Photographic equipment, including mobile phones or other electronic devices with camera facility such as smart watches or pens will not be permitted in the vicinity whilst the intimate or personal care procedure is carried out.

This is part of making sure we have a culture of openness which safeguards children and ensures all adults follow safe working practices. We will work with parents and carers to accommodate pull up changing routines.

- Where parents are present, i.e. during the settling in period, they will be asked to change their own child's pull-up.
- If a child has any disability or medical needs that may affect their personal care routine, a Health Care Plan will be drawn up in agreement with parents/carers.
- Parents will be asked when their child first starts at the Nursery whether their child has any special words/actions/particular needs during their pull-up changing procedure.
- Any significant observations made during a pull-up changing procedure will be notified to the parents at the end of the session (i.e. badly soiled pull-up/strong urine etc.)

Pull-up Changing Procedure

- Gather all the necessary items needed for the pull-up change, for example: the pull-up, wipes, nappy sack, cream if necessary (where cream is used the child should have their own named cream and written permission obtained from the parent). These items will be found in the child's bag along with spare clothes in case of accidents.
- Approach the child and say or sign that it's time for a pull-up change. Wait for them to give consent in an appropriate way for their age and stage before going further.
- Wash your hands using liquid soap, warm water and paper towels.
- Put on gloves, apron and face covering and shield. A new set of gloves and apron will be used for each pull-up change. Put on PPE following the school's agreed protocol.
- The child will be changed whilst standing, allowing the child to develop independence, learning to pull up their own pull-up.
- Only remove clothing necessary to access the pull-up. Remove the pull-up and using the wipes, clean the child from front to back.
- Place the used pull-up and used wipes inside the nappy sack and tie securely to put it in the nappy bin.
- Dirty clothes will be double bagged and securely tied to be taken home at the end of the session. These clothes will not be rinsed clean.
- Put on a clean pull-up and apply cream if necessary (see above).
- Dress the child.
- Help the child to wash their hands using liquid soap, warm water and paper towels.
- Take the child back to the room.
- Return to the changing area, clean the surrounding area using anti-bacterial spray and paper towels or disposable anti-bacterial wipes before leaving to air dry. Then wash and dry your hands.
- Take off PPE by following the school's agreed PPE removal protocol.
- Wash your hands using liquid soap, warm water and paper towels.
- Record the change on the 'Pull up Changing Record' sheet found on the door in the nappy changing area.

Transitional toilet training

During the transitional toilet training stage, children will be encouraged to be independent in managing their clothing. Staff will take direction from the child with the degree of support they need and other members of staff will be informed of what they are doing.

- As a minimum gloves and apron if needed will be worn by staff to wipe children who are still learning to clean themselves, although independence will be encouraged.
- Staff will change gloves (by rolling or folding) and then dispose of them in the nappy bin before supporting the child in redressing if needed.
- The child will wash their hands in warm water using liquid soap.
- After the child returns to the class the staff member will ensure the area used by the child is cleaned and disinfected before remove their gloves or other PPE as appropriate following the agreed protocol.
- The staff member will wash their hands in warm water using liquid soap before returning to the classroom.

Accidents:

If a child has accidentally soiled themselves, the member of staff who supported the child will record the change on the Incident Record' sheet found on the door in the nappy changing area and the Parent will be informed at the end of the session.

Appendix 1

PPE precautions during times of pandemic or heightened need to reduce transmissible illness and infection

The school's policy with respect to personal care especially during periods of pandemic or increased risk of transmissible infection are to make adjustments in the way staff approach situations where they may need to be within 1 meter of a child for more than 1 minute.

This means that any staff member providing intimate care must protect themselves and the child they are helping.

For this reason staff must be familiar with putting on and taking off PPE.

Putting On

- Wash hands
- Apron on
- Mask (and face shield) on
- Gloves on

Taking Off

- Gloves off and bin (they will be most contaminated) – wash hands
- Apron off (tear neck, allow to fold to waist, tear waist band, fold on itself) Bin, wash hands
- Face shield off, hold by straps and place in warm soapy water. Wash hands
- Head forward - Mask off and bin. Hold by straps. Wash hands
- Double bag contaminated waste. Wash hands
- Wash face shield with soapy water. Dry or leave to dry.
- Wash hands
- Put contaminated bag in holding area for 72 hours before putting with domestic waste.

Note: PPE is single use and should be disposed of immediately. Staff can't hand wash enough and at all times should avoid touching their faces. Staff may also choose to wash their faces or change their clothes following administering first aid if this is appropriate.

St. Joseph's Catholic Primary School



Home-School Partnership Agreement

All parents are asked to provide spare clothes in a bag regardless of whether their child is toilet trained or not.

Parents are expected to provide a bag with a suitable number of pull ups, wipes and any cream needed to accommodate for their child's needs throughout the course of the session.

If a child requires cream administering the parent is expected to sign a permission form beforehand.

The Parent/Guardian

- ✓ I agree to ensure that my child is changed at the latest possible time before attending the session.
- ✓ I agree to provide the setting/school with spare pull ups, wipes and a change of clothing.
- ✓ I have read the Intimate Care Policy; I understand and agree to the procedures that will be followed when my child is changed or assisted during the transitional toilet training stage at school.
- ✓ I agree to inform the setting/school should the child have any marks/rash.

The Member of staff at School:

- ✓ I have read the Intimate Care Policy; I understand and agree to the procedures that will be followed when the child in my care is changed or assisted during the transitional toilet training stage at school.
- ✓ I agree to changing the child during a single session should the child soil themselves or become uncomfortably wet.
- ✓ I agree to support the child if they request assistance during the transitional toilet training stage at school.
- ✓ I agree to monitor the number of times the child is changed.
- ✓ I agree to report should the child be distressed, or if rashes are seen.

SIGNED: _____ **Parent/Guardian/Member of staff**

Child's Name: _____ **DATE:** _____