

Personal Care Policy

'Where only our best is enough'

1. Aims

This policy aims to ensure that:

- Personal care is carried out properly by staff, in line with any agreed plans
- The dignity, rights and wellbeing of every child are safeguarded
- Pupils who require personal care are not discriminated against, in line with the Equality Act 2010
- Parents/carers are assured that staff are knowledgeable about personal care and that the needs of their child are taken into account
- Staff carrying out personal care work do so within guidelines (i.e. health and safety, manual handling, safeguarding protocols awareness) that protect themselves and the pupils involved

Personal care refers to any care that involves toileting, washing, changing, touching or carrying out an invasive procedure to children's intimate personal areas.

Personal care tasks are associated with bodily functions, body products and personal hygiene that demand direct or indirect contact with, or exposure of, the genitals.

Examples of personal care include support with dressing and undressing (underwear), changing incontinence pads, nappies or medical bags such as colostomy bags, menstrual hygiene, helping someone use the toilet, or washing intimate parts of the body.

Pupils may be unable to meet their own care needs for a variety of reasons and will require regular support.

2. Legislation and statutory guidance

This policy complies with statutory safeguarding guidance.

3. Role of parents/carers

3.1 Seeking parental permission

For children who need routine or occasional personal care (e.g. for toileting or toileting accidents), parents/carers will be asked to sign a consent form.

For children whose needs are more complex or who need particular support outside of what's covered in the permission form (if used), an personal care plan will be created in discussion with parents/carers (see section 3.2 below).

Where there isn't an personal care plan in place, parental permission will be sought before performing any personal care procedure.

If the school is unable to get in touch with parents/carers and a personal care procedure urgently needs to be carried out, the procedure will be carried out to ensure the child is comfortable, and the school will inform parents/carers afterwards.

3.2 Creating a personal care plan

Where a personal care plan is required, it will be agreed in discussion between the school, parents/carers, the child (where possible) and any relevant health professionals.

The school will work with parents/carers and take their preferences on board to make the process of personal care as comfortable as possible, dealing with needs sensitively and appropriately.

Subject to their age and understanding, the preferences of the child will also be taken into account. If there's doubt whether the child is able to make an informed choice, their parents/carers will be consulted.

The plan will be reviewed annually even if no changes are necessary, and updated regularly, as well as whenever there are changes to a pupil's needs.

See appendix 1 for a blank template plan to see what this will cover.

3.3 Sharing information

The school will share information with parents/carers as needed to ensure a consistent approach. It will expect parents/carers to also share relevant information regarding any intimate matters as needed.

3.4 Parental Responsibilities

Parents/carers will change their child, or assist them in going to the toilet, at the latest possible time before coming to school.

Parents/carers will provide spare nappies, incontinence pads, medical bags, wet wipes and a change of clothing in case of accidents.

A copy of this policy will be read and signed by parents/carers to ensure that they understand the policies and procedures surrounding personal care.

Parents/carers will inform the school should their child have any marks/rashes.

Parents/carers will come to an agreement with staff in determining how often their child will need to be changed, and who will do the changing.

4. Role of staff

4.1 Which staff will be responsible

Any roles who may carry out personal care will have this set out in their job description. This includes teaching assistants and class teachers.

No other staff members can be required to provide personal care.

All staff at the school who carry out personal care will have been subject to an enhanced Disclosure and Barring Service (DBS) with a barred list check before appointment, as well as other checks on their employment history.

4.2 How staff will be trained

Staff will receive:

- Training in the specific types of intimate care they undertake
- Regular safeguarding training
- If necessary, manual handling training that enables them to remain safe and for the pupil to have as much participation as possible

They will be familiar with:

- The control measures set out in risk assessments carried out by the school
- Hygiene and health and safety procedures

They will also be encouraged to seek further advice as needed.

5. Personal care procedures

5.1 How procedures will happen

Procedures will be carried out in the disabled toilet by the school office. There is not staffing capacity to have two members of staff present (unless the procedure required specifically states two members of staff are necessary). A notice will be placed on the disabled toilet door when procedures are carried out.

The member of staff will sign, date and add start and end times on the Record Log of Personal Care Intervention when a procedure has been carried out. The class teacher responsible will act as the second signature when only one member of staff is present. Logs must be signed in a timely manner. Logs will be kept by the school office (top of the cupboard).

Changing facilities (including a height adjustable bed) are available in the disabled toilet. Mobile pupils will be changed while standing up. Pupils who are not mobile will be changed on a purpose-built changing bed or changing mat on the floor

Tonacliffe Primary School's **Health and Safety Policy** lays out specific requirements for cleaning and hygiene, including how to deal with spillages, vomit and other bodily fluids.

Any member of staff that is required to assist a pupil with changing a medical bag will be trained to do so and will carry out the procedure in accordance with the **Supporting Pupils with Medical Conditions Policy**.

Staff will wear disposable aprons and gloves while assisting a pupil in the toilet or while changing a nappy, incontinence pad or medical bag. When carrying out procedures, the school will provide staff with protective gloves, disposable aprons, cleaning supplies, a changing bed and bins.

Soiled nappies, incontinence pads and medical bags will be securely wrapped and disposed of appropriately, in line with the **Cleaning Bodily Fluids Risk Assessment**.

Where one pupil requires personal care/toileting, nappies, incontinence pads and medical bags will be disposed of in an ordinary bin, as per health and safety guidelines.

Where more than one pupil requires personal care, nappies, incontinence pads and medical bags will be disposed of in a separate bin.

The changing area or toilet will be left clean.

Hot water and soap are available to wash hands.

Paper towels are available to dry hands.

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 or menstruation.

Suitable equipment and facilities will be provided to assist pupils who need special arrangements following assessment from a physiotherapist or occupational therapist. This may include the following:

- Adjustable bed
- Changing mat
- Non-slip step
- Cupboard
- Adapted toilet seat or commode seat
- Hoist

- Swivel mat
- Disposable gloves/aprons
- Nappies, pads and medical bags
- Tissue rolls (for changing mat/cleansing)
- Supply of hot water
- Soap
- Barrier creams
- Antiseptic cleanser for staff
- Antiseptic cleanser for the changing bed/mat
- Clinical waste bag
- Spillage kit

For pupils needing routine personal care, the school expects parents/carers to provide, when necessary, a good stock (at least a week's worth in advance) of necessary resources, such as nappies, underwear and/or a spare set of clothing.

Any soiled clothing will be contained securely, clearly labelled and discreetly returned to parents/carers at the end of the day.

5.2 Swimming

Pupils in Key Stage 2 regularly participate in swimming lessons at Whitworth Swimming Baths: during these lessons, pupils are entitled to privacy when changing; however, some pupils will need to be supervised during changing.

Parental consent will be obtained before assisting any pupils in changing clothing before and after swimming lessons.

Special consideration will be taken to ensure that cases of bullying or teasing do not occur.

Details of any additional arrangements will be recorded in the pupil's individual personal care plan.

5.3 Offsite Visits

Before offsite visits, including residential trips, the pupil's individual personal plan will be amended to include procedures for personal care whilst off the school premises.

Staff will apply all the procedures described in this policy during residential and off-site visits.

5.4 Concerns about safeguarding

If a member of staff carrying out intimate care has concerns about physical changes in a child's appearance (e.g. marks, bruises, soreness), they will report this using the school's safeguarding procedures.

If a child is hurt accidentally or there is an issue when carrying out the procedure, the staff member will report the incident immediately to a designated safeguarding lead.

If a child makes an allegation against a member of staff, the responsibility for personal care of that child will be given to another member of staff as quickly as possible and the allegation will be investigated according to the school's safeguarding procedures.

6. Monitoring arrangements

This policy will be reviewed by the SENCO, annually. At every review, the policy will be approved by the governing body.

7. Links with other policies

This policy links to the following policies and procedures:

- Accessibility plan
- Child protection and safeguarding
- Health and safety
- SEND
- Supporting pupils with medical conditions

This policy was reviewed on 7.8.25

Next review due 1st September 2026.



Record Log of Personal Care Intervention

[illegible]

Personal care plan

Use this template for pupils who need regular support with toileting, washing and/or changing.

PARENTS/CARERS	
Name of child	
Type of personal care needed	
How often care will be given	
What training staff will be given	
Where care will take place	
What resources and equipment will be used, and who will provide them	
How procedures will differ if taking place on a trip or outing	
Name of senior member of staff responsible for making sure care is carried out according to the intimate care plan	
Name of parent or carer	
Relationship to child	
Signature of parent or carer	
Date	
CHILD	
How many members of staff would you like to help?	
Do you mind having a chat when you are being changed or washed?	
Signature of child	
Date	

Working towards independence

Pupil will try to	Personal assistant will	Parents/carers will	Target achieved date

Signed _____ Parent/carers

Signed _____ Personal assistant

Signed _____ Second member of staff

Signed _____ Pupil (where appropriate)



Agreement between Pupil and Personal Assistant

Pupil's name: _____ Class/year group: _____

Name of support staff involved: _____

Date: _____

Review date: _____

Support staff

As the personal assistant helping you with personal care, you can expect me to do the following:

- When I am the identified person, I will stop what I am doing to help you. I will avoid all unnecessary delays.
- When you use our agreed emergency signal, I will stop what I am doing and come and help.
- I will treat you with respect and ensure privacy and dignity at all times.
- I will ask permission before touching you or your clothing.
- I will check that you are as comfortable as possible, both physically and emotionally.
- If I am working with a colleague to help you, I will ensure that we talk in a way that does not embarrass you.
- I will listen carefully if there is something you would like to change about your Personal Care Plan.

Pupil

As the pupil who requires help with personal care, you can expect me to do the following:

- I will try, whenever possible, to let you know a few minutes in advance that I am going to need help with personal care, so that you can make yourself available and be prepared to help me.
- I will try to use the toilet at break time, or at the agreed times.
- I will only use the agreed emergency signal for real emergencies.
- I will tell you if I want you to stay in the room or stay with me in the toilet.
- I will tell you straight away if you are doing anything that makes me feel uncomfortable or embarrassed.
- I may talk to other trusted people about how you help me. They too will let you know what I would like to change.

Signed: _____ Personal assistant

Signed: _____ Pupil

PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE	
Name of child	
Date of birth	
Name of parent/carer	
Address	
I give permission for the school to provide appropriate intimate care to my child (e.g. changing soiled clothing, washing and toileting)	<input type="checkbox"/>
I will advise the school of anything that may affect my child's personal care (e.g. if medication changes or my child has an infection)	<input type="checkbox"/>
I understand the procedures that will be carried out and I will contact the school immediately if I have any concerns	<input type="checkbox"/>
<p>I do not give consent for my child to be washed and changed in case of a toileting accident.</p> <p>Instead, the school will contact me or my emergency contact and I/they will organise for my child to be washed and changed.</p> <p>I understand that if the school cannot reach me or my emergency contact, staff will need to wash and change my child, following the school's intimate care policy, to ensure comfort and remove barriers to learning.</p>	<input type="checkbox"/>
Parent/carer signature	
Name of parent/carer	
Relationship to child	
Date	