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Violet Way Academy

# Intimate Care and Toileting and Procedures

## Document Control

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## Version Control

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## Context

Achieving continence is one of hundreds of developmental milestones usually reached within the context of learning in the home before the child transfers to learning in a school. However, for a number of reasons, a small percentage of children may not manage to achieve this prior to starting school. If not managed correctly, wetting and / or soiling problems can cause high levels of stress for children, and parents. Like any other childhood milestones, such as walking and talking, there is a range of ages for children to achieve continence.

Continence problems in childhood are common and children that are toilet trained may have occasional wetting or soiling accidents in school. Parents can be reassured that the staff at deal with these incidents in a caring manner, offering children assistance when using the toilet and changing them into clean clothes.

Research by ERIC has found that the majority of children are not fully toilet trained (day and night) until around the age of 3 years, with the rest becoming fully trained by the time they are 4 years. At Violet Way we liaise closely with other services to support parents having difficulty with establishing toilet training routines. However, we also understand that in a few cases, children may need additional support.

## Key Principles

At Violet Way Academy, we are committed to safeguarding and promoting the welfare of children and young people.

We are committed to ensuring that all staff responsible for intimate care of children and young people will undertake their duties in a professional manner at all times.

We are committed to ensuring that children are treated with sensitivity and respect when intimate care is given. No child shall be attended to in a way that causes distress or embarrassment.

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

## Definition

Intimate care is any care which involves washing, touching or carrying out an invasive procedure to intimate personal areas. In most cases such care will involve procedures to do with personal hygiene and the cleaning of associated equipment as part of the staff member's duty of care.

Examples of intimate care tasks include support with dressing and undressing (underwear), changing nappies, helping someone use the toilet, cleaning a child who has soiled him/herself or vomited. It is also associated with other accidents that may require a child to remove their clothes. These include changes required as a result of water play, messy play, sickness and

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

## Transition Procedures

At Violet Way we have Early Years Foundation Stage (EYFS) provision for Reception aged pupils. There are good transition procedures in place, which include a Key Person meeting, information leaflets, play and stay sessions in school and a parent meeting. During transition, parents are provided with information about what to expect when their child starts school. As part of our transition process, in the summer term before children start school, we discuss toilet training with parents and signpost them to other services and agencies where they may be able to get support and advice if required such as, Health Visitor, School Nurse, Community Centre and the Charity 'Education and Resources for Improving Childhood Continence' (ERIC).

We have had a lot of success in the past with cases where parents have been worried about toilet training their child. With support from the school, parents have been able to put routines into place which have led to their child being toilet trained before starting school.

The school nurse or health visitors have expertise in this area and can support parents to implement toilet training programmes in the home. Health care professionals can also carry out a full health assessment in order to rule out any medical cause of continence problems.

At Violet Way, we recognise that there maybe a few children in EYFS who may require some extra support until full toilet training is achieved. Where a child needs support because of underlying medical problems, the staff at Violet Way, work closely with parents, the school SENDCO and agencies such as Health Visiting Team, School Nurse Team and GPs to establish exactly what the issue is in order to ensure the support is appropriate to the needs of the child.

## Responsibilities

In order to ensure that children with continence issues are fully supported the school intends to work in partnerships with parents. The following expectations apply and will enable more effective home-school relations in relation to a child's continence issues where the child is in pull ups/nappies:

### *Parents/ Carers:*

- agreeing to change the child at the latest possible time before coming to school
- providing spare 'pull-up' style nappies, wet wipes and a change of clothes
- understanding and agreeing the procedures to be followed during changing at school
- signing an intimate care plan (Appendix 1) - this plan will outline who is responsible in the Academy for changing the child, and where and when this will be carried out
- agreeing to inform school should the child have any marks/rash
- agreeing how often the child should be routinely changed if the child is in school for the day and who will do the changing
- agreeing to review the arrangements, in discussion with the school, should this be necessary
- agreeing to encourage the child's participation in toileting procedures wherever

possible

Note: Intimate care arrangements will be discussed with parents/carers on a regular basis and recorded on the child's intimate care plan. The needs and wishes of children and parents will be taken into account wherever possible within the constraints of staffing and equal opportunities legislation.

Parents should be aware that, in the unlikely event that parents do not cooperate or where there are concerns that:

- the child is regularly coming to school in very wet or very soiled nappies
  - there is evidence of excessive soreness that is not being treated
  - the parents are not seeking or following advice
  - there is no improvement in the child working towards independence with toileting
- there will be discussions with relevant outside agencies and the Designated Safeguarding Lead about the appropriate action to take to safeguard the welfare of the child.

#### ***Violet Way Academy:***

- agreeing to change the child should they soil themselves or become wet
- agreeing how often the child should be routinely changed if the child is in school for the full day and who would be changing them
- agreeing a minimum number of changes (i.e. the school will not change the child's nappy more than would be changed at home)
- agreeing to report to the Head Teacher or SENDCO should the child be distressed or if marks/ rashes are seen
- agreeing to review arrangements, in discussion with parents/ carers, should this be necessary
- agreeing to encourage the child's participation in toileting procedures
- discussing and taking the appropriate action to respect the cultural practices of the family

Note: Staff take care (both verbally and in terms of their body language) to ensure that the child is never made to feel embarrassed or as if they are being a nuisance.

#### ***Head Teacher***

The Head Teacher is responsible for ensuring the correct policies and procedures are in place. The Head Teacher is responsible for ensuring that staffing is adequate to support children with continence issues and ensuring the appropriate facilities and resources are available. The Head Teacher is responsible for ensuring staff are provided with any relevant training.

#### ***SENDCO***

The SENDCO is responsible for ensuring that appropriate risk assessments and plans have been written and then shared, discussed and agreed with parents. The SENDCO is responsible for ensuring these risk assessments and plans are reviewed regularly with staff, children and parents.

#### ***Teaching Assistants***

It is likely that most of the personal care will be undertaken by one or more of the teaching assistants. Job descriptions of all TAs include statements which cover the role of

personal/intimate care which includes assisting with nappy changing and toileting:

- Assist children in matters of personal needs and their general health, including first aid and welfare matters.

### *Teachers*

Teachers are responsible for facilitating, supporting and releasing teaching assistants to fulfil this role.

### *Training*

Staff who provide intimate care have all received Safeguarding training and are fully aware of best practice. All members of staff carrying out intimate care procedures have enhanced DBS checks. It is not appropriate for volunteers or students to carry out intimate care procedures. Suitable equipment, facilities and training for staff will be provided to assist children who need special arrangements following assessment from physiotherapist/ occupational therapist.

### *Provision Implications*

If several children wearing nappies enter the school's EYFS provision there could obviously be clear resource implications with regard to staffing. The EYFS lead is responsible for liaising with the school's SENDCO before transition to ensure that in any incidences where continence has been identified as a problem for a child, the reasons for the issues have been clearly established and a programme of support (with additional advice sought from appropriate services or agencies) is put into place. In cases such as this, the SENDCO may need to ensure that additional resources are allocated to the EYFS group as appropriate. Parents should be aware that start dates may need to be delayed in order to ensure that the school can fully accommodate the needs of the child.

In the case where there are incontinence issues due to underlying medical problems the SENDCO will work closely with appropriate outside agencies in order to complete a health care plan which will encompass all the needs of the child, including incontinence. Should special circumstances arise, for example where a child with complex continence needs be admitted, the appropriate health care professional will need to be closely involved in forward planning. Personal care arrangements should be outlined in the health care plan.

### *Health and Safety*

At Violet Way Academy we have hygiene and infection control procedures as part of the Health and Safety policy. This is a necessary statement of the procedures the school will follow in case a child accidentally wets or soils him/herself or is sick while on the premises. The same precautions will apply for nappy changing. These are:

- Staff to wear disposable gloves while dealing with the incident
- Soiled nappies to be bagged and put in the dedicated bin (if any of the nappies are particularly soiled or smelly they should be placed in the main bins outside)
- Changing area to be cleaned after use (if used - children are encouraged to change pull-ups in toilets)
- Hot water and liquid soap available to wash hands as soon as the task is completed
- Hot air dryer or paper towels available for drying hands.

Parents/carers are made aware of the procedures the school will follow should their child

need changing during school time. This will be written in the form of an intimate care plan (see Appendix 1).

## **Continence Agreement**

Where there is a child entering Reception that has continence issues which requires them to be in nappies during school time, an intimate care plan will always be written before the child starts school as part of the transition procedures. A continence agreement that defines the responsibilities that each partner has, and the expectations each has for the other will also be written and signed by the school and parents. This kind of agreement will help to avoid misunderstandings that might otherwise arise, and help parents/carers feel confident that the school is taking a holistic view of their child's needs. Please refer to the Parent Permission (Appendix 2).

## **Procedures and Record Keeping**

When a parent/carer informs the school that their child has continence problems an initial risk assessment will be completed as part of the intimate care plan (Appendix 1). This applies for younger children in Reception and those with medical or SEND in the rest of school. N.B. Please be aware that a more detailed risk assessment may be required if any issues are identified and the SENDCO will support with this.

A Continence Agreement will be discussed and shared with the personal assistant (member of staff), parent/carer and child (if appropriate) and must be signed by the parent/carer along with permission for the school to provide intimate care (Appendix 2).

Staff will keep a record of when the child is changed using the 'Record of Intimate Care Intervention' sheet (Appendix 3).

Children should be encouraged to work towards becoming more independent and parents should support this. When reviewing any plans, this should be considered and discussed.

## **Accidents and Changing Clothes**

Some children, who are already toilet trained, may occasionally have an accident. This can include our younger and older children. For example, if they couldn't get to the toilet in time, or are poorly. In these cases, if a child wets or soils themselves whilst they are at the Academy, it is important that measures are taken to have them changed and, if necessary, cleaned as quickly as possible. Our staff are experienced at carrying out this task and, in these cases, a risk assessment and care plan is not required as they will be 'one off', occasional incidents. Staff have a duty of care to ensure that children who have an accident are appropriately looked after. We will always let parents know if their child has had an accident. Parents must put in writing to the Head Teacher if they do not want staff to change children in these circumstances.

In Reception, in situations where a child just requires simply a change of clothes, it is important that the child is reassured and then supported – as much as possible - to clean themselves and change after an accident.

If a child soils him/herself during school time, one member of staff (teacher, TA, lunchtime supervisor) will help the child, where necessary, to:

- Remove their soiled clothes
- Clean skin (this usually includes bottom, genitalia, legs, feet)
- Dress in the child's own clothes or those provided by the school
- Wrap soiled clothes in plastic bags and keep in an appropriate place until they can be given to parents to take home.

Adequate supplies of spare clothes, nappies and sanitary protection must be kept on the premises at all times. Children will be encouraged to change their own clothes, but they should always be supervised or assisted by a member of staff to ensure that they are clean and dry before putting on new clothes.

## Equal Opportunities

The Equality Act 2010 provides protection for anyone who has a physical, sensory or mental impairment that has an adverse effect on their ability to carry out normal day-to-day activities. The effect must be substantial and long-term. It is clear therefore that anyone with a named condition that affects aspects of personal development must not be discriminated against.

Asking parents/carers of a child to come and change a child is likely to be a direct contravention of the Equality Act 2010 and leaving a child in a soiled nappy for any length of time pending the return of the parent is a form of abuse.

## Safeguarding and Child Protection

The normal process of changing a nappy should not raise child protection concerns, and there are no regulations that indicate that a second member of staff must be available to supervise the nappy changing process to ensure that abuse does not take place. DBS checks are carried out for all staff to ensure the safety of children with staff employed throughout the school. However, if a member of staff that is required to change a child requests another adult to be present, we will try to facilitate this.

Child Protection Procedures and Multi-Agency Protection procedures will be adhered to. If any member of staff has concerns about physical changes to a child's presentation, e.g. unexplained marks, bruises, soreness etc. s/he will immediately report concerns to the Designated Safeguarding Lead.

If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of the process of reaching a resolution. Further advice will be taken from partner agencies. If a child makes an allegation about a member of staff this will be investigated in accordance with agreed Academy procedures.

Where it becomes challenging to change a child due to special needs behaviour or other reasons, an additional risk assessment may be written and shared with the parents/carers to protect the child and staff from physical harm.

## Policy Review

This policy will be reviewed at least every three years. The implementation of the policy will be monitored by the EYFS Lead and SENDCO. Staff are responsible for reporting any

concerns or questions about the policy to the Head Teacher. If required, the policy will be reviewed before the review date.

Appendix 1

**Violet Way Academy - NB: standard answers provided below - if these are different, please amend.**  
**Intimate Care Plan**

Child's Name:	DOB:
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Completed by: \_\_\_\_\_ (member of staff)

Date of Plan: \_\_\_\_\_ Date to review Plan: \_\_\_\_\_

<p><i>Risk Assessment: If there are any associated risks please detail here (for example: weight/size of child, communication, CP history, behaviour, staff capability i.e. back issues/ pregnancy, pupil capability i.e. fragile bones, epilepsy)</i></p>
<p><i>Who will change the child?</i></p>
<p><i>Where and how will the child be changed?</i> Children will be changed standing up in a toilet cubicle if they are wet. If they have soiled (pooed), there is a changing mat available.</p>
<p><i>Who will provide the resources?</i> Parents are expected to provide 'pull up' style nappies, wipes and a change of clothes. Violet Way Academy will supply disposable gloves to staff.</p>
<p><i>How will the changing occasions be recorded and how this will be communicated to the child's parent/ carer?</i> The Record of Intimate Care Intervention Table will be used to communicate changing occasions in school. Parents will be informed of any issues with changing at the end of the session, or a telephone call will be made during the session if necessary.</p>
<p><i>How will wet/ soiled clothes be dealt with?</i> Wet or soiled clothes will be put in a carrier bag to give to parents at the end of the session.</p>
<p><i>Minimum change rule</i> The school will not change the child's nappy more than would be changed at home.</p>
<p><i>What the member of staff will do if the child is unduly distressed or if marks or injuries are noticed?</i> Child Protection Procedures and Multi-Agency Protection procedures will be adhered to. If any member of staff has concerns about physical changes to a child's presentation, e.g. unexplained marks, bruises, soreness etc. s/he will immediately report concerns to the Designated Safeguarding Lead.</p>
<p><i>How will the child be encouraged to participate in the procedure?</i> Children will be encouraged to use the toilet, pulling down their clothes and pull-ups to sit on the toilet, using toilet paper, putting their pull-ups on.</p>
<p>Any other comments/ important information e.g. medical information:</p>

This plan has been discussed with me and I agree to change my child at the last possible moment before he/ she comes to school, provide the resources indicated above and encourage my child's participation in toileting procedures at home as appropriate and where possible.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/ Carer's Full Name: \_\_\_\_\_

Appendix 2

**Violet Way Academy**

**Permission for school to provide intimate care**

Child's Full Name
Male / Female
Class
Date of Birth

**Continence Agreement**

**Member of Staff**

As the personal assistant helping you in the toilet you can expect me to do the following:

- When I am the identified person I will stop what I am doing to help you in the toilet. 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

**Child**

As the child who requires help in the toilet 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 the toilet
- I will tell you if I want you to stay in the room or stay with me in the toilet
- I will attempt to use the toilet and learn how to manage my clothes
- 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.

**The Parent/Carer:**

- I agree to follow any advice from outside agencies with regard to toilet training my child
- I agree to ensure that my child is changed at the latest possible time before being brought to school
- I will provide the school with spare pull-ups / nappies, wipes and a change of clothing
- I understand and agree to the procedures that will be followed when my child is changed at school as outlined in his/her intimate care plan
- I agree to inform the school should my child have any marks or rashes
- I agree to a 'minimum change' policy i.e. the school would not undertake to change the child more frequently than if s/he were at home.
- I agree to review arrangements should this be necessary

As the parent / carer, I understand that;

**I give permission to the school to provide appropriate intimate care support to my child e.g. changing nappies, changing soiled clothing, washing and toileting.**

**I agree to my child's intimate care plan and will undertake the statements in the home-school continence agreement for my child.**

**I will advise the teacher of any medical complaint my child may have which affects issues of intimate care. I will advise the school of any changes which may impact upon my child's intimate care plan.**



