



Personal Care Policy

2026 - 2028

Personal Care Policy	
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Introduction

Chatten Free School is committed to safeguarding the dignity, rights, and wellbeing of all pupils. This Personal Care Policy outlines how personal care needs will be met in a respectful, safe, and inclusive manner, ensuring pupils are supported to develop independence wherever possible.

This policy should be read in conjunction with the Safeguarding and Child Protection Policy, Intimate Care Guidance, Health and Safety Policy, and Supporting Pupils with Medical Conditions Policy.

Definition of Personal Care

Personal care refers to support provided to pupils with, but is not limited to:

- Support with toileting and continence.
- Changing clothes or continence products.
- Washing, cleaning, or supporting hygiene routines.
- Support with menstruation.
- Assistance with personal grooming (e.g., brushing hair).
- Support related to medical or sensory needs impacting personal care.

Personal care may be short-term (e.g. following illness or injury) or long-term due to additional needs or disabilities.

Purpose

The purpose of this policy is to:

- Ensure consistent, high-quality personal care practices.
- Protect the dignity, rights, and wellbeing of pupils.
- Provide clear guidance for staff supporting pupils with personal care needs.
- Maintain safe, hygienic, and respectful procedures.

Who does this policy apply to?

This policy applies to all staff, volunteers, and contractors working at Chatten Free School who may be involved in providing personal care, including toileting, changing, hygiene support, and medical or sensory care related to personal needs.

Staff responsibilities

- Only trained and authorised staff may carry out personal care.
- Staff must always follow safeguarding protocols.
- A minimum of one staff member will provide personal care, with doors left unlocked but privacy maintained unless otherwise required for safety.

- Staff must record personal care interactions when necessary to follow safeguarding protocols.
- Staff must wear appropriate PPE as required.

Assessment and risk assessment

Where a pupil requires regular personal care, an Intimate Care Plan (ICP) will be developed in consultation with parents/carers and, where appropriate, health professionals. The plan will include:

- The nature of the care required
- Level of independence
- Equipment or resources needed
- Named staff (where possible)
- Review arrangements

Care plans will be reviewed regularly and updated as required.

Safeguarding and Staff Protection

- Personal care will normally be carried out by trained staff
- Where possible, two members of staff will be aware that care is being provided
- Staff will avoid working in isolation wherever practicable
- Any concerns or incidents will be recorded and reported immediately
- Male staff will not carry out intimate care procedures on female students.
- Female staff will assist in the needs of male students with significant learning difficulties and lower levels of awareness because most of our staff are female and this may be the only practical option.
- The management of all students with intimate care needs will be carefully planned where appropriate.
- In the case of a student under the age of 18, prior agreement must be obtained from parents or carers before intimate care procedures are undertaken.
- For students aged 18+, the views of the student concerned should always be sought or if they are considered to lack capacity with this particular decision, then other adults or advocates acting in their best interests can decide on their behalf in agreement with parents or carers (if appropriate for the situation). Parents or carers would usually be the best advocate for their young person and can express their views regarding intimate care using the ICP.
- The most appropriate environment (e.g. a changing room, medical room or adapted areas of a specified toilet) should be selected to always ensure privacy and dignity.
- Staff should never lock the door to a room or toilet where they are assisting students with intimate care.
- Care should always be undertaken with tact, sensitivity and in an unhurried manner.
- The changing of pull ups or nappies should be carried out in a standing position unless physical needs require the use of a changing bed.

- Staff will be supported to adapt their practice in relation to the needs of individual students considering developmental changes such as the onset of puberty and menstruation.
- Careful consideration will be given to each situation to determine how many staff might need to be present when a student is assisted. Where possible, one student will be assisted by one adult unless there is a sound reason for having more staff present. If two adults are required, the reasons should be clearly documented.

All personal care will be carried out in line with the school's Safeguarding and Child Protection Policy.

Health and Safety

- Gloves and appropriate PPE will be worn where necessary
- Good hygiene practices will be always followed
- Soiled items will be disposed of safely or sent home according to agreed procedures
- Any accidents will be recorded in accordance with school procedures

Environmental Considerations

- When students need intimate care facilities, reasonable adjustments will need to be made. Where a purpose-built toilet is not available, the use of a screen to make the area private is acceptable.
- The availability of suitable toileting and/or changing facilities should be considered when planning school trips
- Facilities with hot & cold running water.
- Protective clothing including disposable protective gloves provided by the school
- Labelled lidded bins for the disposal of wet & soiled nappies/pads
- Supplies of suitable cleaning materials; anti-bacterial spray, sterilising fluid, deodorisers, anti-bacterial hand wash, etc.
- Supplies of appropriate clean clothing, nappies, disposal bags and wipes.
- An effective system identified to alert staff for help in emergency

Equality and Inclusion

Chatten Free School is committed to ensuring that no pupil is discriminated against due to personal care needs. Reasonable adjustments will be made to support pupils in line with the Equality Act 2010.

Training

Staff involved in providing personal care will receive appropriate training, including:

- Safeguarding and child protection
- Manual handling (where required)

- Infection control and hygiene

Monitoring and Review

This policy will be reviewed annually, or sooner if required, to ensure it remains effective and up to date.

Legislation and Statutory Guidance.

- Children Act
- Childcare Act
- Health and Safety at Work Act
- Equality Act
- S175 / S57 Education Act (local authorities, governing bodies of maintained schools and institutions in the further education sector)
- Working Together to Safeguard Children
- Keeping Children Safe in Education
- Mental Capacity Act

Summary.

Purpose

- To ensure pupils receive personal care safely, respectfully, and with dignity.
- To promote independence where possible and protect pupils' wellbeing.

What personal care includes

- Toileting and continence support
- Changing clothes or hygiene products
- Washing and hygiene routines
- Menstrual support
- Grooming and care linked to medical or sensory needs

Who it applies to

- All staff, volunteers, and contractors involved in personal care at the school

Key responsibilities

- Only trained and authorised staff provide personal care.
- Safeguarding procedures must always be followed.
- Privacy is maintained, but doors are not locked.
- PPE is worn when required, and care may be recorded where appropriate

Assessment and planning

- Pupils needing regular personal care will have an Intimate Care Plan (ICP).
- Plans are created with parents/carers and reviewed regularly

Safeguarding

- Care is carried out sensitively and without unnecessary delay.
- Staff avoid working alone where possible.
- Parental consent is required for under-18s.
- Care arrangements respect pupils' age, gender, capacity, and dignity

Health, safety, and environment

- Good hygiene and infection control are always followed.
- Suitable facilities, equipment, and disposal systems are provided.
- Reasonable adjustments are made, including on school trips

Equality and inclusion

- No pupil is treated unfairly due to personal care needs.
- Support is provided in line with the Equality Act 2010

Training and review

- Staff receive training in safeguarding, hygiene, and manual handling if needed.
- The policy is reviewed annually to remain up to date

Appendix 1



Rickstones Road, Witham, Essex CM8 3HH Tel: 01376 433150
Email: admin@chattenfreeschool.co.uk
Head of School: Mr A Dean MEd, BCBA

Dear Parent/Carer,

There may be occasions when your young person will need support with intimate care routines.

We have drawn up an Intimate Care Policy, which is available on the school website, www.chattenfreeschool.co.uk.

This policy sets out the procedures we have in place to ensure that all intimate care and any specific needs are always met in a professional and dignified manner. We always take the views of the child or young person into account regarding the intimate care they receive and would like to obtain your permission also using the form below.

Please sign and return the form to indicate your preference regarding intimate care and agree to the school carrying out 'intimate care' procedures when necessary.

I have read a copy of the School's Intimate Care Policy

<input type="checkbox"/>	I agree to the school carrying out 'intimate care' on my son/daughter when necessary
<input type="checkbox"/>	I would like to discuss this further with the school
<input type="checkbox"/>	I have specific requests regarding my son/daughter's intimate care, and I would like an intimate care plan to be drawn up and referred to when intimate care is provided.

Please tick

Signed:	
Name:	
Student Name:	
Date:	



Intimate Care Plan

Personal Details	
Name of pupil:	
Date of Birth:	
Date of Plan:	
Planned review date:	
Name and role of person completing plan:	
Health Care Contacts	
Specialist Nurse:	Contact Details:
Consultant:	Contact Details:
GP:	Contact Details:
Other important medical professionals:	Contact Details:
Medical needs	
Diagnosed Conditions	

Details of help required for personal care	
Hygiene	Details of what level of support is needed and goals
Showering	
Drying self	
Washing hair	
Toothbrushing	
Handwashing	
Toileting including wiping after a bowel movement	<i>Please include the use and disposal of continence products</i>
Changing of soiled clothing	
Deodorant application	
Nose wiping	
Changing menstrual products	
Grooming	Details of what level of support is needed and goal
Assisting getting dressed	
Assisting getting undressed	
Shaving	
Hair brushing	
Lotion application	
Fingernail care	
Medical	Details of what level of support is needed and goals
PEG feeding	
Maintaining Dignity	Details of what level of support is needed and goals
Covering with a towel if stripping	

Name of Parent/Carer	
Signature	
Date Signed	
School Representative Name	
Signature	
Date Signed	