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<b>Personal Care Policy</b>	Issued: February 24
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<b>APPROVAL BY</b>	<b>FULL GOVERNING BODY</b>

# Personal Care Policy

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## 1. Rationale

At Alfred Lord Tennyson School (ALTS) it is our intention to develop independence in each child. However, we acknowledge that there may be occasions where a child needs adult help, and for this reason our Personal Care policy has been developed to safeguard children and staff. It is one of a range of specific policies that contribute to our Safeguarding of pupils. The principles and procedures apply to everyone involved in the personal care of

children. This policy supports the safeguarding and welfare requirements of the Equalities Act 2010 [1] and Keeping Children Safe in Education [2]. Children are more vulnerable than adults and staff involved with any aspect of pastoral care need to be sensitive to their individual needs. Personal care may be defined as any activity that is required to meet the personal needs of an individual child on a regular basis or during a one-off incident.

For the purposes of this policy, reference to 'parents' includes all adults who have a caring responsibility for a child or children in the school. This may include parents, step-parents, grandparents and other relatives, foster carers and adoptive parents as well as other adults who have a legal responsibility for a child.

## **2. Aims & Objectives**

### **2.1. Guidelines for Good Practice**

- All children have the right to be safe and to be treated with dignity and respect. These guidelines are designed to safeguard children and staff and they apply to every member of staff involved with the personal care of children. If it is the case that a child has a specific medical or developmental condition which could impact on toileting management, then advice from the Paediatrician or a member of the NHS School Nursing Team will be sought either by the parent, or with permission, the designated adult e.g. teacher or SENDCo. They may support staff and parents by advising how the child's condition and toileting needs can best be managed, providing specific training and monitoring the child's condition.
- Young children and children with special educational needs can be especially vulnerable. Staff involved with their personal care need to be particularly sensitive to their individual needs.
- Members of staff also need to be aware that some adults may use personal care as an opportunity to abuse children. It is important to bear in mind that some forms of assistance can be open to misinterpretation. One member of staff will carry out Personal Care at any one time unless there is a sound reason for needing a second adult to oversee the personal care such as when cleaning needed after soiling is invasive.
- Staff will be supported to adapt their practice in relation to the needs of individual children taking into account developmental changes. Wherever staff are involved in the personal care of a child they will not be involved with the delivery of sex education to those children as an additional safeguard for all involved.

### **2.2. Responsibilities**

- The Governing Body has overall responsibility for the implementation of the Personal Care Policy. They must also ensure that the policy, as written, does not discriminate on any grounds, including but not limited to: ethnicity, culture, religion, gender or disability.
- The Governing Body has overall responsibility for ensuring that the Personal Care Policy, as written, does not discriminate on any grounds, including but not limited to: ethnicity/national origin, culture, religion, gender or disability.
- The Governing Body has responsibility for handling complaints regarding this policy.
- Staff, including teachers and support staff are responsible for following the Personal Care Policy.

- The school SENDCo is responsible for ensuring that Personal Care Plans are in place, reviewed regularly, and carried out effectively. They will work with parents and other agencies to ensure effective personal care is provided.
- The Headteacher and SENDCo are responsible for ensuring that appropriate areas of the school are made available for staff to provide personal care, depending upon the needs of individual pupils. They are also responsible for ensuring necessary equipment and resources are available.

### **3. Definition of Personal Care**

Personal care is usually associated with bodily functions, body products and personal hygiene, and may demand direct or indirect contact with or exposure of the genitals. It includes washing, touching or carrying out a procedure that most children carry out for themselves but which some are unable to do because of their young age, physical difficulties or other special needs associated with learning difficulties, medical needs or needs arising from the child's stage of development. Personal care also includes supervision of pupils involved in personal self-care.

Such activities can include:

- toileting;
- feeding;
- oral care;
- washing;
- showering;
- changing clothes;
- changing of continence pads;
- first aid and medical assistance;
- supervision of a child involved in personal self-care, and
- providing advice to enable a pupil to attend to their menstrual care.

Parents have a responsibility to advise the school of any known personal care needs relating to their child.

#### **3.1. General principles**

- The school is not responsible for toilet training.
- The school is not responsible for providing wipes or spare clothes. Parents will be asked to provide all necessary consumables which could include: nappies/pull ups/pads, baby wipes, nappy sacks, and plastic bags for soiled clothing. For those children in Upper Key stage 2, parents should provide suitable sanitary products for those menstruating.
- Changes of clothing should be made available by parents.
- If a pupil, known to be toilet trained, begins having accidents on a regular basis, parents will be informed. The school ensures that toilet facilities are easily accessible and well maintained to promote children's awareness of good hygiene practices and developing independence.
- Parents will be involved in the drawing up of any Personal Care Plan (see Appendix 1).

## 4. Procedures

### 4.1. Health and hygiene

- To prevent the spread of infection, all staff will wear disposable gloves (consider potential allergies before use) and disposable aprons when dealing with a toileting incident.
- The area will be cleaned after use.
- Children will be supported with changing in the toilets.
- Soiled disposable nappies/pull-ups to be double bagged in a plastic nappy bag and disposed in a suitable lidded pedal bin kept in the Year 3 corridor single toilet and in the Year 6 area medical room. This bin will be emptied daily. At our Tennyson site the medical waste bin is in the medical room.
- Soiled clothing to be placed in double plastic bags and returned to parent/carer.
- Correct hand washing techniques should be followed:
  - a) For adults, use hot water and soap and dry hands with disposable paper towels. Antibacterial gel can then also be used.
  - b) For a child, hand washing to be done by, or supervised by an adult.

#### *In the event of a toileting incident relating to sickness and diarrhoea:*

- A parent will be contacted immediately to collect the child.
- Parents will follow the school procedure, ensuring the child does not return until they are free of symptoms, this is usually a 48 hour time frame.
- Staff will deal with bodily fluids, soiled clothing etc. in line with school procedures detailed in this policy.

#### *Dealing with body fluids*

- Urine, faeces, blood and vomit will be cleaned up immediately and disposed of safely in line with local arrangements.
- When dealing with body fluids, staff wear protective clothing (disposable gloves and aprons) and wash themselves thoroughly afterwards, using hot water and soap.
- Soiled children's clothing will be double bagged to go home – staff will not rinse it
- Children will be kept away from the affected areas until the incident has been completely dealt with.
- All staff must maintain high standards of personal hygiene and take all practicable steps to prevent and control the spread of infection.

### 4.2. Safeguarding

- Staff will inform a colleague when they are going to assist a child with personal care.
- Wherever possible staff should care for a child of the same gender.
- Where appropriate children will be taught personal safety skills matched to their level of development and understanding.
- Should marks, bruises or injuries be found on a child when supporting them with changing, staff members are required to follow the school's Child Protection and Safeguarding Policy [3] and report it to the Designated Safeguard Lead (DSL) or a Deputy DSL. Further details can be found in the School's Child Protection and Safeguarding Policy and in section 7.

- If the child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into and outcomes recorded. Staffing schedules will be altered until the issue is resolved so that the child's needs remain paramount.
- If a child makes an allegation about a member of staff, all necessary procedures will be followed in line with the school safeguarding and Child Protection Policy and Local Authority guidelines.
- Cameras and mobile phones must never be taken into bathroom areas by staff or children.

*Guidance for staff to support them to ensure that they always follow good practice when providing Personal Care can be found in Appendix 2.*

#### **4.3. Communication with children**

It is the responsibility of all staff caring for a child to ensure that they are aware of the child's method and level of communication. Depending on their maturity and levels of stress children may communicate using different methods – words, signs, symbols, body movements, eye pointing, etc.

##### ***To ensure effective communication:***

- make eye contact at the child's level;
- use simple language and repeat if necessary;
- wait for response;
- continue to explain to the child what is happening even if there is no response;
- treat the child as an individual, with dignity and respect.

#### **4.4. Staff development**

- Staff must receive Safeguarding update training every year
- Staff must be trained in the specific types of personal care that they carry out and fully understand the Personal Care policy, Personal Care Plan (See Appendix 1) and any further guidelines within the context of their work.
- Staff will also be regularly trained regarding health and safety (which may involve manual handling) so that they are fully aware of infection control, including the need to wear protective clothing.
- Whole school staff training will foster a culture of good practice and a whole school approach to personal care.
- It is imperative for the school and individual staff to keep a dated record of all training undertaken.
- All Staff must be DBS checked and will receive regular training regarding child protection and health and safety (which may include manual handling), to ensure that they are fully aware of infection control, including the need to wear disposable aprons and gloves.

#### **4.5. Hygiene management**

- All staff will follow good hygiene practices, which will include:
  - a) the use of disposable gloves (consider potential allergies before use) and
  - b) disposable plastic aprons.
- Systems will be in place to deal with spillages appropriately and safely – see Section 4.1

- Soiled disposable nappy/pull-up to be placed in double plastic nappy bag and disposed of according to school arrangements.
- Soiled clothing to be placed in double plastic bags and returned to parent/carer.
- Correct hand washing techniques should be followed:
  - a) For adults, use hot water and soap. Dry hands with disposable paper towels. Antibacterial gel can then also be used.
  - b) For child, hand washing to be done by, or supervised by adult.

#### **4.6. Setting**

- The school will ensure that an appropriate warm and comfortable area is available for changing and care to take place in safely. A risk assessment of the suitability of this area will be undertaken before it is used for personal care, so that control measures can be put in place. These areas might be the changing area at the Tennyson road site (medical room); single adult toilet in the Year 3 corridor or the medical room in the Year 6 corridor or the disabled toilet in Year 5. The choice of setting will depend upon many factors including the age group of the child, the nature of care required, the outcome of a full risk assessment; full information about the area to be used to provide care will be detailed in the Personal Care Plan.
- Advance consideration will be given to offsite / residential visits including swimming pool usage where applicable, so that the right of every child to privacy is respected. Every child's right to privacy must be respected. To maintain the child's dignity they should be changed only in a designated changing area. This area should be clean, warm and safe. Appropriate facilities must be available – such as changing mat, toilet seat or potty. Parents will be asked to provide all necessary consumables which could include: nappies/pull-ups/pads, baby wipes, nappy sacks, and plastic bags for soiled clothing. Changes of clothing should be made available by parents.

## **5. Further Information**

For further information please see:

- Inclusion Policy including SEND [4]
- Staff Code of Conduct [5]
- Health and Safety Policy [6]
- Managing & Administering Medicines Policy [7]
- Working Together to safeguard children (HM Gov, March 2015) [8]
- Supporting children at school with medical conditions (DfE 2014) [9]
- SEN Code of Practice [10]
- Northants SEN descriptors [11]
- Northamptonshire County Council – Toileting Guidelines [12]

## **6. References**

- [1] legislation.gov, "Equality Act 2010," 2010. [Online]. Available: <https://www.legislation.gov.uk/ukpga/2010/15/contents>. [Accessed 12 February 2024].
- [2] gov.uk, "Keeping children safe in education," [Online]. Available: <https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>. [Accessed 12 February 2024].
- [3] Alfred Lord Tennyson School, "Child Protection and Safeguarding Policy".
- [4] Alfred Lord Tennyson School, "Inclusion Policy including SEND".
- [5] Alfred Lord Tennyson School, "Staff Code of Conduct".
- [6] Alfred Lord Tennyson School, "Health and Safety Policy".
- [7] Alfred Lord Tennyson School, "Managing and Administering Medicines".
- [8] gov.uk, "Working together to safeguard children," 15 December 2023. [Online]. Available: <https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>. [Accessed 12 February 2024].
- [9] gov.uk, "Supporting pupils with medical conditions at school," 16 August 2017. [Online]. Available: <https://www.gov.uk/government/publications/supporting-pupils-at-school-with-medical-conditions--3>. [Accessed 12 February 2024].
- [10] gov.uk, "SEND code of practice: 0 to 25 years," 30 April 2020. [Online]. Available: <https://www.gov.uk/government/publications/send-code-of-practice-0-to-25>. [Accessed 12 February 2024].
- [11] Children First Northamptonshire, "SEND descriptors," [Online]. Available: <https://www.northamptonshire.gov.uk/councilservices/children-families-education/SEND/send-information-for-professionals/send-descriptors/Pages/default.aspx>. [Accessed 12 February 2024].
- [12] Northamptonshire County Council, "Toileting guidelines for early years settings and schools 2015," 2015. [Online]. Available: <https://www.northamptonshire.gov.uk/councilservices/children-families-education/SEND/send-information-for-professionals/Documents/toileting%20in%20educational%20settings.pdf>. [Accessed 12 February 2024].
- [13] Alfred Lord Tennyson School, "Online Safety Policy".
- [14] Alfred Lord Tennyson School, "ICT Acceptable Use Policy".

## 7. Safeguarding

Safeguarding our children is our priority – see Child Protection and Safeguarding Policy [3]

Online safety lessons are conducted regularly within the school to help to ensure that children stay safe online – see Online Safety Policy [13] and ICT Acceptable Use Policy [14]

All concerns must be reported to our Designated Safeguarding Leads:

Mrs K O'Connor, Mrs S Smith, Mrs J Appleby and Mrs L Bunker.



**Appendix 1. Personal Care Plan**

**Alfred Lord Tennyson School Personal Care Plan**

Child's Name ..... Date of birth .....	
Nominated Staff:	
<b>Main areas of need:</b> <ul style="list-style-type: none"> <li>· Changing pull-up</li> <li>· Wiping bottom</li> <li>· Cleaning (Name) after he/she has emptied his/her bowels</li> <li>· Changing his/her clothes</li> </ul>	
<b>Detailed Plan:</b> (refer to any toileting plans, dressing or undressing, medical needs and room to be used)	
Equipment/resources needed – to be provided by the school	
Consumables needed – to be provided by parents	
This plan was written by..... Date .....	
This plan was agreed with parents/carers and the Personal Care Policy shared with them Date .....	
The child's views were sought for this plan on ..... (if not, please state why not):	
Signed (Headteacher) .....	Date .....
Signed (TA, Support staff) .....	Date .....
.....	Date .....
.....	Date .....
Signed (Parent/carer) .....	Date .....

Start date .....

Review date.....

## **Appendix 2. Guidance for staff**

The aim of this guidance is to ensure that safe practice and procedures are always followed, thus safeguarding both children and the adults involved in their care. Adhering to the following guidelines of good practice should safeguard children and staff:

- When a member of staff is working alone with a child in order to provide personal care, they must inform another member of staff of this, so that they are aware that this care is to take place.
- When providing personal care ensure procedures described in the Personal Care Plan are followed and accurately documented immediately after care is given.
- Where a situation renders a child fully dependent; talk about what is going to be done and give choices where possible.
- Treat every child with dignity and respect and ensure privacy appropriate to the child's age and situation.
- To maintain the child's dignity, all personal care should take place in the location described in their Personal Care Plan. The member of staff carrying out personal care must ensure that the facility used is left clean, and that appropriate supplies are in place ready for the next time it is used.
- Make sure practice in personal care is consistent. As a child may have multiple carers and a consistent approach to care is essential. Effective communication between all parties ensures that practice is consistent.
- Ensure any incidents where a child has received personal care are reported to parents/carers.
- Information about personal care must always be treated as confidential, and should be communicated to parents through a secure method, such as in person, by telephone conversation, email or sealed letter, and not by through a home school diary or other method which is not confidential. All such communication should be recorded on the Record of Personal Care.
- Be aware of your own limitations. Only carry out activities you understand and feel competent with. If in doubt, ask. Some procedures must only be carried out by members of staff who have been formally trained and assessed.
- Promote positive self-esteem and body image. Confident, self-assured children who feel their body belongs to them are less vulnerable to sexual abuse. The approach you take to personal care can convey lots of messages to a child about their body's worth. Your attitude to a child's personal care is important. Keeping in mind the child's age, routine care can be both efficient and relaxed.
- If you have any concerns, you must report them. If you observe any unusual markings, discolouration or swelling, report it immediately to a DSL.
- If a child is accidentally hurt during the personal care, or misunderstands or misinterprets something, reassure the child, ensure their safety and report the incident immediately to a DSL.
- Children will be supported to achieve independence as far as possible. Individual Personal Care Plans will be written by the SENCO in collaboration with the child's parents. The plan will address issues such as transfers, personal safety of child and carer, additional equipment needed. The plans will be regularly reviewed (at least every half term) in accordance with the child's development and evolving needs.

- Each child's right to privacy will be respected. Each child will be cared for by one adult at a time unless there is a sound reason for having two adults e.g. when cleaning after soiling is invasive. If two adults are present to assist with personal care they do not talk over the child or young person.
- Wherever possible the same child will not be cared for by the same adult on a regular basis, unless the needs of the child make that a preferred course of action. There will be no more than 5 adults who act as carer for an individual child. These will be nominated by the SENDCo and named on the individual care plan.
- Parents will be required to sign a permission form allowing the school to provide necessary care as detailed in the Personal Care Plan.

**Appendix 3. Parental Permission for Personal Care**

Name of Child.....

Date of Birth .....

- I give permission for my child to receive personal care as described in his/her Personal Care Plan, as required.
- I understand that staff will deliver this care on a voluntary basis, and that they will treat my child with dignity and respect.
- Alfred Lord Tennyson School will ensure that all staff who provide personal care for my child have received appropriate safeguarding training and support.
- All staff will support my child to develop independence appropriate to his / her needs.
- I have discussed my child’s Personal Care Plan with a member of the school’s staff and understand that I must provide consumables as listed in the Plan. I will also provide spare clothes in case of accidents.
- I am aware that the school will keep records of every time that Personal Care is delivered and this record will be available for me to view at all times.
- The school will inform me immediately if they have any concerns when providing Personal Care to my child.
- I agree to review my child's Personal Care Plan each half term.
- The school has provided me with a copy of the school’s Personal Care policy.

Signed:.....(Parent / Carer)

Name.....

Relationship to child .....

Signed on behalf of Alfred Lord Tennyson School.....

Name and Role .....

Date.....

**Appendix 4. Personal Care Record Form**

**Alfred Lord Tennyson School PERSONAL CARE RECORD FORM**

NAME ..... Class .....

Date ..... Time started .....end .....

Key Details: Pull-Up changing by adult – **PC**, Supported Pull –Up changing – **SPC**, Toileting Support - **TS**

Location: Tennyson site changing area (medical room) TS; Yr 3 corridor - single toilet (by Art Cupboard) =**ST**, Yr 6 Corridor - Medical Room = **MR**

Date	Start time	End time	Key Details including reason	Location	No of Adults	Name of Adults involved	Name of Adults aware	Comments