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# **Kingsbrook School**

*'A unique service for unique young people'*

## **Personal and Intimate Care Procedure**

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### **Kingsbrook School**

Southburgh  
Thetford  
Norfolk IP25 7TJ

**31<sup>st</sup> August 2025**  
**Review: 30<sup>th</sup> August 2026**

## **Personal and Intimate Care at Kingsbrook School**

It is acknowledged that some of our students may require support of an adult for toileting and menstrual purposes throughout the school day.

### **AIMS**

Suitable arrangements are in place to ensure that children and young people are always treated with respect and that their right to privacy and dignity are always maintained

Where intimate care is required this is always delivered with due respect for the child/young person's right to privacy and dignity

### **DEFINITIONS**

**Privacy** is the state of being undisturbed or unobserved by others, whether individually or as a group.

**Dignity** in childcare and education settings focuses on the value of every person as an individual. It means respecting other's views, choices and decisions, not making assumptions about how people want to be treated and working with care and compassion.

**Intimate care** is defined as any care which involves washing, touching or carrying out a procedure to intimate personal areas which most people usually carry out themselves but which a child or young person is unable to do because of their individual special needs. Examples include care associated with continence and menstrual management as well as more ordinary tasks such as help with washing, bathing, toileting or dressing.

### **PRIVACY**

Children and young people should have safe areas where they can be alone and unsupervised, subject to their individually assessed needs and care/support plans.

Children and young people should be assured of privacy in communal bathroom, shower and toilet areas through the provision of suitable locking doors.

In any situation where any form of electronic surveillance (CCTV) or electronic monitoring devices (such as baby alarms or door alarms) are used these must have due respect for privacy and must be used only in accordance with the relevant policies (OP22: CCTV and ECS 15: Security)

### **DIGNITY**

The Head of School must ensure that Dignity is maintained by providing clear guidance and

role modelling to ensure that staff always approach and interact with students, visitors and other colleagues in a way which promotes respect; this includes:

- (a) always using polite forms of address
- (b) avoiding the use of physical contact which may be construed as over-familiar or patronising
- (c) avoiding the use of verbal terms which may be construed as over-familiar, patronising or demeaning
- (d) ensuring that appropriate time is allowed, and that there is never a sense of undue haste, rushing or pressurising people
- (e) always being aware of and respecting every individual's cultural background and beliefs

Where students make choices or share views these choices and views should be respected by staff. Although acting as 'reasonable parents' and 'responsible adults' staff may on occasion need to question choices and discuss issues to ensure that balanced informed choices and decisions are made by the students, and that they are kept safe and effectively safeguarded; this should always be undertaken politely and with clear respect for the views of others.

Any personal and intimate care required must always be delivered sensitively, and with due respect for the dignity of the student.

### **PERSONAL AND INTIMATE CARE**

Any student with an assessed individual need for personal or intimate care will have a clear care/support plan in place which will describe:

- (a) the precise nature of the need
- (b) the details of the care or support required
- (c) the way in which such care and support is to be provided
- (d) the location in which such care and support is to be provided
- (e) the number and nature of staff required to deliver support

The plan(s) will be reviewed regularly in consultation with all relevant stakeholders, including the child or young person.

On every occasion when personal or intimate care is delivered a clear record of delivery must be made, including dates, times, persons present, actions taken, and outcomes.

There are no precise or 'blanket' stipulations about numbers of staff or the gender of staff to be involved in the delivery of intimate care, since these should always be decided taking into account the student's views and wishes, and agreed as part of their individual care/support plan, with due regard for effective safeguarding.

## **RESPONSIBILITIES AND REPORTING CONCERNS**

The Head of School is responsible for ensuring that in any situation where a student requires support with intimate care that there is a suitable individual care plan in place for the child which is understood and followed by staff. This plan should be reviewed termly or sooner if intimate care needs change. This will be updated upon involvement from the student themselves, the parent/carer and the placing authority representatives to ensure it is appropriate and mutually acceptable.

Any person with a concern about the way in which personal or intimate care is delivered, or the way in which privacy and dignity are maintained has a duty to raise their concerns immediately through the appropriate channels (See OP 21: Whistleblowing, ECS 01: Safeguarding Children, OP08: Safeguarding Vulnerable Adults)