

Intimate Care Policy

Connect IoW CIO takes the health and wellbeing of all of its Service User's extremely seriously. All staff recognise their duties and responsibilities in relation to the Equality Act 2010, which states that any Service User with an impairment affecting their ability to carry out normal day-to-day activities must not be discriminated against. Service Users will always be treated with care, sensitivity and respect when intimate care is provided

Legal Framework

This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

Children and Families Act 2014

Education Act 2011

Health Act 2006

Equality Act 2010

DFE 2022 KCSIE

This policy operates in conjunction with:

Health and Safety policy

First Aid policy

Staff Code of Conduct

Safeguarding policy

Whistleblowing policy

Definitions

For the purpose of this policy, intimate care is defined as any care taking place outside of the family home or the registered business premises which may involve the following:

Washing

Touching

Carrying out an invasive procedure

Changing a client who has soiled themselves

Feeding

Assisting with toilet issues

Providing comfort to an upset or distressed client

Intimate care tasks are associated with bodily functions, body products, and personal hygiene. Examples of intimate care include support with dressing and undressing, underwear, changing incontinence pads or nappies, menstrual hygiene, helping someone use the toilet, or washing intimate parts of the body. Service User's may be unable to meet their own care needs for a variety of reasons and may require regular support

Health and Safety

Our Health and Safety policy lays out specific requirements for cleaning and hygiene, including how to deal with spillages, vomit and other bodily fluids

Staff will wear disposable aprons and gloves while assisting a Service User in the toilet

Soiled pads etc will be securely wrapped and disposed of appropriately. The changing area or toilet will be left clean. Hot water and soap will be used to wash hands. Paper towels will be available to dry hands.

Staff and Facilities

Staff members who provide intimate care will be suitably trained and will be made aware of what is good practice. There is one accessible toilet at the Centre (we do not have hoisting facilities)

Responsibilities

Arrangements will be made with the nominated individuals in charge of the service plan to discuss intimate care needs of any Service User before they begin support with us. Where possible Service Users will be involved in planning their own healthcare needs, with input from parents/carers welcome

The privacy and dignity of any Service User who requires intimate care will be respected at all times. A qualified member of staff will assist the Service User in changing themselves if they require. Any Service User with wet or soiled clothing will be assisted in cleaning themselves if they require it and will be given spare clothing as provided by the parents/carers

Risks associated with intimate care will all be documented on the Person-Centred Risk Assessment written for each Service User, as well as any requirements surrounding :

- familial/cultural practices
- expectations around the frequency of changes
- how many support workers will be required when someone requires assistance with intimate care
- if it is necessary for intimate care assistance to only be provided by a staff member of the same sex

Parents will be contacted if the Service User refuses to be changed, or becomes distressed during the process

Excellent standards of hygiene will be maintained at all times when carrying out intimate care

Parents/Carers

Parents will provide spare pads, bags, wipes etc and a change of clothing in case of accidents

A copy of this policy will be made available to all Service Users and their families so that they understand the policies and responsibilities surrounding intimate care

Safeguarding

All employees have Level 2 Safeguarding training and have completed an enhanced DBS check.

If any member of staff has concerns about changes to physical appearance eg marks and bruises on a client, they will report these to the Designated Safeguarding Lead immediately

Compliance

We are not able to offer any form of Personal Care. If you feel that a Service User requires personal care then you must speak to the Chief Executive Officer immediately. This regulated activity involves supporting people in their homes, or where they are living at the time, with things like washing, bathing or cleaning themselves, getting dressed or going to the toilet.

The definition of Personal Care covers:

- a) Physical assistance given to a person in connection with:
 - a. Eating or drinking (including the administration of parenteral nutrition)
 - b. Toileting (including in relation to menstruation)
 - c. Washing or bathing
 - d. Dressing
 - e. Oral care, and
 - f. The care of skin, hair and nails (with the exception of nail care provided by a chiropodist or podiatrist), and
- b) The prompting and supervision of a person to do any of the types of personal care listed above, where that person is unable to make a decision for themselves in relation to performing such an activity without such prompting and supervision

Prompting and supervision is where staff prompt and directly supervise a person in their own home when they are carrying out the above actions and where the person is unable to make a decision for themselves in relation to performing such an activity without someone prompting them. Supervision will normally include direct observation of the action as it is carried out or

otherwise checking on how it is being carried out. Supervision will not normally include merely encouraging someone to perform the activity or checking at some point afterwards whether it has been done. This means that in any service if staff are prompting and supervising a person in their own home, then the services will be classed as providing the provision of personal care

We are able to assist to straighten clothing, brush and do hair, assist to dry hair, assist with makeup, ensure shoes are safely closed etc. If you are in any doubt then please speak to the Leadership Team

Physical Contact

At Connect IoW CIO we are sensitive to the needs of all Service Users we come into contact with, and understand that on occasion an individual may need a hug or a handshake. In some activities it will be necessary to guide the Service User by touch. Be sure to be appropriate at all times, and be aware of maintaining clear boundaries. Consult the Information Pack or Service Plan for each Service User to be sure to remain appropriate and if you have any further doubts then do not hesitate to speak to the Chief Executive Officer or Chief Compliance Officer

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