

Conquest Centre

Intimate Care Policy

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Animals • Wellbeing • Nature • Connection

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INTIMATE CARE POLICY

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INTIMATE CARE POLICY

1. Policy Statement

Intimate care is any care which involves washing, touching or carrying out a procedure to private parts of the body. It might include helping with washing, toileting and dressing or continence care or menstrual management. Most Conquest Centre clients can do this for themselves but some can't because of their age, physical difficulties or special educational needs. Intimate care also includes supervision of clients involved in intimate self-care, if this is needed.

2. Data Protection

Conquest Centre supports the objectives of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 and other legislation relating to Data Processing, including the Human Rights Act 1998, Regulation of Investigatory Powers Act 2000 and the Freedom of Information Act 2000.

Conquest Centre has a statutory obligation to process personal data in accordance with the provisions of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Every member of Conquest Centre has an obligation to ensure that the information they process (use) is collected, maintained and disclosed in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 and the Conquest Centre Data Protection Policy.

3. Disclosure of Information

Any use or disclosure of information held within Conquest Centre, without there being a legitimate purpose or legal basis, will be classed as unauthorised and is a criminal offence under Section 55 of the Act Right of Access (Subject Access Requests).

4. Principles

Conquest Centre take our responsibility to safeguard and promote the welfare of our clients seriously. Meeting a client's intimate care needs is part of this. We will adhere to Section 175/157 of the Education Act 2002 and the government guidance 'Keeping Children Safe in Education' to do this.

In line with the Equality Act 2010, Conquest Centre will not discriminate against a client with a disability. A person has a disability if they have a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Conquest Centre will treat all clients, whatever their age, gender, disability, religion, ethnicity or sexual orientation with respect and dignity when intimate care is given.

Conquest Centre will ensure that all staff undertaking intimate care will do so in a professional manner. Each client will be treated as an individual and care will be given gently and sensitively. No client will be attended to in a way that causes distress or pain.

Conquest Centre staff will work closely with parent/carers and professionals to share information and provide continuity of care.

Where Clients with complex or long-term medical conditions have an individual healthcare plan provided by their school, parents or carers. Their plan will take this policy into account.

In undertaking intimate care, Conquest Centre will be mindful of the principles set out in Multi-agency guidance for the management of long term health conditions for children and young people, produced by the Somerset Safeguarding Children Board.

5. Intimate Care Plans

Clients who need regular intimate care will have an:

- Intimate care plan; or an
- Individual healthcare plan.

This is a written document that explains what will be done, when and by whom. Conquest Centre clients who require an intimate care plan will have one provided by their school, parents or carers.

It will be written with input from the clients (where possible), parents/carers, staff and other professionals, such as a school nurse or physiotherapist. Ideally, this will take the form of a meeting. Any historical concerns (such as past abuse) will be taken into account.

If needed, appropriate terminology for private parts of the body and functions will be noted in the plan.

The religious views, beliefs and cultural values of clients and their families will be taken into account.

The client's right to privacy and modesty will be respected. The meeting will consider carefully who will support the client with intimate care and if this needs to be more than one person. Including who will support them when they attend Conquest Centre.

Conquest Centre will take into account safer working practice and make sure our processes are transparent.

The plan will be reviewed as necessary, but at least annually.

In some cases, the support for a client's intimate care needs will be written into their Education, Health and Care (EHC) plan or their SEN Support plan (or equivalent document) rather than an intimate care plan or individual healthcare plan.

6. Best practice

Clients will be supported to do as much as they can for their own intimate care needs, taking into account their age and ability. The Client's preferred means of communication will always be used.

Conquest Centre staff will always explain or seek the permission of the client before starting an intimate care procedure, according to the client's age and level of understanding.

Conquest Centre Staff will be trained in personal care (e.g. safe moving and handling practice) according to the needs of the client. Staff will be aware of best practice regarding infection control, including the requirement to wear disposable gloves and aprons where appropriate.

Staff will be supported to adapt how they support individual clients when changes happen, such as the onset of puberty and menstruation.

Only employees of Conquest Centre will support clients with intimate care (not students or volunteers). They will have the usual range of safer recruitment checks, including enhanced DBS checks. All staff will be aware of the centre's GDPR policy. Sensitive information will be shared only with those who need to know.

7. Record keeping

Conquest Centre staff will inform another member of staff when they are going to assist a client with intimate care on their own.

A written record will be kept every time a client has an invasive medical procedure, e.g. support with catheter usage. This will be kept in an agreed format.

Accurate records will also be kept when a client receives intimate care. These will be brief but will include date, time and any comments, such as changes in the child's behaviour. It will be clear who was present in every case. Records will be kept in the client's write up and are available to parents/carers on request.

If a client without an intimate care plan (or another support plan) has an 'accident' whilst at Conquest Centre (e.g. wetting or soiling themselves) and they need help with intimate care, the parents/carers will be informed of this on the same day.

8. Child Protection

Conquest Centre recognise that clients with special educational needs or who are disabled are vulnerable to all types of abuse. The Conquest Centre's child protection policy will be adhered to alongside this policy. Intimate care involves risks for children and adults as it may involve staff touching private parts of a client's body. As such, best practice will be followed and staff will be encouraged to be vigilant at all times, seek advice where relevant and take account of safer working practice.

Where appropriate, clients will be taught personal safety skills according to their age and level of understanding.

If a client becomes unusually distressed or unhappy about being cared for by a particular member of staff, this will be reported to the Centre Manager and reported on MyConcern. The matter will be investigated at an appropriate level and outcomes recorded. Parents/carers will be contacted as soon as possible. Staffing schedules will be altered until the issue is resolved. The client's needs will remain of upmost importance. Further advice will be taken from outside agencies if necessary.

If a client, or any other person, including a staff member, makes an allegation against an adult working at Conquest Centre this will be reported to the Centre Manager (or to the Chair of the Trustees if the concern is about the Centre Manager). If a member of staff has any concerns about a client's presentation, e.g. unexplained marks or bruises etc. they will report these to the Designated Safeguarding Lead immediately and record on MyConcern.

9. Physiotherapy

Conquest Centre staff may be asked to undertake a physiotherapy regime (such as assisting clients with exercises). Conquest Centre staff must only do this once the technique has been demonstrated by a physiotherapist and written guidance has been provided. The physiotherapist will observe the member of staff undertaking the exercises. These will be recorded in the client's support plan and reviewed regularly. Any concerns about the regime or any failure in equipment will be reported to the physiotherapist.

Conquest Centre staff will not devise and carry out their own exercises or physiotherapy programmes.

10. Medical procedures

Clients who are disabled might need help with medical procedures in most cases these would be carried out by a parent or carer. Any members of staff who administer first aid will be trained in accordance with Local Authority guidance. If a client needs examining in an emergency aid situation, it is best to have another adult present, whilst respecting the child's privacy and dignity.

11. Massage

Massage can be used with clients who have complex needs to develop sensory awareness, tolerance to touch or to help them relax. Massage undertaken at Conquest Centre will only cover the hands, feet and face of clients in order to safeguard both clients and staff.

12. Policy Review

The Safeguarding Officer is responsible for monitoring and reviewing this policy. This policy will be reviewed annually. In addition, changes to legislation, national guidance, codes of practice or government advice may trigger interim reviews.