

Personal and intimate Care Policy

Version History

Version	Date Approved	Approved by	Brief Description of Changes
Original	Feb 19		
2025/1	September 25	Board of Management	Added onto new template and annual review
2026/1	September 26	Board of Management	Yearly review and updates

Policy Owner

Head of Children and Young People

Purpose and Scope

This policy is designed to promote good practice for all staff involved with the intimate and personal care of children, young people and adults, and to:

- ▶ Safeguard the rights and promote the welfare of individuals
- ▶ Provide guidance and reassurance to staff whose role includes intimate and personal care
- ▶ Assure parents/carers that staff are knowledgeable about intimate and personal care

Definitions

- ▶ **Definition of intimate care:** "Care tasks of an intimate nature, associated with bodily functions, bodily products and personal hygiene, which may demand direct or indirect contact with, or exposure of, the genitals."
- ▶ **Definition of personal care:** "Although it may involve touching another person, it is not intimate and may have the function of helping with feeding or personal presentation."

Relevant Legislation or Governance Requirements

- ▶ Working Together to Safeguard Children 2026
- ▶ Early Years Foundation Stage Statutory Framework 2025

Related Policies and Procedures

- ▶ Safeguarding Children Policy
- ▶ Complex Health Needs Policy
- ▶ Health and Safety Policy

Policy Requirements

It is essential that every person is treated as an individual and that care is given as gently and as sensitively as possible. People should be treated with dignity and respect and given privacy appropriate to the child or young person's age and ability.

Definition of intimate care: "Care tasks of an intimate nature, associated with bodily functions, bodily products and personal hygiene, which may demand direct or indirect contact with, or exposure of, the genitals."

Intimate care tasks may include:

- ▶ Dressing and undressing (underwear)
- ▶ Helping someone use a potty or toilet
- ▶ Changing nappies/incontinence pads
- ▶ Cleaning/wiping/washing intimate parts of the body

Intimate care arrangements

To safeguard both the individual and members of staff, those who carry out intimate care must:

- ▶ Short Breaks and LifeWorks – have two members of staff present to carry out the care
- ▶ Y-Kids – have the setting's Leader, Coordinator or Manager (where possible) carry out the care, with the knowledge of another member of staff
- ▶ Pre-school (and Early Years Y-Kids) – have the child's keyworker (where possible) carry out the care, with the door to the toilet open

Within projects which lone work with children and young people, intimate care needs will be assessed by the Manager / Coordinator and appropriate procedures (agreed with the parent/carers) will be put in place.

At both the Short Breaks and Pre-school settings, staff carry out toileting (changing of nappies and incontinence pads) a minimum of twice a day – once in the morning and once in the afternoon. Additional changes are to be carried out when required. When carrying out personal care, a toileting record sheet is completed which states the time the child / young person was changed, and whether they were dry, had passed urine or opened their bowels.

Parent/carers must supply the setting with adequate amounts of nappies/pads and wipes for their child / young person.

Definition of personal care:

"Although it may involve touching another person, it is not intimate and may have the function of helping with feeding or personal presentation."

Personal care tasks may include:

- ▶ Feeding
- ▶ Sun block
- ▶ Hair care
- ▶ Dressing and undressing (clothing)
- ▶ Washing non-intimate body parts
- ▶ Prompting to go to the toilet
- ▶ Administering medication

Personal care may also include the need to administer medication (see Medication policy) through various methods, including:

- ▶ Oral
- ▶ Buccal
- ▶ Topical
- ▶ Instillation
- ▶ Percutaneous Endoscopic Gastrostomy
- ▶ Jejunostomy
- ▶ Sublingual

Personal care arrangements

Staff must carry out any personal care to an individual in both sight and knowledge of another member of staff and complete medication administration record forms (see Medication policy).

Toilet training

If a child attending a YMCA Children & Young People's setting is being toilet trained, to maintain consistency, how toilet training would continue within the YMCA would be discussed and implemented in partnership with the parent.

Disposal of nappies, aprons and gloves

Through training and following the correct preventative measures for good hygiene practice, staff can prevent the spread of infection.

It is part of our duty of care within Children & Young People department to ensure that appropriate measures are taken when disposing of nappies/pads, gloves and aprons when conducting personal and intimate care or cleaning up spillage, etc., and therefore all settings have appropriate disposal facilities.

Complex health needs

As a fully inclusive organisation, YMCA East Surrey may have individuals attending the settings who have complex health needs, such as those who require gastric feeding. In these cases, parent/carers would provide YMCA Children & Young People with a feeding protocol to follow (often found within the child's EHCP), along with witnessing and signing off key members of staff who are deemed competent to carry out the feeds for their child / young person.

Moving and handling

For those individuals who require the use of a hoist and sling, and/or some form of manual handling, a Moving and Handling form should be completed with the parent/carer's input and signature. This should be followed during all moving and handling requirements of the individual.

Health and safety

When carrying out care staff must:

- ▶ Ensure all moving and handling equipment is safe for use
- ▶ Wear fresh disposable aprons and gloves
- ▶ Ensure that soiled nappies/pads are securely wrapped and disposed of appropriately
- ▶ Ensure changing area/toilet is left clean
- ▶ Use hot water and soap available to wash hands as soon as changing is done
- ▶ Use paper towels to dry hands

Safeguarding children, adults at risk and staff

Staff need to be aware that some adults may use intimate care, as an opportunity to abuse children and adults at risk - therefore, staff must adhere to the Safeguarding Children and Safeguarding Adults policies.

If staff observe any unusual markings, discoloration or swelling, including the genital area, this must be reported immediately, adhering to YMCA East Surrey's Safeguarding policies. If during the intimate care of an individual a member of staff accidentally hurts them, they will be reassured, their safety made paramount, and the incident reported immediately, following the YMCA's Safeguarding policies.

If a staff member has concerns about a colleague's intimate care practice, they must report this following the Safeguarding policies and/or Whistleblowing policy.

Roles and Responsibilities

Monitor:	Head of Children & Young People
Approve:	Board of Management
Endorse:	Children & Young People Advisory Group
Propose:	CEO
Draft and review:	CYP Childcare and Children's activity Manager

Implementation and review

This Policy is reviewed annually and disseminated to staff on HealthboxHR and SharePoint.