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Staff



Personal, Intimate and Health Care Policy

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1 Introduction

- 1.1 This policy was agreed by the Governors of Ormiston Maritime Academy in May 2016.
- 1.2 Ormiston Maritime Academy is committed to meeting the personal and intimate care needs of students and understands that some may need higher levels of individual support in order to participate fully in all aspects of the Academy.
- 1.3 The Academy is committed to the provision of care and support where it is identified as an assessed need in the healthcare plan and is delivered in such a way as to :
 - encourage the student to be as independent as possible
 - be sensitive to student's need and choice
 - respect the student's right to withdraw consent
 - protect against intrusion or abuse

Equality and Diversity : All policies are intended to ensure that no-one is treated in any way less favourably on the grounds of race, colour, national or ethnic or social origin, race, disability, gender, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity, age, religion / belief or political / other personal beliefs.

2 Definitions

2.1 *Personal care*

Personal care is the hands-on physical support required, including :

- bathing/showering, where the physical contact is only to the face, hands and below the knee
- dressing/undressing
- hair care
- teeth care
- nail care
- helping with food and drinks

2.2 *Intimate care*

Intimate personal care is the hands on physical support required during :

- bathing/showering where physical contact is required to all areas of the body
- assistance with toileting, requiring cleansing of the anal/genital areas
- changing of incontinence pads
- changing of sanitary protection

2.3 *Clinical tasks*

Clinical tasks are those which have historically been carried out by Healthcare Professionals, but can legally be delegated to staff with appropriate training and ongoing support. These include :

- blood sugar testing by skin prick
- insulin
- epipen

- feeding by gastric tube

3 Scope

- 3.1 This policy applies to all staff employed by Ormiston Maritime Academy who carry out personal care for students as part of their job role.
- 3.2 It is expected that all personal care will be delivered in such a way as to encourage and promote independence.

4 Legal context

- 4.1 The legal framework for personal care is contained within :
- Health and Social Care Act
 - Mental Capacity Act
 - Health and Safety at Work Act
 - Human Rights Act
 - Disability Discrimination Act
 - Safeguarding Vulnerable Groups Act

5 Key Principles

- 5.1 All staff are required to have an enhanced DBS disclosure to ensure that there is no reason why they should not work with children.
- 5.2 Staff undertaking care tasks work according to the relevant policy and procedures. There will always be two members of staff present. If a student requests support from only one member of staff they should sign a disclaimer (appendix 1).
- 5.3 Staff must receive appropriate training at the correct level required to perform tasks. A record of this will be held in the member of staff's personal file at the Academy.
- 5.4 All students with personal, intimate and health care needs will have a comprehensive assessment of care and support needs prior to placement.
- 5.5 There must be a comprehensive agreed healthcare plan in place which is reviewed at least annually. This should be conducted by a health care professional in consultation with appropriate Academy staff.
- 5.6 There must be a valid consent for personal care on each student's healthcare plan from the parent/carers. Where the student lacks capacity, or is under 18, this will be a 'best interest' decision.
- 5.7 Staff must seek consent from students when carry out care tasks, whether verbal or non verbal and be aware of and responsive to the students reaction when care tasks have begun. Where there are doubts as to the individual student's ability to give informed consent, a mental capacity assessment must be carried out.
- 5.8 Healthcare plans must contain a statement from students as to whether they prefer male or female carers. Wherever possible, this preference will be respected unless either staffing levels are such that there are not sufficient staff of the relevant sex available, or a risk assessment identifies that the risks to staff are considered

unacceptable. Where the request for certain sex staff is on the basis of culture, this will be upheld at all times.

- 5.9 Students have the right to refuse to have personal care tasks carried out. Where this happens, it must be recorded on the daily notes, reported to the person in charge at the time and parents/carers.
- 5.10 Management must ensure when planning rotas that students are offered consistency of staff support i.e. that they are supported by familiar staff who understand their needs well.
- 5.11 Management must ensure that staff receive training to enable them to meet students cultural and religious needs as identified in the healthcare plan.
- 5.12 Staff must respect cultural and religious beliefs with regard to personal care and cleansing.
- 5.13 Students should be supported to achieve the highest level of autonomy and must be encouraged to carry out their own personal care as much as possible. Staff must not do it because it is quicker or more convenient.
- 5.14 Students must be offered maximum privacy. This includes, closing doors and curtains during personal care routines and maintaining discrete monitoring of students, subject to the healthcare plan requirements.
- 5.15 Staff must report to a First Aid member of staff who will record anything that may require immediate attention e.g. rashes, blisters or sores.
- 5.16 Students with a physical disability are encouraged to have a healthcare plan in place.
- 5.17 If a student refuses care support, this must be recorded and reported, both to the course leader and in the student's daily file. Although students with capacity have the right to make unwise decisions, this could be a safeguarding concern.
- 5.18 Each student with personal, intimate and health care needs will be allocated a 'key worker' whose responsibility will be to inform those who need to know of any changes to personal healthcare plans.
- 5.19 All care plans will be regularly reviewed to ensure that appropriate staff are fully trained.

6 Personal / intimate care guidance

- 6.1 Personal / intimate care is that which can be carried out by staff who have been appropriately trained and are competent to do so. The training can be from colleagues via mentoring, through induction / in house training, **by** external development opportunities.
- 6.2 Tasks include :
 - 6.2.1 *Washing/bathing and help with the toilet*
 - Students must be encouraged to be as independent as possible, but staff will support where necessary. This must be done in such a way as to ensure

that staff and students are safe, their dignity and privacy are maintained at all times and infection control procedures adhered to.

- There should be no skin-to-skin contact when washing or cleansing someone's body / intimate areas – gloves must be worn at all times.
- Disposable aprons are available as part of infection control procedures.
- Where someone may lack capacity, or has a visual impairment, it is imperative that staff check water temperatures in the shower. Whilst these have thermostatic controls, they do fail!
- There must be an agreed strategy / target to promote independence and a risk assessment in place, which must be reviewed at least annually.

6.2.2 *Administration of medication*

Administration of prescribed medication is a very serious issue, but one that can be carried out by staff subject to comprehensive training / ongoing assessment and in accordance with the Ormiston Maritime Academy Education of Students with Medical Needs Policy in conjunction with the First Aid Policy.

6.2.3 *Glasses / contact lenses*

Staff will encourage students to wear prescribed glass, but due to the risk of harm, must not insert contact lenses. Contact parents regarding damaged or mislaid glasses or contact lenses.

6.2.4 *Hearing aids*

Staff will support students with the insertion and care of hearing aids, subject to appropriate training.

6.2.5 *Incontinence pads / sanitary wear*

Staff will assist with the changing of incontinence pads and sanitary towels, in conjunction with health care professionals e.g. school nurse, in accordance with the local Infection Control Policy, but will not change or insert tampons.

6.3 *Acceptable tasks*

6.3.1 These are tasks that fall within the normal range of activity and can be carried out by staff subject to appropriate training. These include :

- Administration of ear drops and eye drops
- Supervising the administering pre-set doses of Insulin by pen
- Emergency procedures i.e. Epipen or inhalers
- Administration of medication via a nebuliser

6.4 *Unacceptable tasks*

- Intermittent catheterisation

6.5 Make reasonable adjustments and install any equipment required by a student or staff in line with the DDA requirements following expert advice.

Appendix 1

Personal, intimate health care policy – disclaimer

I (student name) request that only one member of staff be present at all times during my Personal, Intimate and Health Care support.

Signed
Parent/guardian permitted to sign if student is unable

Date