

INTIMATE CARE POLICY & PROCEDURES

1. General Statement:

Intimate Care is defined as: Care given to an individual that requires the removal of clothing or the exposing of any part of the body not usually exposed in a normal social situation:

- a. Whilst showering or bathing
- b. Assisting using the toilet, changing sanitary wear or incontinence products
- c. Caring for a gastrostomy tube
- d. Giving enemas or suppositories
- e. Intermittent catheterisation

2. Policy:

2.1. The Young People who access the Let's Play Project may have specific requirements which in turn may mean they could need assistance with some of their intimate care. All staff undertaking intimate care should have undertaken relevant up to date Safeguarding training (online Introduction to Safeguarding or Generalist Safeguarding) and be aware of the Let's Play Project's Safeguarding policy **PP12**.

2.2. Staff will work in partnership with parents/carers to provide continuity of care and will be supported to adapt their practice in relation to the needs of the individual they are caring for.

2.3. Principles of Intimate Care:

2.3.1. Every Young Person has the right to be safe.

2.3.2. Every Young Person has the right to personal privacy.

2.3.3. Every Young Person has the right to be valued as an individual.

2.3.4. Every Young Person has the right to be treated with dignity and respect.



- 2.3.5. Every Young Person has the right to be involved and consulted in their own intimate care to the best of their abilities.
- 2.3.6. Every Young Person has the right to express their views on their own intimate care and to have such views taken into account.
- 2.3.7. Every Young Person has the right to have levels of intimate care that are as consistent as possible.

3. Procedures (The Let's Play Project's approach to best practice):

3.1. Treat every Young Person with dignity and respect and ensure privacy appropriate to their age:

- 3.1.1. In accordance with the advice in the Shared Care Protocols, intimate care should be carried out by one member of staff alone with one Young Person when appropriate for that situation and as appropriate to their level of independence.
- 3.1.2. This privacy is actively supported unless the task requires 2 people for greater comfort for the Young Person or for their safety e.g. When hoisting a Young Person from their wheelchair to the changing bed or onto the floor this must always be done by at least 2 members of staff, hoisting should not be done by 1 member of staff alone.
- 3.1.3. When changing a Young Person's clothing or pad/nappy always respect their dignity and never leave them completely unclothed.

3.2. Encourage the Young People to have a positive image of their own body:

- 3.2.1. Confident, self-assured Young People who feel their body belongs to them are less vulnerable to sexual abuse.
- 3.2.2. The approach taken to intimate care can convey lots of messages to a Young Person about their body worth.
- 3.2.3. The attitude to a Young Person's intimate care is important. Keeping in mind the Young Person's age, routine care can be relaxed, enjoyable and fun.

3.3. Following Individual Procedures:



- 3.3.1. It will state in each Young Person profile their intimate care needs whether they are for toileting or feeding via a gastrostomy or any other intimate care need.
 - 3.3.2. The procedures must be followed at all times.
 - 3.3.3. The feeding schedule and details of who is permitted to feed each Young Person via their gastrostomy can be found in the feeding folder which is located in the kitchen.
 - 3.3.4. Only members of staff who have attended the feeding awareness training delivered by the NHS Community Nurse at Let's play and have been signed off as competent by the NHS Community Nurse may feed a Young Person unsupervised.
 - 3.3.5. Staff members who have attended the Feeding Awareness training delivered by the NHS Community Nurse at the Let's Play Project but not yet signed off may feed a Young Person under the supervision of another staff member who is signed off as competent.
- 3.4. Involve the Young Person as far as possible in his/her own intimate care:**
- 3.4.1. The Young Person will be supported to achieve the highest level of autonomy that is possible given their age and abilities.
 - 3.4.2. Staff will encourage the Young Person to do as much as they can for themselves during toileting and when a Young Person is fully dependant on you, talk with him or her about what you are about to do and give choices where possible.
 - 3.4.3. The Coordinators will liaise with parents to learn the level of independence at home and this will also be stated on the Young Person's profile so all staff working with that Young Person are aware.
- 3.5. Be responsive to a Young Person's reactions:**
- 3.5.1. Check that the Young Person is comfortable with what you are doing. If a Young Person expresses a dislike of a certain person carrying out their personal care try to find out why by asking open ended questions - let the Session Leader know.
- 3.6. Make sure practice in intimate care is as consistent as possible:**



3.6.1. As a Young Person will be with different Playworkers throughout their time at Let's Play a consistent approach to care is essential. Effective communication between parents / carers /staff ensures practice is consistent.

3.7. Never do something unless you know how to do it:

3.7.1. If you are unsure how to do something ask another Playworker or the Session Leader for help. If you need to be shown more than once that's fine, ask again. No Playworker should be put in a position where they feel uncomfortable or do not feel as though they are equipped enough to deal with the situation.

3.8. Observation:

3.8.1. If you observe any unusual markings, discolorations or swelling including the genital area, report it to the Session Leader.

3.8.2. If during the intimate care of a Young Person you accidentally hurt them or they misunderstand or misinterpret something, reassure the Young Person, ensure their safety and report the incident to the Session Leader.

3.8.3. Report and record also any unusual emotional or behavioural response by the Young Person. A written record of concerns must be made on the same day and will be passed onto the Project Manager and will be locked in the Safeguarding file.