



Personal Care Policy

Date: Autumn 2024

Review Date: Autumn 2026

The Cedar Federation

Personal Care Policy

1. Introduction

The Cedar Federation aims to provide an environment in which the pupils are supported with their personal care needs and encouraged to become as independent as possible.

A significant number of pupils require assistance with personal care and toileting management. Both Ifield School and King's Farm Primary School have a duty to provide clear guidelines in order to avoid causing anxiety to pupils, their parents /carers and staff.

This policy provides clear principles and guidance related to supporting pupils' personal care needs with specific reference to toileting.

Basic Principles

- Pupils have a right to feel safe and secure
- Pupils should be respected and valued as individuals
- Pupils have a right to privacy, dignity and a professional approach from staff when meeting their needs
- A pupil's Personal Care and Toileting Plan should be designed to lead to independence and where appropriate, link to their outcomes from their Education, Health and Care Plan.

Where a routine procedure needs to be established, then there should be an agreed Personal Care and Toileting Plan, involving school staff, parents/carers, relevant health professionals and the pupil. All relevant parties should sign the plan and the plan must be reviewed regularly.

2. Definition of Personal Care

Personal care encompasses areas of physical care that most are able to carry out themselves, but some require support.

Pupils may require assistance with dressing and toileting. In some cases, care of colostomy bags, ileostomy bags, stoma buttons or managing catheters. Changing of continence products, sanitary protection and personal hygiene.

This policy aims to ensure good practice when supporting pupils with high level of needs.

3. Aims

- To safeguard the rights and wellbeing of pupils
- To provide guidance and reassurance to staff
- To assure parents/carers, that staff have the appropriate knowledge to support with personal care and toileting.
- To work closely with parents/carers, so that information required by the school to make the process of intimate care as comfortable as possible. Regular consultation and information sharing is essential between pupils, parents/carers and school staff
- Personal care, especially toilet training can take time. All pupils should be treated as individuals and their care needs assessed individually and detailed in the Personal Care and Toileting Plan. We will be sensitive to the medical conditions which underpin the needs of our pupils leading them to require assistance.

4. Conditions and Disabilities

There are various medical conditions and disabilities which have an effect on a pupil's ability to support their continence and personal care.

Some pupils with physical disabilities/long-term medical conditions may also have difficulties with bowel and/or bladder control:

Crohn's Disease	An inflammatory bowel disease characterised by severe chronic inflammation of the intestinal wall or any portion of the gastrointestinal tract.
Hirschsprung's Disease	A rare disorder of the bowel, the symptoms of which can include constipation, distension of the bowel and vomiting.
Imperforate Anus	A congenital abnormality in which the anus is not fully formed.
Irritable Bowel Syndrome	A bowel condition characterised by abdominal pain and by wide variations in the frequency and predictability of bowel movements.
Spina Bifida	The incomplete development of the spinal column which can cause difficulties with bladder and bowel control.

Other pupils with global developmental delay and/or disabilities of a neurological nature may either lack the cognitive ability to learn to become continent or have an insufficiently mature neurological system.

Pupils with autism can experience difficulties with continence. For these pupils, establishing an appropriate toileting routine early in childhood is essential.

In adopting this consistent approach to continence management, the following outcomes should be delivered:

- Most pupils will be able to achieve an acceptable level of continence
- Pupils for whom continence is not currently achievable will have healthy bladder and bowels
- Any products supplied to a pupil will be appropriate to their needs as determined by an assessment and regularly reviewed by services such as the Continence Product Service
- Pupils with any underlying pathology will be identified and supported in being referred for further investigation and treatment
- Pupils' continence will be actively promoted in a consistent manner and the level of understanding amongst pupils, parents/carers and practitioners will be increased.

Vomiting and Diarrhoea

We recognise that in some cases, pupils may suffer from vomiting and diarrhoea as a result of their complex medical needs. Instances of diarrhoea and vomiting (Gastroenteritis) and action required should be decided on a case by case basis, taking into consideration the medical history of the individual pupil. Particular attention should be paid to the application of adequate infection control measures to prevent the spread of further infection.

If a pupil is unwell in school:

- They should wait in the medical room until they are collected by their parents or carers
- They should be closely monitored and should not wait in communal areas.

The room in which the pupil with sickness and/or diarrhoea has been will require thorough sanitation, along with any equipment used.

Infection Control

- There are designated changing areas for pupils who require personal care to change sanitary and continence products. These are situated away from play facilities and away from areas where food and drink is prepared or consumed.
- Hand washing facilities are available in the room so that staff can wash and dry their hands after attending to each pupil, before handling another pupil or leaving the personal care room.
- Soiled continence and sanitary products should be wrapped in a plastic bag before disposal in the hazardous/ sanitary waste bins.
- Pupils who use continence aids such as continence pads, where possible should be encouraged to be as independent as possible. The principles of basic hygiene should be applied by both pupils and staff involved in the management of these aids.
- Continence products should be changed in the designated areas. Disposable gloves and aprons should be worn and changed after contact with a pupil.

5. Advice and Support

Guidance for families is essential whether or not the pupil is in receipt of continence products.

When the pupil is beginning to show signs of continence awareness, the class team will discuss with parents/carers and at Ifield School, liaison will take place with the school's Continence and Toileting Coordinator. This can be confirmed using a checklist undertaken by the class team. The key to a successful toileting programme will be commitment from families and others who support the pupil regularly, which will be documented on the Personal Care and Toileting Plan. The in-school process will consist of three stages: regular times for drinks and rewards for sitting on the toilet; timed toilet visits; use of washable pants.

For pupils who require specialist long-term support with toilet training a referral can be made to Kent Public Health. The service provides a three-month programme of support for families and this programme can be supported within school.

The Continence Product Service provides support and products to pupils with long term continence difficulties. This may be due to disabilities of a neurological nature or the lack of cognitive ability to learn to become continent or have an insufficiently mature neurological system. This will include a range of products which should be considered as the needs and age of the pupil changes. Parents/carers of pupils receiving continence products will be invited to attend regular review sessions (six monthly by the Continence Product Service) to discuss their changing requirements and continue to promote continence achievements. Attendance at the review session is a requirement for ongoing provision of products. Clinics are held via the telephone or within school to make the meeting more accessible for parents/carers.

At Ifield School, the Continence and Toileting Coordinator will attend continence training for pupils of Ifield School and disseminate this information as necessary to staff members.

Training will be provided for key staff so that they can promote and identify when pupils are ready for a toileting programme. These staff have an essential role in encouraging parents/carers to believe that their child can be continent and that reliance on products is not the answer for most pupils.

Schools are required to comply with Section 175 of the Education Act 2002, which require the safety and welfare of pupils is promoted.

It is essential for all staff who are going to support a pupil with toileting and/or personal care informs the teacher/other member of staff. There is no written legal requirement that two adults must be present.

6. Good Practice

Personal care may involve touching intimate areas of the pupil's body and may leave staff vulnerable to accusations of abuse. It is unrealistic to eliminate all risks but this vulnerability places an important responsibility on staff to act in accordance with agreed procedures.

Wherever possible, staff should work with pupils of the same sex when providing personal care.

Positive approaches to personal care which ensure a safe and comfortable experience for the pupil, include the following:

- In line with Ifield's Relationships and Sex Education Policy, pupils will be taught the correct vocabulary to describe themselves and their bodies. Agreed terminology, such as wee and poo, will be used to describe bodily functions and encourage pupils to use these terms appropriately
- Staff must talk to and involve the pupil as much as possible during personal care. Provide clear cues (objects of reference, visuals, words) that enable the pupil to anticipate and prepare for events e.g. show the clean pad to indicate the intention to change, or the sponge for washing
- Provide facilities that afford privacy and modesty
- Consideration should be given to individual pupil needs when changing for P.E., providing privacy where required for pupils wearing continence products and ensuring clothing is both discreet and appropriate to ensure pupil dignity.

The use of cameras, mobile phones, smart watches or other similar devices are strictly prohibited in personal care rooms, toilets and changing areas. Staff must ensure that they are not in possession of any device capable of creating a photographic image while providing personal care to pupils.

Partnership Working

Parent/Carers

- It should be agreed with parents/carers that the pupil should be changed at the latest possible time before arriving at school.
- Parents/carers to provide sufficient continence pads, wipes, disposal bags and spare clothes for each school day.
- Parents/carers to inform school should the pupil have any marks/rashes.
- Pupil's continence pads will be routinely changed twice a day at school. If the pupil soils they will automatically be changed during the day. It should be agreed with the parent/carer if the pupil require changes in addition to the routine changes.
- Parents/carers to agree to encourage the pupil's participation in toileting procedures where possible.

The School

- Class teams will routinely change pupil's continence pads twice per day at school. In addition, pupil's pads will be changed if they soil.
- Report to the Designated Safeguarding Lead/Leadership Team should the pupil become more distressed than normal during the personal care process, or if marks or rashes are seen.
- If any marks/rashes are observed, staff must record on a body map and parents/carers will be contacted.
- Staff to take appropriate action to respect any cultural practices of the family.
- Where appropriate the school will agree a personal care and toilet training programme to support parents/carers and involve Kent Public Health, if parents are supporting their child with toileting at home
- All class teams are expected to electronically sign a register to confirm that they have read and understood the Personal Care Policy.

Implications for Learning

- It is difficult for a pupil to engage in their learning, if they require the toilet.
- A pupil with continence difficulties may be experiencing tummy pain or discomfort.
- Concentration and general wellbeing could be affected.
- It may be necessary to monitor fluid intake or give additional fluid.
- Class team to view personal care as an opportunity for communication and learning. It should be viewed as part of the curriculum: Relationship and Sex Education, Personal, Social, Health, Citizenship, Economic (PSHCE) and Life Skills. Therefore, it is important to take time to involve the pupils in their personal care

process as much as possible.

Agreed Personal Care and Toileting Protocol

If a pupil requires toileting or changing the following protocols should be followed:

- A Personal Care and Toileting Plan will be prepared in consultation with parents/carers and the class team
- If a pupil wets or soiled they will be attended to in the personal care room or toilet in their relevant Key Stage corridor
- Staff must not lock the toilet/personal care room door whilst they are undertaking personal care.
- Staff involved in the procedure are expected to wear disposable aprons and gloves. There must be no re-use of the items, to avoid cross-contamination
- Involve the pupils in the personal care process as much as possible, explaining each step of the process
- Hot water and liquid soap will be available to wash hands as soon as the task is complete. Hand washing must be thorough. Paper towels/hand dryers will be available for drying hands
- Staff must record when a pupil has been changed. This will support in identifying patterns of continence and future referrals to external agencies.

Safeguarding

- Staff are to report any marks or rashes to a Designated Safeguarding Lead via the school's reporting system.
- If staff members identify any signs of Female Genital Mutilation (FGM), this must be reported to a Designated Safeguarding Lead immediately.

Toilet Area

- If pupils can weight bear, encourage the pupil to stand when they are being changed.
- Encourage the pupil to sit on the toilet whilst waiting for cleaning and as the beginning of the toilet training process.
- Show pupils that poo is placed in the toilet and encourage the pupil to flush the toilet.
- Wet or soiled continence pads will be double wrapped and disposed of in the clinical waste bins
- Gloves and aprons and any items used for cleaning the changing area will be disposed of in the bins with black bags.
- If toilet seats or foot stools are used they must be cleaned using sanitiser spray or wipes.
- Wet or soiled underwear/clothing will be returned to parents/carers. Temporary storage of these will be in the designated changing area prior to being collected at the end of the school day.

Personal Care Room

- All the personal care rooms at Ifield School have engaged/vacant signage outside to indicate whether they are in use. All staff should knock on the door or call through the curtain before entering the room/area.
- Pupils can be supported to make a standing or self-transfer onto the changing bed. Alternatively, there are ceiling and mobile hoists available to transfer pupils to the changing bed. Two members of staff are required to support a hoist transfer. Each pupil should have their own sling/manual handling equipment.
- The changing bed in the personal care room will be cleaned after use. Blue paper can be used to protect the bed or used to clean it afterwards along with sanitiser spray. The latest infection control advice for cleaning specialist equipment should be followed. Sanitiser spray should be kept in a cupboard out of the reach of the pupils.
- A secure cupboard is required for storing medical supplies for certain procedures.

School Provision

- In school most pupils who wear continence products will be changed standing up in the toilet area in their relevant Key Stage corridor. Pupils who are not able to bear weight or need to lay down will do so on a changing bed in a personal care room.
- In Key Stage Two, Three and Four, girls and boys have separate gendered toilets and/or personal care rooms. In each personal care room there is a ceiling track hoist to support transfers as recommended by Physiotherapists.
- In Key Stage Two, the personal care areas are separated by a curtain to provide dignity and privacy for the pupils.
- At Ifield Sixth Form, there is one personal care room which is used by both genders.
- The school has an AccessoLoo vehicle, which provides a personal care facilities for pupils when engaging in educational visits. There is a ceiling hoist inside the vehicle. Members of the Site Team are available to drive the vehicle to support class visits. The Site Team also manage the emptying of the waste tank. The class team are responsible for emptying the bins after the visit, disposing used continence pads in clinical waste bins in school.
- There should be sufficient space, heating and ventilation to ensure safety and comfort for pupils and staff.
- Training should be given to staff to ensure the correct storage and fitting of continence products.
- Provide facilities that promote dignity and privacy e.g. separate toileting and changing facilities for boys and girls or at least screening.

7. Links with other Agencies

Pupils may be known to a range of other agencies. It is important therefore that positive links are made with all those involved in the care or welfare of individual pupils. This will enable school based plans to take account of the knowledge, skills and expertise of other professionals and will ensure the pupil's wellbeing and development remains the focus of concern.

Both schools follow robust GDPR and Data Protection legislation. More information can be found in The Cedar Federation's GDPR Policy and Privacy Notice.

Relevant agencies may include:

- School Nursing Service
- Nurse Specialist (Children's Bladder and Bowel)
- Hospital based Paediatric Services
- Community Specialist Health Services
- Hospital based Specialist Health Services
- General Practitioners

8. Insurance

These guidelines aim to manage risks and ensure that staff do not work outside the remit of their responsibilities. It is essential that all staff follow the advice set out in the guidelines and take all reasonable precautions to prevent or minimise accident, injury, loss or damage. It is of particular importance with regard to:

- Staff training – including updates as appropriate
- The recording of activities
- Consent being obtained from parents/carers
- The Personal Care and Toileting Plan prepared and signed by parents/carers
- The Personal Care and Toileting Plan being monitored and reviewed
- The presence of two adults when invasive procedures are performed unless the parents have agreed to the presence of one adult only.

Review Date: Autumn 2026

Signed by Headteacher at Ifield School: _____

Signed by Headteacher at King's Farm Primary School: _____

Signed by Chair of Governors: _____

List of Risk Assessments, Policies and Procedures to complement this Policy:

- Safeguarding and Child Protection Policy
- Infection Control Policy and Risk Assessments
- Manual Handling Policy
- Accessibility Plan
- Supporting Pupils with Medical Conditions Policy
- Acceptable Use Policy
- Health and Safety Policy

Toileting Care and Learning

Name of pupil:

Date:

Date of next review:

Awareness

Tasks for care and learning	Independent (Please tick)	Learning target at home (Please tick)	Learning target at school (Please tick)	Dependent (at this time) (Please tick)	Comments
Knows when toilet is needed					
Indicates when toilet is needed					
Needs to be asked / reminded					
Needs to be reminded to go to the toilet at set times					
Needs to be taken to the toilet at set times					
Clothing needs to be changed					

Hand Washing

Tasks for care and learning	Independent (Please tick)	Learning target at home (Please tick)	Learning target at school (Please tick)	Dependent (at this time) (Please tick)	Comments
Remembers					
Uses Soap					
Uses taps					
Washes hands adequately					
Dries hands on towel / hand-drier					

Toileting					
Tasks for care and learning	Independent (Please tick)	Learning target at home (Please tick)	Learning target at school (Please tick)	Dependent (at this time) (Please tick)	Comments
Locks / shuts cubicle door					
Pulls down underwear					
Gets on toilet					
Urinate					
Empties bowel					
Sits for a nominated time					
Cleans self using paper					
Gets off toilet					
Knows when wet / soiled					
Knows that pad needs to be changed					
Removes wet / soiled clothing					
Cleans skin					
Puts on clean clothing (as required)					
Finishes getting dressed					

Other personal hygiene					

Record of discussion with parents / carers

Pupil Name:			
Date of Birth:		Date agreed:	

	Details	Action
Working towards independence: Such as taking pupil to toilet at timed intervals, using sign or symbol, any rewards used.		
Arrangements for nappy / pad changing: Such as who, where, arrangements for privacy		
Level of assistance required: Such as undressing, dressing, hand washing, talking / signing to pupil		
Infection control: Such as wearing disposable gloves, nappy / pad disposal		
Sharing information: Such as if the pupil has a nappy rash or any marks, any family customs / cultural practice		
Resources required: Such as special seat, nappies / pull-ups, creams, disposable sacks, change of clothes, toilet step, gloves		

Signed by Parent:	Signed by Key member of staff:
Date:	Date:
Date of next review:	

Toliet Training Chart

Name:		Date:	
Time	Drink volume mls / cups	Toliet eg wee poo wet	Comments change of clothes
7:00 am			
7:30			
8:00			
8:30			
9:00			
9:30			
10:00			
10:30			
11:00			
11:30			
12:00			
12:30			
13:00 pm			
13:30			
14:00			
14:30			
15:00			
15:30			
16:00			
16:30			
17:00			
17:30			
18:00			
18:30			
19:00			
19:30			
20:00			

WEE CHECKER

Hydration chart



SO HOW MUCH SHOULD YOU DRINK?

6 - 8 cups every day, more when it's hot, or if you're exercising.

Remember to spread the drinks out!
Moolies really like to keep it by sipping and squawking throughout the day.



HOW BIG SHOULD THE CUP BE?

A sensible size for your age would be:

- ⇒ 2 year old - 120 / 150ml
- ⇒ 3 year old - 175ml
- ⇒ 7 year old - 200ml
- ⇒ 11 year old - 250ml



POO CHECKER

What's your poo telling you?



*Based on the Bristol Stool Form Scale produced by Dr WFF Heaton, Reader in Medicine at the University of Bristol

Date Plan Completed		Plan Review Date:	
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Pupil details		
Name	DOB:	Year Group:

Parents Details	
Name	Phone / Email

Education, Health and Care Contacts		
Name	Job role	Phone/Email

Pupil Needs/diagnosis

Medication

Description of Personal Care/Continence Need

Goals for Personal Care/Continence Need (including EHCP Outcome/Target)

Pupil Voice

Management of Personal/Continence Care	
Routines eg: times, changing, toileting, drink, aides, reward schemes.	Who will provide this? School, parent, pupil

Emergency Situations

Date:	Agreement of Personal Care Plan	
Name	Role	Signature

Review