



Family Link



Our mission: The provision of leisure opportunities for children and young adults with disabilities.

Intimate Care Policy

Policy Statement

Family Link is committed to safeguarding and promoting the welfare, dignity, and wellbeing of all children and young people who attend our services. Some children and young people may require support with intimate care as part of their individual needs. This policy sets out how intimate care will be provided in a respectful, safe, and consistent manner that protects the rights of children and young people and safeguards staff.

Family Link recognises the importance of working in partnership with parents/carers and relevant professionals to always ensure continuity of care and best practice.

Scope

This policy applies to all Family Link staff, including Playworkers, Play Leaders, Managers, volunteers, and sessional staff, who may be involved in providing intimate care.

This policy should be read in conjunction with:

- Safeguarding and Child Protection Policy
- Managing Allegations Against Staff Policy
- Health and Safety Policy
- Equality, Diversity and Inclusion Policy
- Data Protection and Confidentiality Policy
- Infection Control Procedures

Definition of Intimate Care

Intimate care is defined as any care activity that involves direct or indirect contact with, or exposure of, intimate parts of the body, including but not limited to:

- Support with toileting and continence care
- Menstrual care
- Washing, bathing, or showering
- Dressing and undressing
- Cleaning a child following an accident involving bodily fluids

Such care tasks require a high level of trust, sensitivity, and respect for the child or young person's dignity and privacy.

Principles of Intimate Care

Family Link is guided by the following principles:

- The welfare, dignity, privacy, and safety of the child or young person are paramount
- Intimate care will always be carried out in a respectful, professional, and child-centred manner
- Children and young people will be supported to develop independence wherever possible
- Care arrangements will be based on individual need, ability, age, and understanding
- Safeguarding considerations will underpin all practice
- Clear communication and partnership with parents/carers will be maintained

No child or young person will be subjected to intimate care in a way that causes distress, pain, or humiliation.

Consent and Care Planning

- Written parental/carer consent must be obtained before intimate care is provided.
- Wherever possible, the child or young person's views, preferences, and assent will be sought and respected in line with their level of understanding.
- Intimate care arrangements will be clearly documented within the child's individual care plan, including:
 - The nature and level of support required
 - Preferred communication methods
 - Any cultural, religious, or personal considerations
 - Equipment or aids required
 - Agreed staff arrangements

Care plans will be reviewed regularly and updated as needs change.

If a child or young person refuses intimate care, staff will respond sensitively, seek reassurance, and follow agreed care plan guidance. Parents/carers will be informed where appropriate.

Staff Practice and Safeguarding

- All intimate care will be carried out in a professional and appropriate manner.
- Staff providing intimate care will have enhanced DBS clearance and receive appropriate safeguarding training.
- Staff behaviour must always be open to scrutiny.
- Intimate care will never be used as a punishment or threat.
- Staff must not take photographs or use personal mobile devices during intimate care tasks.

Staffing Arrangements

The number of staff present during intimate care will be determined by a risk assessment, taking into account:

- The child or young person's needs
- Dignity and privacy
- Safeguarding requirements
- Health and safety considerations

Wherever possible, consistent staff known to the child will provide intimate care to promote trust, while avoiding over-dependency or over-familiarity.

Staff rotas may be used to ensure appropriate balance and safeguarding.

Training and Support

Family Link will ensure that staff involved in intimate care receive appropriate training, including:

- Safeguarding and child protection
- Intimate care procedures
- Moving and handling (where applicable)
- Infection prevention and control
- Communication with children with additional needs

Specialist equipment will be provided following professional assessment (e.g. physiotherapist or occupational therapist recommendations).

Privacy, Dignity and Communication

- Every child or young person's right to privacy will be respected at all times.
- Doors, screens, or other appropriate measures will be used to maintain privacy.
- Staff will explain each step of the care process using the child's preferred method of communication (verbal, visual, symbolic, or assistive).
- Children and young people will be encouraged and supported to do as much for themselves as possible.

Protection of Children and Young People

Children and young people will be supported to develop personal safety awareness appropriate to their age and understanding.

Any concerns regarding marks, bruising, soreness, changes in behaviour, or emotional distress must be reported immediately to the Play Leader or Project Manager and managed in line with the Safeguarding and Child Protection Policy.

If a child becomes distressed about care being provided by a particular staff member, this will be investigated promptly, recorded, and parents/carers informed. Staffing arrangements will be adjusted as necessary.

Any allegation made against a member of staff will be managed in accordance with statutory safeguarding procedures and Family Link's Managing Allegations Policy.

Dealing with Bodily Fluids and Infection Control

- Spillages of blood, vomit, urine, or faeces will be dealt with promptly and hygienically.
- Staff will wear appropriate personal protective equipment (PPE), including disposable gloves and aprons.
- Waste will be double-bagged and disposed of safely.
- Hands and affected areas will be washed thoroughly after care tasks.
- Children will be kept at a safe distance during clean-up procedures.

Family Link is committed to maintaining high standards of hygiene to minimise the risk of infection.

Monitoring and Review

This policy will be reviewed regularly and at least annually, or sooner if:

- Legislation or guidance changes
- There is a safeguarding incident
- Practice issues are identified

Policy approved and adopted by the Family Link Board of Trustees

On the: 29 April 2015

Reviewed: 8th January 2026 by Trustee – Paula Hollywood

Current Play Leader – Kenzie / Megan / Reneé / Emma

Current Safeguarding Trustee – Julia James – 07894 672019

Policy due for review: 8th January 2027