

Personal and Intimate Care Policy and Procedures

Reviewed: January 2026

Introduction

Everyone who takes part on a Phab Residential Adventure has the right to be safe, to be treated with courtesy, dignity, and respect. There will be people attending who may require assistance with personal and intimate care tasks, including toileting.

Phab Ltd will identify and consider key issues when working with people who have medical and physical dependency needs.

The purpose of this policy is to set out a clear framework within which everyone receives the intimate and personal care they require in order to participate fully on a Phab Adventure Residential. As well as providing a clear policy statement, this document provides guidance for all people on a Phab Adventure Residential who provide intimate and personal care.

Other related/relevant/referenced Policies: Safeguarding Policy, Medication and First Aid Policy, Health and Safety Policy, Infection Control Policy and Procedures, Complaints Procedure.

Level of Personal and Intimate Care Support

Children and Young People: Phab Ltd can offer supervision, emotional support, medication administration and non-invasive personal/intimate care support to children and young people aged 8 – 17 years. Phab Ltd can not provide complex medical or behavioural support.

If a child or young person requires complex or invasive medical/personal support, then a person known to them must attend with them.

Adults: Phab Ltd can offer supervision, non-complex emotional support, prompting and keeping medication safe for anyone 18 years or over, but Phab cannot provide personal/intimate care support, medication administration including emergency medication e.g. Buccal Midazolam etc, or complex health/behaviour.

For adults requiring personal/intimate care support, medication administration, or complex health and behaviour support they must arrange for a person known to them to attend with them.

Principles of Intimate and Personal Care

The following are the fundamental principles of intimate and personal care upon which Phab's policy guidelines are based:

- Every person has the right to be safe;
- Every person has the right to personal privacy;
- Every person has the right to be valued as an individual;
- Every person has the right to be treated with dignity and respect.

Definition of Intimate Care

There is a clear difference between personal and intimate care. 'Intimate Care' can be defined as care tasks associated with bodily functions, bodily products and personal hygiene, which demand direct or indirect contact with, or exposure of, the sexual parts of the body. Intimate care tasks specifically identified as relevant include:

- Dressing and undressing (underwear)
- Helping someone use the toilet
- Bathing/ showering
- Washing intimate parts of the body
- Changing continence pads (faeces/urine)
- Changing sanitary wear

Definition of Personal Care

Personal care tasks may often involve touching another person but the nature of this is less intimate and therefore seen as socially acceptable. These tasks do not invade conventional personal, private or social space to the same extent as intimate care but are certainly valued as they can lead to positive social outcomes for people.

Personal care tasks specifically identified as relevant include:

- Feeding
- Dressing and undressing (clothing – not including underwear)
- Skin care/applying external medication
- Administering medication (non-invasive)
- Hair care
- Washing non-intimate body parts
- Prompting to go to the toilet

Definition of Invasive Care

A procedure that invades or enters the body usually by cutting, piercing, or puncturing the skin or by inserting instruments into the body. For example, injections, stoma care, peg feeding, catheters.

Phab Ltd Staff and Volunteers are unable to provide any invasive care. If an individual requires support in this respect they must arrange for a person known to them to attend with them if they are unable to do it for themselves.

Policy Statements

- Everyone requiring intimate and/or personal care must be treated with respect at all times remembering that the individual's welfare and dignity is of paramount importance.
- Phab Ltd staff and volunteers who use hoists to move a person must be trained to do so and must be fully aware of best practice.
- For volunteers who have difficulty providing intimate care, support should be available and alternative arrangements must be made to ensure everyone is safe.
- There must be careful communication with each person who needs support in line with their preferred means of communication (verbal, symbolic, etc.) to discuss their needs and preferences. The person must be aware of each procedure that is carried out and the reasons for it.

- Children and young people attending a Phab Adventure Residential will be supported to achieve the highest level of independence that is possible given their age and abilities and encouraged to do as much for themselves as they can.
- Individual support plans will be drawn up as appropriate to suit the circumstances of the child/young person.
- Each person's right to privacy will be respected. Careful consideration will be given to each person's situation to determine how many carers might need to be present when a person needs help with intimate care. As per the Phab Ltd Safeguarding Policy, a volunteer must not be in a one-to-one situation with a child/young person and two must be present when supporting an individual. However, those volunteers must be mindful of dignity and privacy so as not to distress/embarass the person they are supporting. The staff/volunteers who are involved will always ask the individual for permission to assist them.
- Parents/carers will be involved in the intimate care arrangements with of the child/young person before the commencement of a Phab Adventure. A clear account of the agreed arrangements will be recorded on the individual's support plan. The needs and wishes of children and parents will be carefully considered alongside any possible constraints; e.g. staffing and policies etc.
- Each child/young person attending will have an assigned senior member of Phab Ltd staff to act as an advocate to whom they will be able to communicate any issues or concerns that they may have about the quality of care they receive.
- When a participant's personal care or support needs are more complex or outside our usual guidelines, we ask that a supporting adult attend with them.

Forward planning with Parents/Carers

- Establishing effective relationships with parents/carers is a key task and is particularly necessary for disabled children and young people or those with care needs.
- Parents/carers should be encouraged and empowered to work with Phab professionals to ensure that the needs of the child/young person are properly identified, understood and met.
- They should be made welcome and given every opportunity to explain a person's particular needs.
- They should be involved in the preparation of individual support plans.
- Plans for the provision of intimate/personal care must be clearly recorded to ensure clarity of expectations, roles and responsibilities.

- Records should also reflect arrangements for ongoing and emergency communication between home and setting.
- It is also important that the procedure for dealing with concerns arising from personal care processes is clearly stated and understood by parents/carers and all those involved.
- Phab Passports and any required Consent forms must be completed by the parent/carer.

Safeguarding

- Phab Ltd Safeguarding Procedures will be accessible to staff and volunteers and always adhered to.
- The procedures and policies will also be shared with parents/carer who support individuals.
- All staff and volunteers involved in the provision of intimate and/or personal care will have all relevant checks completed before allowing them to work with children/young people including up to date DBS checks and references.
- Where appropriate, all children will be taught personal safety skills carefully matched to their level of development and understanding.
- If a child becomes distressed or unhappy about being cared for by a particular member of staff or volunteer, the matter will be looked into and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution.
- If a child makes an allegation against a member of staff or volunteer, all necessary procedures will be followed. See Phab Ltd Safeguarding Policy

Space for Privacy

- Appropriate spaces must be used i.e. bathrooms or bedrooms when providing personal or intimate care.
- Sometimes it may not be possible to provide a purpose-built changing area i.e. when accessing off site activities. Before commencing off site activities suitable areas for changing must be arranged
- If a person is unable to stand during the changing process a changing mat must be provided.
- Dignity and respect must be considered at all times and if necessary, screens must be used.
- The time spent changing a person should be a positive experience for the individual.

Hygiene

Please also refer to Phab's Infection Control Policy and Procedures

- Regular cleaning and disposal of waste will be provided by the outdoor centre domestic staff where the Phab Adventure is taking place. The project leader must ensure this is arranged before commencement of a Phab Adventure Residential.
- Phab Ltd Staff/volunteers should wear disposable gloves and aprons while changing a nappy, pad or soiled clothing;
- Soiled nappies or pads should be disposed of in the supplied Sanitary/clinical waste bins.
- Changing area to be cleaned after use
- Hot water and liquid soap must be supplied to wash hands as soon as the task is completed
- Hot hand dryer or paper towels must be available for drying hands.

Consideration must be given to:

- Who will change the nappy/pad/clothes
- Where nappy/pad/clothing changes will take place
- What resources will be used (Cleansing agents used or cream to be applied)
- How the nappy/pad will be disposed of
- What infection control measures are in place
- What the staff member will do if the child is unduly distressed by the experience or if the staff member notices marks or injuries.

Dealing with Complaints

People have the right to express their dissatisfaction if they feel that they are not receiving the levels of support they need and deserve. Phab Ltd must respond positively to feedback and complaints and treat them as an opportunity to improve the services we provide. Please refer to the Phab Ltd Complaints Policy and Procedures.

Good Practice Guidelines for Personal/Intimate Care

These guidelines are designed to safeguard children/young people as well as Phab Ltd staff and volunteers. They apply to everyone involved with the intimate and/or personal care of children and young people.

Disabled young people and children can be especially vulnerable. Staff/volunteers involved with their intimate care need to be particularly sensitive to their individual needs. They also need to be aware that in exceptional circumstances some adults may use intimate care as an opportunity to abuse people. It is important to bear in mind that some forms of assistance can be open to misinterpretation. Adhering to the following guidelines of good practice should safeguard children/young people as well as Phab Ltd staff and volunteers.

Be aware of your own limitations: Only carry out activities you understand and feel competent with. If in doubt, ASK. Some procedures must only be carried out by members of staff who have been formally trained and assessed i.e. medication administration or using a hoist to move a person.

Involve the individual in the provision of the intimate care provided: Try to encourage personal independence as far as possible in their intimate care. Where a situation renders a person fully dependent, talk about what is going to be done and give choices where possible. Check your practice by asking the individual about any preferences while carrying out the intimate care.

Treat every child with dignity and respect and ensure privacy appropriate to the person's age and situation: Staff/volunteers must not provide intimate care alone as per the Phab Ltd Safeguarding Policy as care must be taken to ensure adequate supervision primarily to safeguard the child but also to protect the staff member from potential risk. However, everyone receiving intimate care must be treated with dignity, respect and privacy.

Promote positive self-esteem and body image: Confident, self-assured individuals who feel their body belongs to them are less vulnerable to sexual abuse. The approach you take to intimate care can convey lots of messages to a person about their body worth. Your attitude to a person's intimate care is important.

If you have any concerns, you must report them: If you observe any unusual markings, discolouration or swelling, report it immediately to the designated safeguarding lead. If a child is accidentally hurt or misunderstands or misinterprets something, reassure the child, ensure their safety and report the incident immediately to the designated person. Report and record any unusual emotional or behavioural response by the child. A written record of concerns must be made available to parents and kept on file.