

TOILETING AND INTIMATE CARE POLICY

At Clocktower Childcare, we aim to support children's care and welfare on a daily basis in line with their individual needs, and believe that all children need to feel safe, secure and happy. All children need contact with familiar, consistent carers to ensure they can grow confidently, feel self-assured and develop socially and emotionally. When possible, each child's Keyperson will support them with their intimate care according to their individual needs and requirements e.g. nappy changes, support with toileting, changing clothes, giving first aid treatment, specialist medical support etc. We understand that sometimes children need to be cuddled, encouraged, held, or offered physical reassurance. All of these care routines are essential throughout the day to meet children's basic needs. In order to maintain the child's privacy, we will attempt to carry out the majority of these actions on a one-to-one basis (by the child's Keyperson when possible).

- Information is shared during a child's home visit prior to them starting, about nappy changing, toilet training etc in a way that suits the parents/carers and meets the child's needs
- We fully support parents/carers during the toilet training process, and provide guidance through our welcome pack
- We use an appropriate, hygienic changing station
- We ask parents/carers to provide their own nappies, wipes and spare clothes, but do have a supply of spares when needed
- We advise staff to wear disposable gloves when changing nappies and to wash their hands before and afterwards
- Staff are permitted to apply basic 'off the shelf' nappy creams (any prescribed ones would follow our Administration of Medicine procedure)
- We clean and disinfect changing mats after each change
- We make the nappy changing area inviting and stimulating
- Only staff with an enhanced DBS check are permitted to carry out intimate care routines
- Children must never be left unattended during a nappy change using the changing station
- We arrange specialist training if possible, where needed e.g. for specialist medical support
- We work closely with parents/carers in discovering all relevant information relating to individual intimate care
- All staff have full 12 hour Paediatric First Aid training
- We give cuddles only when sought by children needing comfort to support their emotional development. If this physical reassurance is needed, we advise staff to ensure they are in view of other staff or children
- We allow children to bring a suitable comfort from home if it is needed, including a dummy, but work closely with the family to gradually reduce the need, as we can not accept any loss or damage to items from home, and pride ourselves on encouraging our children to become confident, independent learners
- We discourage inappropriate behaviour such as over tickling, inappropriate questioning or conversation, kissing, over touching etc
- We have Safeguarding and Child Protection policies and procedures in place, to protect both staff and children from risk of harm or allegations. Staff are trained to identify signs and symptoms of abuse and how to act upon them, so they feel they can perform their duties safely and confidently
- Staff are trained to report any concerns for staff behaviour
- If a child is left in an excessively wet or soiled nappy or underwear, this may be deemed as neglectful, and usual safeguarding and child protection procedures would follow

This policy was adopted at a meeting of Clocktower Childcare Ltd held on 30th August 2019. Latest date to be reviewed: 31st August 2020.

Signed on behalf of Clocktower Childcare Ltd:

J. Law

Jane Law, Director

S. Wingham

Sally Wingham, Director

L. Baverstock

Lara-Jane Baverstock, Director