



Fairfield Farm College

Dignity and Respect & Intimate Care Policy

| Policy Number | New or Reviewed | Date of next Review | Responsibility |
|----------------------|------------------------|----------------------------|-----------------------|
| P024 | October 2018 | October 2019 | Registered Manager |

To provide young people with opportunities to be successful and make a positive contribution within their community.

Policy Statement

Fairfield Farm Trust is committed to the delivery of a quality service that maintains the privacy, dignity and respect of our Young People (Service Users) at all times. Some tasks that are undertaken by a staff member are of a very personal and sensitive nature, and it is imperative that every staff member works with care, compassion, and competence.

The Policy

This document outlines the policy of this organisation in relation to providing services that respect the privacy and dignity of the Young People who use our service. Fairfield Farm Trust recognises every person as an individual. It is imperative to respect other's views, choices and decisions. We should never make assumptions about how people wish to be treated.

Assessing Care Needs

Fairfield Farm Trust ensures individuals who receive care and support are able to make choices about the care they receive. This includes decisions about everyday care needs, such as personal hygiene, meal and drink choices, communication, social interaction, medical intervention, and moving and assistance.

We recognise that making an assessment of the needs of a service user can be very intrusive. We are obliged to ask questions about the most intimate areas of a service user's life and we will do everything possible to limit the embarrassment a service user can experience, and to provide all possible reassurances about the nature of our operations generally, but particularly the confidentiality of our information systems and the sensitivity of our workforce.

Some potential service users will wish a family member or local authority representative to be present during care plan interviews, but we do not assume that they will necessarily be privy to all of the information the service user has to provide about themselves and we can arrange for some parts of the care plan interview to take place with the service user alone.

When we are providing services, we occasionally need to review to ensure both that our services remain appropriate, and to make adjustments to respond to changing care needs. Every Young Person has a keyworker and together they can ensure care needs are met. Staff too may pick up some information about a service user's changing care needs during the process of service delivery. The staff should check with the service user whether they have any objection to details being recorded, though they may have to explain that information does indeed have to be shared with colleagues in Fairfield or external agencies.

Intimate care may be defined as any activity required to meet the personal care needs of a young person. New or existing Service Users or if unable, Parents /Carers, and local authority representatives have a responsibility to advise Fairfield of any new or changing intimate care requirements

This ensures that staff training arrangements are made in good time, and that all necessary support and equipment is implemented as necessary. Staff have a responsibility to work in partnership with the young person, parents and if necessary health professionals to ensure all needs are met. Intimate care can include: Feeding, Oral care, Washing, Dressing/undressing, Toileting, Menstrual Care, taking photographs when needed for evidence such as a mole increasing in size, suppositories, catheter and stoma care, PEG feeding tubes, medication, and supervision of a young person involved in intimate self-care. When delivering personal or intimate care, we recognise that there is a need to treat all young people, whatever their age, gender, disability, religion, ethnicity or sexual orientation with respect and dignity. It is essential that the young person is treated as an individual and that care is given gently and sensitively: no person should be attended to in a way that causes distress or pain.

The following are the fundamental principles upon which the Policy and Guidelines are based:

- Every young person has the right to be safe.
- Every young person has the right to personal privacy.
- Every young person has the right to be valued as an individual.
- Every young person has the right to be treated with dignity and respect.
- Every young person has the right to be involved and consulted in their own intimate care to the best of their abilities.
- Every young person has the right to express their views on their own intimate care and to have such views taken into account.
- Every young person has the right to have levels of intimate care that are as consistent as possible.
- Every young person has the right to refuse personal / intimate care.

Our responsibilities:

All staff working with Young People must be vetted and employed in line with the Safer Recruitment Policy. This includes students on work placement and volunteers. Vetting includes: Access NI checks, Pre-employment checks, and independent references. Only employed staff should deliver care support to those within our care. All staff must be trained in the specific types of intimate care that they carry out and fully understand the Privacy and Dignity Policy /Intimate Care Policy within the context of their work.

Intimate care arrangements must be agreed in the best interests of the young person. Intimate care arrangements must be recorded in the young person's care plan and consent forms signed. Staff should not undertake any aspect of intimate care that has not been agreed between Fairfield, Parents /Carers, health professionals and the Young Person. Fairfield will make provisions for emergencies i.e. a staff member on sick leave. Additional trained staff should be available to undertake specific intimate care tasks and Fairfield will not assume someone else can do the task.

The views of all relevant parties, including the young person, should be sought and considered to inform future arrangements. If a staff member has concerns about a colleague's intimate care practice they must report this to the safeguarding team.

Guidelines for good practice

All young people have the right to be safe and to be treated with dignity and respect. These guidelines are designed to safeguard service users and staff. They apply to every member of staff involved with the intimate care of young people. Staff involved with intimate care need to be sensitive to their individual needs. Staff also need to be aware that some adults may use intimate care, as an opportunity to abuse vulnerable people. It is important to bear in mind that some care tasks/treatments can be open to misinterpretation. Adhering to these guidelines of good practice should safeguard both service users and staff:

- Staff should try to encourage a young person's independence as far as possible in his / her own intimate care.
- Staff should talk with the young person about processes and give choice where possible.
- Check your practice by asking the young person / parent/carer any likes / dislikes while carrying out intimate care and obtain consent.
- Make sure practice in intimate care is consistent, as a young person can have multiple carers. A consistent approach to care is essential. Effective communication between parents / carers / agencies ensures practice is consistent.
- Be aware of own limitations. Only carry out care activities you understand and feel competent, confident and to carry out. If in doubt ASK. Some procedures must only be carried out by staff who have been formally trained and assessed. e.g. Administering Buccal Midazolam.

Encourage the young person to have a positive image of her or his own body. Confident, assertive people who feel their body belongs to them are less vulnerable to abuse. As well as the basics like privacy, the approach you take to a young person's intimate care can convey lots of messages about what her or his body is "worth". Your attitude to the young person's intimate care is important. As far as appropriate and keeping in mind the young person's age, and routine. The care of a young person should be relaxed.

Intimate care is to some extent individually defined, and varies according to personal experience, cultural expectations and gender. It is recognised that young people who experience intimate care may be more vulnerable to abuse:-

- Young people with additional needs, even when they are small children, are sometimes taught to do as they are told to a greater degree than others. This can continue into later years.

Young people who are dependent or over-protected may have fewer opportunities to take decisions for themselves and may have limited choices. The young person may come to believe they are passive and powerless.

- Physical dependency in basic core needs, for example toileting, bathing, dressing, may increase the accessibility and opportunity for some carers to exploit being alone with and justify touching the young person inappropriately;
- Repeated “invasion” of body space for physical or medical care may result in the young person feeling ownership of their bodies has been taken from them;
- People with additional needs can be isolated from knowledge and information about alternative sources of care and residence. This means, for example, that a young person who is physically dependent on daily care may be more reluctant to disclose abuse, since they fear the loss of these needs being met. Their fear may also include who might replace their abusive carer.
- If you have any concerns you must report them. If you observe any unusual markings, discolouration's or swelling including the genital area, report immediately to your designated manager / teacher. If during the intimate care of a young person you accidentally hurt them, or the young person appears to be sexually aroused by your actions, or misunderstands or misinterprets something, reassure the young person, ensure their safety and report the incident immediately to the safeguarding team. Report and record any unusual emotional or behavioural response. A written record of concerns must be made.
- Staff should be advised that if they are not comfortable with any aspect of the agreed guidelines, they should seek advice within the establishment. For example, if they do not wish to conduct intimate care on a 1 to 1 basis, this should be discussed, and alternative arrangements considered. For example, it may be possible to have a second member of staff in an adjoining room or nearby so that they are close to hand but do not compromise the young person's sense of privacy.

Handling Information about Service users within this organisation

When information about service users has to be passed from a staff member to a manager, between staff, or to external agencies - it will always be treated with respect. Arrangements for processing, handling and storing data are based on the need to retain as much privacy for our young people as possible.

Staff code of conduct

Staff must ensure a person centred approach, and to be careful that familiarity does not impact the respect they should continue to deliver.

Staff must be mindful of every person's basic human rights to include respecting privacy – both physically and emotionally, respecting rights to make choices, and by treating the person with dignity.

We know that some service users have forms of address for themselves to which they are particularly attached, or, conversely, forms they find particularly offensive. Our staff will make note of and observe such individual preferences; staff will always address a service user by their chosen name, and know that the acceptable usage may vary between people or over time. We know that many people receiving care find it important that they are helped at a time of day which is convenient for them and we will try to respect service users' preferences in these areas. Staff who carry out tasks which relate to service users' personal appearance will provide tactful help to ensure that their service users look as they would wish. We recognise that the carrying out of some tasks, particularly those relating to intimate bodily functions, places service users' privacy and dignity at severe risk. We will ensure that our staff demonstrate great tact in such situations. Some situations may carry additional sensitivity if the staff member is of a different sex from the service user; if asked, we will attempt to provide service users with same-sex staff. Staff have been instructed to be alert to the potential invasion of privacy involved in handling service users' personal possessions or documents, and will always respect boundaries a service user chooses to set. If a service user is particularly sensitive about their privacy or dignity in any other area of their lifestyle, staff will tread with particular care.

Service users from Minority Groups

We are aware that issues of privacy and dignity may be especially relevant when the service user is from a minority group. We seek to make our staff alert to points of cultural difference they may encounter in their work, and we encourage our service users to draw to our attention any particular matter of which we should be aware. During the care plan interview process, care must be taken to ensure that these cultural differences are taken into account.

This policy should be read in conjunction with:

- Young person protection policy
- Complaints Policy
- Data Protection Legislative Framework
- Deprivation of Liberty Safeguarding Policy
- Employee Handbook
- Equality and Diversity & Accessible & Single Equality Scheme.
- E-Safety
- Health and Safety Policy
- Intimate and Invasive Care Policy
- Medication Policy
- Mental Capacity Policy
- Protection of vulnerable adult's policy
- Safeguarding Policy
- Safer Recruitment Policy

- Staff Training and Development Policy
- Statement of Purpose
- Student Support Policy
- Student Welfare & Protection record keeping policy.
- Whistle Blowing Policy

This policy is supported by the following legislation and is not exhaustive:

- Young Children Act 1989
- Data Protection Act 2018
- Equality Act 2010
- Equality Act 2010: Chapter 1 (protected characteristics) Chapter 2 (prohibited conduct) and Chapter 3 (services and public functions)
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974
- Human Rights Act 1998
- The Local Authority Social Services and National Health Service complaints (England) regulations 2009
- Mental Capacity Act 2005
- Safeguarding Vulnerable Groups Act 2006

BY ORDER OF THE BOARD

Tanya Takle
Register Manager
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