POLICY DOCUMENT

The Recharge Club™

Personal and Intimate Care Policy

Providing Personal Care with Dignity, Consent and Safety at The Recharge Club

Document Owner:	Mrs Michaela Cmorej, Director and Designated Safeguarding Lead
Company Name:	NutriDive Ltd
Company Number:	16659858
Trading Name:	The Recharge Club™
Registered Office Address:	39 Coltsfoot Drive, Chorley, PR6 0JP
Designated Safeguarding Lead:	Mrs Michaela Cmorej, Director
Deputy Designated Safeguarding Lead:	Mr Michal Cmorej, Deputy Director
Status:	Mandatory Policy — applicable to all staff and bank staff
Date Adopted:	1st August 2026
Review Frequency:	Annually, and immediately following any related concern or change in statutory guidance
Next Review Due:	Twelve months from the date of adoption
Related Policy:	This policy is read alongside the Child Protection and Safeguarding Policy and the Health and Safety Policy

1. Policy Statement

Many children attending The Recharge Club™ require support with personal or intimate care, whether toileting, continence support, or assistance with changing. The Recharge Club™ provides this care with dignity, patience, and respect, in a manner that safeguards both the child receiving care and the member of staff providing it.

> ***Personal care is always provided in line with the individual child's Individual Support Plan, is never rushed, and is never a source of embarrassment or shame for the child.***

2. Purpose and Scope

This policy applies to any personal or intimate care provided to a child at The Recharge Club™, including toileting, continence support, changing, and support with menstrual care. It applies to every member of staff and bank worker who may be asked to provide this support. It should be read alongside the Child Protection and Safeguarding Policy and the Health and Safety Policy.

3. Legal and Regulatory Framework

This policy has been written with regard to the following legislation and statutory guidance:

- The Children Act 1989 and the Children Act 2004
- Working Together to Safeguard Children, the statutory guidance on inter-agency working to safeguard and promote the welfare of children
- The Equality Act 2010, including the duty to make reasonable adjustments for a child's disability-related personal care needs
- The Human Rights Act 1998, in particular the right to respect for private and family life, and the right to be free from inhuman or degrading treatment

4. Principles of Personal Care

- Every child's dignity is protected at all times, and personal care is never carried out in a way that could cause embarrassment to the child or to others present
- Personal care is provided only in line with the individual, written arrangements agreed with the family in the child's Individual Support Plan, never assumed or improvised
- Wherever possible, a child is supported to do as much for themselves as they are able, with staff providing only the support genuinely needed, to build and maintain the child's own independence and skills
- A child's own communication about their needs and preferences, however they communicate, is listened to and respected throughout

5. Individual Care Arrangements

Before a child's first session, the family and The Recharge Club™ agree the specific personal care support the child needs, recorded in the child's Individual Support Plan. This includes the type of support required, the child's preferred method of communication about their needs, any equipment required, any specific sensitivities, such as an aversion to particular textures or products, and the family's own preferences, such as a preference for a particular gender of staff member to provide support, which is accommodated wherever practicable.

6. Staffing Arrangements for Personal Care

- Personal care is provided by a member of staff familiar to the child wherever possible, most often the child's key worker
- A second member of staff is always aware that personal care is taking place and where, even where only one adult is directly involved in providing the care itself, in line with the Child Protection and Safeguarding Policy
- Where a child's needs or the family's preference indicate that two adults should be present throughout, this is recorded in the Individual Support Plan and followed
- No member of staff provides personal care to a child alone in a room with the door locked; the door may be closed for privacy but is never locked from the inside in a way that would prevent another adult entering if needed

7. The Hygiene Room and Changing Bench

The Recharge Club™'s premises include an accessible hygiene room with a changing bench suitable for children and young people who may need personal care assistance beyond the scope of a standard accessible toilet. This room is cleaned and disinfected after every use, in line with the Health and Safety Policy, and is used only for its intended purpose.

8. Toileting and Continence Support

Where a child needs support with toileting or continence, this is provided calmly, promptly, and without the child being made to wait or feel rushed. Personal protective equipment, including gloves and aprons, is used for all continence care, and disposed of appropriately, in line with the Health and Safety Policy's infection control arrangements.

9. Changing and Menstrual Care

Where an older child or young person needs support with menstrual care, this is provided with particular sensitivity to their age, dignity, and right to privacy, by a member of staff the young person is comfortable with wherever this can be arranged, and always in a manner that is age-appropriate and avoids causing embarrassment. Families are asked to provide any specific products or equipment their child prefers, and staff follow the young person's own preferences as closely as possible.

10. Consent and Communication During Care

Staff explain what they are doing and why, in language and at a pace appropriate to the child's communication needs, throughout any personal care. A child's communication of discomfort or refusal, whether verbal or through behaviour, is taken seriously and responded to calmly, and care is paused and reassessed rather than forced through, save where this would create an immediate risk to the child's health, such as leaving a significant injury or skin condition unaddressed.

11. Recording of Personal Care

Personal care provided during a session is recorded factually, including the type of support given and the time, as part of the child's day record. Any unusual observation made during personal care that may indicate injury,

illness, or a safeguarding concern is reported to the Designated Safeguarding Lead immediately, in line with the Child Protection and Safeguarding Policy, rather than simply noted and left until the end of the session.

12. Safeguarding Considerations

Personal care is an area of heightened safeguarding sensitivity, and staff are trained to understand both their responsibility to provide it with genuine dignity and their responsibility to remain alert to any sign of harm. Any concern arising from, or observed during, personal care is reported and recorded in line with the Child Protection and Safeguarding Policy, and no member of staff ever dismisses an unusual finding as unimportant.

13. Training

All staff and bank staff who may provide personal care receive specific training in dignified, safe personal care practice, infection control, and safeguarding considerations relevant to personal care, before providing this support unsupervised, refreshed at least every two years.

14. Roles and Responsibilities

Designated Safeguarding Lead	Mrs Michaela Cmorej, Director. Ensures every child's personal care arrangements are recorded accurately in their Individual Support Plan, and reviews any concern arising from personal care.
Deputy Designated Safeguarding Lead	Mr Michal Cmorej, Deputy Director. Deputises fully for the Designated Safeguarding Lead in respect of this policy in their absence.
All Staff and Bank Staff	Provide personal care in line with this policy and each child's Individual Support Plan, and report any concern immediately.

15. Monitoring, Review and Related Policies

This policy is reviewed at least annually, and immediately following any related concern or change in statutory guidance. This policy should be read alongside the following related policies and documents:

- Child Protection and Safeguarding Policy
- Health and Safety Policy
- Staff Code of Conduct
- Individual Support Plan template and guidance

This policy has been approved by the Director of The Recharge Club™ and forms part of the organisation's statutory compliance framework.