



JAM Activity Camps – Personal Care Policy

1. Purpose

This Personal Care Policy outlines JAM Activity Camps Ltd's procedures for safely and respectfully supporting children and young people (CYP), including those with Special Educational Needs and Disabilities (SEND), who require assistance with personal care. This includes nappy changing, toileting support, and responding appropriately when any child (including non-SEND) unexpectedly wets or soils themselves.

The policy ensures:

- Dignity and respect for all CYP
 - Health, safety, and hygiene
 - Clear guidance for staff
 - Protection for CYP and staff
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2. Principles

- JAM Activity Camps Ltd is committed to safeguarding all CYP and staff members.
- Personal care will only be provided when necessary and in line with this policy.
- CYP will be encouraged to be as independent as possible.
- Staff will treat all CYP with sensitivity, dignity, and respect at all times.
- No member of staff will work alone when delivering personal care where avoidable.



3. Parental Consent

- Parents/guardians are informed that by bringing their child to JAM Activity Camps, they are giving permission for staff to provide necessary personal care in situations such as toileting accidents, unexpected wetting/soiling, or where immediate hygiene support is required to maintain the child's dignity, comfort, and wellbeing.
- For non-SEND CYP who unexpectedly wet or soil themselves, verbal consent will be sought where possible. If immediate care is required (e.g., child is distressed or uncomfortable), staff will act in the child's best interest and notify parents.

4. Staff Responsibilities

- Only trained and authorised staff may conduct personal care.
- Staff will follow infection control and hygiene procedures at all times.
- Staff will maintain professionalism and ensure safeguarding standards are upheld.
- Staff will record all personal care incidents in the camp's personal care log.

5. Procedures for Changing Nappies (SEND CYP)

1. Two staff members must be aware that personal care is taking place; where possible, one will assist or remain within sight/earshot (not out of ratio).
2. The nappy-changing area will provide:
 - Privacy for the child
 - Hygiene supplies
3. Staff will:
 - Wear disposable gloves
 - Use wipes supplied by the parent/guardian
 - Use a changing mat cleaned before and after each use



4. Soiled nappies and wipes will be placed in a sealed disposal bag and stored safely for parent collection or disposed of according to site requirements.
 5. Staff will wash hands before and after the procedure.
 6. CYP will be treated respectfully and spoken to calmly throughout.
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6. Procedures for Non-SEND CYP Who Wet or Soil Themselves

1. Staff will reassure the child and escort them to a private area.
 2. Two staff members must be aware that personal care is occurring.
 3. Staff will encourage the child to clean themselves where possible.
 4. If assistance is required, staff may:
 - Help the child wipe or clean themselves
 - Assist with changing into spare clothing (provided by the camp or parents)
 5. Soiled clothing will be sealed in a bag and sent home with the child.
 6. Parents/guardians will be notified as soon as possible.
 7. All incidents will be documented in the personal care log.
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7. Hygiene Measures

- Staff must use gloves during all personal care tasks.
- Changing areas and mats must be disinfected after each use.
- Hands must be washed before and after assisting a child.
- Any contaminated surfaces or equipment must be cleaned immediately.



8. Safeguarding and Privacy

- Personal care will always prioritise the child's dignity and comfort.
 - Staff must ensure privacy, but with safeguarding oversight (door ajar or second adult nearby).
 - At no point should staff take photographs or record video during personal care.
 - No personal care should ever involve unnecessary physical contact.
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9. Supplies

Parents/guardians of CYP who require regular personal care must provide:

- Nappies
- Wipes
- Barrier creams (if consented in writing)
- Spare clothing

For emergencies, JAM Activity Camps Ltd will hold a limited supply of:

- Spare clothes
- Gloves
- Disposal bags
- Cleaning materials
- Reason for care
- Overview of actions taken
- Parent notification



11. Parent/Guardian Responsibilities

- Provide accurate information regarding personal care needs before camp begins.
- Supply necessary care items each day.
- Inform staff of any temporary toileting issues or recent medical changes.
- Ensure emergency contact details remain up to date.

12. Review and Updates

This policy will be reviewed annually and updated in line with safeguarding guidance, best practice, and the needs of CYP attending JAM Activity Camps Ltd.