

## **TRANSCRIPT: Personal care policy**

Mandy Roberts

One of the things, particularly, perhaps with things such as eating or going to the toilet and those personal care things, one of the things you have to bear in mind in a school is everybody comes at it with different experiences and with different things that they think is the right way to do it. So it's vital to have a policy that people agree and then do.

One of the things that frightens a lot of people coming into the school is the unknown. The policy actually relates to how we help children achieve independence in all their care needs and if you put the young people at the centre of it, people then actually start to lose their fear because they see that person first, rather than what's in their head of what you might have to do. And certainly the 'doing to' is not the way we think about it, it's 'working with'.

Another key purpose of a policy is to safeguard both the children and the staff because you are working in a very intimate situation and you need to ensure that people are safe and that the way they work is safe, so that the rights and the dignity of the young person are protected but, also, we are protected from allegations.