Intimate Care Policy

Policy Details	
Policy Title:	Intimate Care Policy
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Owner:	Senior Director: School Improvement
Approved by:	PrimEx, SecondEx
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Rationale

This policy has been developed to safeguard pupils, support staff and ensure good practice is followed. We are committed to ensuring that all staff responsible for the intimate care of pupils will undertake their duties in a professional and caring manner at all times. The intimate care of pupils cannot be separated from other aspects of their learning and development, and we believe that every pupil has the right to feel safe and secure, to be treated with courtesy, dignity and respect. For some pupils and on some occasions, it will be necessary to provide intimate care to ensure that they are able to access their education.

Scope

The intended scope of this policy is for all Haberdashers' Academies Trust South schools. Intimate care needs may arise for pupils in any phase. It is most commonly needed for younger primary pupils who have not yet achieved continence (i.e. have not yet been toilet trained).

Intimate care is defined as any care which involves washing, touching or carrying out an invasive procedure that most pupils and young people carry out for themselves, but which some are unable to do. Intimate care tasks are associated with bodily functions, body products and personal hygiene that demands direct or indirect contact with, or exposure of the genitals. Examples include support with dressing and undressing (underwear), changing incontinence pads and nappies, helping someone use the toilet or washing intimate parts of the body, cleaning a pupil who has soiled him/herself or vomited. It is also associated with other accidents that may require a child to remove their clothes. These include changes required as a result of water play, messy play, sickness and weather. Disabled pupils may be unable to meet their own care needs for a variety of reasons and will require regular support.

Aims

This policy aims to ensure that:

- Intimate care is carried out properly by staff, in line with any agreed plans
- The dignity, rights and wellbeing of pupils are safeguarded
- Pupils who require intimate care are not discriminated against, in line with the Equality Act 2010
- Parents/guardians are assured that staff are knowledgeable about intimate care and that the needs of their pupils are considered.
- Staff carrying out intimate care work do so within guidelines (i.e. health and safety, manual handling, safeguarding protocols awareness) that protect themselves and the pupils involved.

- Provide help and support to pupils in becoming fully independent in personal hygiene.
- Remove barriers to learning and participation, protect from discrimination and ensure inclusion for all pupils and young people within our setting.

Our aim is to treat all pupils with respect when intimate care is given. No child should be attended to in a way that causes distress, embarrassment or pain. For that reason, the management of all pupils with intimate care needs will be carefully planned. Any child who requires intimate care is treated with respect at all times; the child's welfare and dignity are of paramount importance.

Pupils will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each child to do as much for him/herself as he/she can. This may mean, for example, giving the child responsibility for washing themselves. Individual intimate care plans will be drawn up for particular pupils as appropriate to suit the circumstances of the child.

Implementation

It is expected that pupils will be toilet trained and out of nappies before they begin school or nursery. We recognise that it is inevitable that from time to time some pupils will have accidents and need to be attended to and EYFS Parents are encouraged to leave a spare set of clothes. Pupils in the EYFS have access to the toilet whenever they need to and are encouraged to be as independent as developmentally appropriate. They are reminded at regular times to go to the toilet and are also encouraged to wash their hands after the toilet. As pupils progress through the school, they are encouraged to use the toilet during break times.

Individual intimate care plans will be drawn up for particular pupils as appropriate to suit the circumstances of the child. We will work with parents of a child who requires intimate care to establish a preferred procedure for supporting the child.

All members of staff performing intimate care procedures have an enhanced DBS with barred list check.

In general, 1 member of staff will be present with each child, except for circumstances where:

- 2 members of staff are needed to:
    - Safely handle a child who needs to be assisted
    - There is a known risk of false allegations by the pupil

In cases where a pupil needs regular intimate care, where possible, the same member of staff will assist the same pupil each time they need support. We will train 2-3 members of staff per child to cover absences, emergencies, and school trips. Where possible, we will ensure that these backup members of staff are also people known to the child.

Male members of staff may be allocated to change female pupils or vice versa. The decision to allocate a member of staff of a different gender to the pupil will be discussed with the parents/guardians and pupil, if appropriate.

Arrangements

Procedures will be carried out in a safe, appropriate designated changing area which will be agreed with the parent/guardian. Before going to perform intimate care on a child, the member of staff will inform another member of staff of where they are going. The staff member who is involved will always ask the child for

permission to assist them. The child will be supported to achieve the highest level of autonomy and independence that is possible given their age and ability.

When carrying out procedures, the school will provide staff with: protective gloves and aprons, cleaning supplies, changing mats and bins.

For pupils needing routine intimate care, the school expects parents/guardians to provide, when necessary, a good stock (at least a week's worth in advance) of necessary resources, such as nappies, wipes, creams, underwear and/or a spare set of clothing.

Any soiled clothing will be contained securely, clearly labelled and discreetly returned to parents/guardians at the end of the day.

Management of menstrual care

All staff will be sensitive to the fact that:

- Girls may need support during menstruation and will want to deal with this discreetly, including the provision of sanitary products.

Staff will not directly assist with the physical act of changing sanitary products unless specifically requested by the child and agreed with parents/guardians in an individual care plan due to specific needs.

Age-appropriate education on puberty and menstrual hygiene will be provided as part of the PSHE curriculum.

Working with parents

We believe that our partnership with parents is an essential principle in our setting and is particularly necessary in relation to pupils needing intimate care. For children who need routine or occasional intimate care (e.g. for toileting or toileting accidents), parents/guardians will be asked to sign a consent form (Appendix A).

For children whose needs are more complex or who need particular support outside of what's covered in the permission form (if used), an intimate care plan will be created in discussion with parents/guardians.

Where there isn't an intimate care plan or parental consent for routine care in place, parental permission will be sought before performing any intimate care procedure. If the school is unable to get in touch with

parents/guardians and an intimate care procedure urgently needs to be carried out, the procedure will be carried out to ensure the child is comfortable, and the school will inform parents/guardians afterwards.

We acknowledge that cultural and diversity influences may affect what is deemed 'intimate' and ensure we pay regard to social, ethnic and cultural perspectives through open dialogue with parents.

Parents should be encouraged and empowered to work with staff to ensure that their child's needs are identified, understood and met. This may include Health Care plans and any other plans which identify the support of intimate care where appropriate.

When any intimate care is carried out on pupils with individual care plans, it will be recorded on their own personal record (see Appendix 3). All information concerning intimate care procedures is recorded and stored securely.

We appreciate that sometimes pupils have toileting 'accidents' which are out of character for them. In the event of this, and in the absence of a personal intimate care plan, the child would be fully encouraged and supported to achieve the highest level of autonomy that is possible given their age and ability. Staff will encourage the child to do as much for his/herself as possible and parents will be informed the same day. On the rare occasion that a child is soiled to a point where they are unable to clean themselves to a comfortable state, parents would be contacted immediately so that the child could be taken home for bathing.

The school will share information with parents/guardians as needed to ensure a consistent approach. It will expect parents/guardians to also share relevant information regarding any intimate matters as needed

Care plans

Where a pupil has particular needs (e.g. wearing nappies or pull-ups regularly, or has continence difficulties which are more frequent than the odd 'accident', staff will work with parents/guardians (and health visitors/school nurse, if appropriate) to set out a care plan to ensure that the child is able to attend daily.

The school will work with parents/guardians and take their preferences on board to make the process of intimate care as comfortable as possible, dealing with needs sensitively and appropriately.

Subject to their age and understanding, the preferences of the child will also be taken into account. If there's doubt whether the child is able to make an informed choice, their parents/guardians will be consulted.
The plan will be reviewed at least annually, even if no changes are necessary, and updated regularly, as well as whenever there are changes to a pupil's needs.

The written care agreement and plan (Appendix B) will include:

- Who will support changing the child including back-up arrangements in case of staff absence or turnover
- Where changing will take place
- What resources and equipment will be used (cleansing agents used or cream to be applied?) and clarification of who is responsible (parent or school) for the provision of the resources and equipment.
- Training requirements for staff
- Arrangements for school trips and outings
- Care plan review arrangements

Role of Staff

Staff will receive:

- Training in the specific types of intimate care they undertake
- Regular safeguarding training
- If necessary, manual handling training that enables them to remain safe and for the pupil to have as much participation as possible

They will be familiar with:

- The control measures set out in risk assessments carried out by the school
- Hygiene and health and safety procedures. They will complete a record form (Appendix C) for each intervention.

They will also be encouraged to seek further advice as needed.

Health and safety procedures

- Staff should always wear a disposable apron and disposable gloves when dealing with a child who is bleeding (from injuries or medical conditions), menstruation, soiled or when changing a soiled nappy.
- Any soiled waste should be placed in a polythene waste disposal bag, which can be sealed. This bag should then be placed in a bin (complete with a liner) which is specifically designated for the disposal of such waste. The bin should be emptied on a weekly basis and it can be collected as part of the usual refuse collection service as this waste is not classed as clinical waste.
- Nappy creams/lotions should be labelled with the child's names and used only if prescribed for that child (by their parents) they must not be shared.
- Changing area to be cleaned with an antibacterial detergent spray or wipe after use
- Hot water and liquid soap available to wash hands as soon as the task is completed
- Paper towels available for drying hands
- Completion of the intimate care record.

Child Protection

Child Protection procedures will be adhered to. All pupils will be taught personal safety skills carefully matched to their level of development and understanding to build their confidence and assertiveness about their own body and its worth. Confident and assertive pupils who feel their body belongs to them are less vulnerable to abuse.

The normal process of changing continence or wet/soiled clothes should not raise child protection concerns, and there are no regulations that indicate that a second member of staff must be available to supervise the changing process to ensure that abuse does not take place. Few settings/schools will have the staffing resources to provide two members of staff for changing and DBS checks are carried out to ensure the safety of pupils with staff employed in our school. If there is known risk of false allegation by a child then a single practitioner will not undertake changing. A student on placement will not change a child unsupervised.

Wherever possible, the same member of staff will be allowed to support changing named pupils. This reduces the risk to the child and promotes their dignity. The care plan will outline back up or contingency measures in the event that the named member of staff is not available.

If a member of staff has any concerns about physical changes in a child's presentation, e.g. marks, bruises, soreness etc. s/he will immediately report concerns to the designated safeguarding lead.
If a child makes an allegation against a member of staff, all necessary Child Protection procedures will be followed.

Communication

This intimate care policy will be published on each school's website and provided to individual parents/guardians and staff as required.

Monitoring and evaluation

- The SENCo will take responsibility for monitoring that agreed procedures are being followed and are meeting the needs of pupils and families.
- It is the SENCo responsibility to ensure that all practitioners follow the school policy.
- Any concerns that staff have about child protection issues will be reported to the Designated Safeguarding Lead (DSL) and subsequently the Principal for further referral if appropriate.

Related documents

Related policies include:

This policy links to the following policies and procedures:

- Child Protection Policy
- Health and Safety Policy
- Medical Policy
- PSHE policy
- Special Education Needs and Disability Policy
- Supporting pupils with medical conditions
- Accessibility plan

This policy is based on the Statutory framework for the early years foundation stage, Working Together to Safeguard Pupils (2026), the Equality Act 2010, , Keeping Pupils Safe in Education (2025) and the Disability Discrimination Act (2005).

Appendix A: Template parent/guardian consent form

PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE	
Name of child	
Date of birth	
Name of parent/guardian	
Address	
I give permission for the school to provide appropriate intimate care to my child (e.g. changing soiled clothing, washing and toileting)	☐
I will advise the school of anything that may affect my child's personal care (e.g. if medication changes or if my child has an infection)	☐
I understand the procedures that will be carried out and will contact the school immediately if I have any concerns	☐
I **do not** give consent for my child to be given intimate care (e.g. to be washed and changed if they have a toileting accident). Instead, the school will contact me or my emergency contact and I will organise for my child to be given intimate care (e.g. be washed and changed). I understand that if the school cannot reach me or my emergency contact, if my child needs urgent intimate care, staff will need to provide this for my child, following the school's intimate care policy, to make them comfortable and remove barriers to learning.	☐
Parent/guardian signature	
Name of parent/guardian	
Relationship to child	
Date	

Appendix B: Intimate Care Plan Agreement

The parent/guardian:

- I agree to ensure that the child is changed at the latest possible time before being brought to the setting/school
- I will provide the setting/school with spare nappies or pull ups , cleanser or wipes, nappy bags and a change of clothing
- I understand and agree the procedures that will be followed when my child is changed at school – including the use of any cleanser or wipes
- I agree to inform the setting/school should the child have any marks/rash
- I agree to a 'minimum change' policy i.e. the school will not undertake to support changing the child more frequently than if s/he were at home.
- I have received and read a copy of the intimate care policy and my child's intimate care plan, which I have agreed with the school
- I agree to review arrangements should this be necessary

Signed: …… (parent/guardian)

Name: …… (parent/guardian)

Date: ……

The school:

- We agree to support changing the child during a single session should the child soil themselves or become uncomfortably wet
- We agree to monitor the number of times the child is changing in order to identify progress made
- We agree to report should the child be distressed, or if marks/rashes are seen
- We will provide the parent/guardian with a copy of the intimate care policy and their child's intimate care plan, which will be agreed with them
- We agree to review arrangements should this be necessary.

Signed: …… (school member of staff)

Name: …… (school member of staff)

Date: ……

Appendix B: Intimate Care Plan

Name of child:	
Age	
Name of person(s) to support changing the child: Name of person(s) to support changing the child if main adult unavailable:	
Type of intimate care needed.	
How often care will be given.	
Where care will take place:	
What resources and equipment will be used, and who will provide them.	
How procedures will differ if taking place on a trip or outing:	
Training requirements for staff:	
Name of senior member of staff responsible for ensuring care is carried out according to the intimate care plan.	

Plan written by (Name, job title and signature)	
Name of parent/guardian Relationship to child	
Signature of parent/guardian	
Date this plan was written:	
Date the plan be reviewed:	
Review comments:	

Appendix C: Record of intimate care intervention

Name of Child: Class:

Date	Time	Procedure	Name of staff