



Inspire Education Trust

Together we achieve, individually we grow

Intimate Care Procedure - Primary

Policy Date: September 2025

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Document History

Version	Status		Date	Author	Summary Changes
V1			Oct 2021	S Ashworth	Complete revision of policy
V2			Sept 2023	R Darling	Minor amendments
V3			Jul 25	S Ashworth	1.4 updated 1.9 updated 4.1 para 1 updated 4.4 updated 5.7 updated Pg 13 added in briefing sheet for staff

1. Principles

- 1.1 The Governing Body will act in accordance with Section 175 of the Education Act 2002 and the Government guidance 'Safeguarding Children and Safer Recruitment in Education' (2006) to safeguard and promote the welfare of pupils at this school.
- 1.2 This school takes seriously its responsibility to safeguard and promote the welfare of the children and young people in its care. Meeting a pupil's intimate care needs is one aspect of safeguarding.
- 1.3 The Governing Body recognises its duties and responsibilities in relation to the Equalities Act 2010 which requires that any pupil with an impairment that affects his/her ability to carry out day-to-day activities must not be discriminated against.
- 1.4 This intimate care policy should be read in conjunction with the Statutory Framework for the Early Years Foundation Stage (2024) and the school's policies as below (or similarly named):
 - safeguarding policy and child protection procedures
 - staff code of conduct and guidance on safer working practice
 - 'whistle-blowing' and allegations management policies
 - health and safety policy and procedures
 - Special Educational Needs policy
 - policy for the administration of medicines
- 1.5 The Governing Body is committed to ensuring that all staff responsible for the intimate care of pupils will undertake their duties in a professional manner at all times. It is acknowledged that these adults are in a position of great trust.
- 1.6 We recognise that there is a need to treat all pupils, whatever their age, gender, disability, religion, ethnicity or sexual orientation with respect and dignity when intimate care is given. The child's welfare is of paramount importance and his/her experience of intimate and personal care should be a positive one. It is essential that every pupil is treated as an individual and that care is given gently and sensitively: no pupil should be attended to in a way that causes distress or pain.
- 1.7 Staff will work in close partnership with parent/carers and other professionals to share information and provide continuity of care
- 1.8 Where pupils with complex and/or long-term health conditions have a health care plan in place, the plan should, where relevant, take into account the principles and best practice guidance in this intimate care policy.
- 1.9 All staff undertaking intimate medical care must be given appropriate training. Staff working with EYFS children must have up-to-date safeguarding training as outlined in Section 3.6 of the EYFS framework.

1.10 This Intimate Care Policy has been developed to safeguard children and staff. It applies to everyone involved in the intimate care of children.

2. Child focused principles of intimate care

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

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

3. Definition

3.1 Intimate care can be defined as any care which involves washing, touching or carrying out a procedure to intimate personal areas which most people usually carry out themselves but some pupils are unable to do because of their young age, physical difficulties or other special needs. Examples include care associated with continence as well as more ordinary tasks such as help with washing, toileting or dressing.

3.2 It also includes supervision of pupils involved in intimate self-care.

4. Best Practice

4.1 Equipment Provision

Wherever possible, the child's key person will be involved in supporting intimate care procedures and developing care plans.

Where a child is in nappies, parents/carers will be responsible for ensuring the school has a supply of nappies, wipes and nappy bags. Parents of children who regularly soil themselves will be required to provide a change of clothes in a named bag on a daily basis. Parents will be supported with toilet training by school staff and the school nurse. The school will be responsible for providing gloves, plastic aprons, a bin and liners to dispose of any soiled nappies on site.

Pupils who require regular assistance with intimate care have written My Support Plans (MSP), Individual Education Plans (IEP), health care plans or intimate care plans agreed by staff, parents/carers and any other professionals actively involved, such as school nurses or physiotherapists. Ideally the plan should be agreed at a meeting at which all key staff and the pupil should also be present wherever possible/appropriate. Any historical concerns (such as past abuse) should be taken into account. The plan should be reviewed as necessary, but at least annually, and at any time of change of circumstances, e.g. for residential trips or staff changes (where the staff member concerned is providing intimate care). They should also take into account procedures for educational visits/day trips.

- 4.2 Where a care plan or IEP is **not** in place, parents/carers will be informed the same day if their child has needed help with meeting intimate care needs (e.g. has had an 'accident' and wet or soiled him/herself). Nappy changes should not be routine for pupils who are in the setting for 3 hours or less and should be based on the needs and comfort of the child. It is recommended practice that information on intimate care should be treated as confidential and communicated in person at handover or by telephone. Parents of pupils in FS1 and FS2 (not sure this is common language please use Nursery and Reception) will be asked to sign a permission form for intimate care that covers that year. (Appendix 1).
- 4.3 Accurate records should be kept when a child requires assistance with intimate care; these can be brief but should, as a minimum, include full date, times and any comments such as changes in the child's behaviour. It should be clear who was present in every case. (Appendix 2)
- 4.4 These records will be kept in the intimate care file and available to parents/carers on request. Records will be stored securely in line with the school's Data Protection and GDPR policy.
- 4.5 All pupils will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each individual pupil to do as much for his/herself as possible.
- 4.6 Staff who provide intimate care are trained in personal care (e.g. health and safety training in moving and handling) according to the needs of the pupil. Staff should be fully aware of best practice regarding infection control, including the requirement to wear disposable gloves and aprons where appropriate (Appendix 4 Risk Assessment). Staff who regularly undertake intimate care should take part in an annual briefing. They should receive a copy of Appendix 3 as part of this session.
- 4.7 There must be careful communication with each pupil who needs help with intimate care in line with their preferred means of communication (verbal, symbolic, etc) to discuss their needs and preferences. Where the pupil is of an appropriate age and level of understanding permission should be sought before starting an intimate procedure.
- 4.8 Staff who provide intimate care should speak to the pupil personally by name, explain what they are doing and communicate with all children in a way that reflects their ages.
- 4.9 Every child's right to privacy and modesty will be respected. Careful consideration will be given to each pupil's situation to determine who and how many carers might need to be present when s/he needs help with intimate care. SEN advice suggests that reducing the numbers of staff involved goes some way to preserving the child's privacy and dignity. Wherever possible, the pupil's wishes and feelings should be sought and taken into account. 2 people should be present when carrying out intimate care and both must sign the Changing Proforma record.

If a plan has been agreed and signed by parents, staff, and child if appropriate, it is acceptable to have one assistant unless there are implications regarding safe handling.

- 4.10 An Early Years Foundation Stage Permission Form for Intimate Care is in place in Nursery and Reception. Where this is signed by a parent then only 1 adult is needed to carry out intimate care (Appendix 3).
- 4.11 An individual member of staff should inform another appropriate adult when they are going alone to assist a pupil with intimate care.
- 4.12 The religious views, beliefs and cultural values of children and their families should be taken into account, particularly as they might affect certain practices or determine the gender of the carer.
- 4.13 Whilst safer working practice is important, such as in relation to staff caring for a pupil of the same gender, there is research which suggests there may be missed opportunities for children and young people due to over anxiety about risk factors; ideally, every pupil should have a choice regarding the member of staff. There might also be occasions when the member of staff has good reason not to work alone with a pupil. It is important that the process is transparent so that all issues stated above can be respected; this can best be achieved through a meeting with all parties, as described above, to agree what actions will be taken, where and by whom.
- 4.14 Adults who assist pupils with intimate care should be employees of the school, not students or volunteers, and therefore have the usual range of safer recruitment checks, including enhanced DBS checks.
- 4.15 All staff should be aware of the school's confidentiality policy. Sensitive information will be shared only with those who need to know.
- 4.16 Health & Safety guidelines should be adhered to regarding waste products, regular collection of clinical waste is undertaken, and the appropriate receptacles must be used. If waste product bags are to go in a nappy bin with liner, then these only need single bagging. Any bagging of clothes etc. should be double bagged.
- 4.17 No member of staff will carry a mobile phone, camera or similar device whilst providing intimate care.

5. Child Protection

- 5.1 The Governors and staff at this school recognise that pupils with special needs and who are disabled are particularly vulnerable to all types of abuse.
- 5.2 The school's child protection procedures will be adhered to.
- 5.3 From a child protection perspective, it is acknowledged that intimate care involves risks for children and adults as it may involve staff touching private parts of a pupil's body. In this school best practice will be promoted and all adults (including those who are involved in intimate care and others in the vicinity) will be encouraged to be vigilant at all times, to seek advice where relevant and take account of safer working practice.
- 5.4 Where appropriate, pupils will be taught personal safety skills carefully matched to their level of development and understanding.

- 5.5 If a member of staff has any concerns about physical changes in a pupil's presentation, e.g. unexplained marks, bruises, etc s/he will immediately report concerns to the Designated Senior Person for Child Protection or Headteacher. A clear written record of the concern will be completed and a referral made to Children's Services Social Care if appropriate, in accordance with the school's child protection procedures. Parents/carers will be asked for their consent or informed that a referral is necessary prior to it being made but this should only be done where such discussion and agreement-seeking will not place the child at increased risk of suffering significant harm.
- 5.6 If a pupil becomes unusually distressed or very unhappy about being cared for by a particular member of staff, this should be reported to the class teacher or DSL/Headteacher. The matter will be investigated at an appropriate level (usually the Headteacher) and outcomes recorded. Parents/carers will be contacted as soon as possible in order to reach a resolution. Staffing schedules will be altered until the issue/s is/are resolved so that the child's needs remain paramount. Further advice will be taken from outside agencies if necessary.
- 5.7 An individual member of staff should inform another appropriate adult when they are going alone to assist a pupil with intimate care. When staff leave the room to carry out intimate care, supervision ratios for the remaining children must still be met in accordance with EYFS requirements.
- 5.8 If a pupil, or any other person, makes an allegation against an adult working at the school this should be reported to the DSL/Headteacher (or to the Chair of Governors if the concern is about the Headteacher) who will consult the Local Authority Designated Officer in accordance with the school's policy: Dealing with Allegations of Abuse against Members of Staff and Volunteers. It should not be discussed with any other members of staff or the member of staff the allegation relates to.
- 5.9 Similarly, any adult who has concerns about the conduct of a colleague at the school or about any improper practice will report this to the Headteacher or to the Chair of Governors, in accordance with the child protection procedures and 'whistle-blowing' policy.

6. Medical Procedures

- 6.1 Pupils who are disabled might require assistance with invasive or non-invasive medical procedures. These procedures will be discussed with parents/carers, documented in the health care plan or IEP and will only be carried out by staff who have been trained to do so.
- 6.2 It is particularly important that these staff should follow appropriate infection control guidelines and ensure that any medical items are disposed of correctly.
- 6.3 Any members of staff who administer first aid should be appropriately trained in accordance with PMAT guidance. If an examination of a child is required in an emergency aid situation it is advisable to have another adult present, with due regard to the child's privacy and dignity.

Off-site trips and visits

Where a child has a Personal Care Needs Plan, consultation with colleagues should take place where any deviation from arrangements is anticipated e.g. on a school trip or visit as the same standard and level of facilities may not be available off site. Any deviation from the agreed plan will be documented and reported.

Appendix 1

Personal Care Plan

To be kept in Intimate Care Record folder

Child's Name:

DOB:

Completed by:

Date of Plan:

Date to review Plan:

Who will change the child?
How will the child be changed? e.g. standing up in a toilet cubicle, lying down on a mat on the floor
Who will provide the resources? e.g. wipes, nappies, disposable gloves
How will the changing occasions be recorded and if/ how this will be communicated to child's parent/ carer
How will wet/ soiled clothes be dealt with?
What the member of staff will do if the child is unduly distressed or if marks or injuries are noticed
Consider referring to the school's child protection policy and procedures
Agree a minimum number of changes
How will the child be encouraged to participate in the procedure?
Any other comments/ important information: e.g. medical information

This plan has been discussed with me and I agree to change my child at the last possible moment before he/ she comes to school, provide the resources indicated above and encourage my child's participation in toileting procedures at home as appropriate and where possible.

Signed: _____

Date: _____

Parent/ Carer's Full Name:

Appendix 2

Record of Intimate Care Intervention

To be kept in Intimate Care Record folder

Child's Name _____

Class/ Year Group: _____

Name of Support Staff Involved: _____

Date	Time	Procedure	Staff signature	Second signature

Appendix 3

Early Years Foundation Stage Permission Form for Intimate Care

Dear Parents

If a child wets or soils themselves whilst they are in school, it is important that measures are taken to have them changed and if necessary cleaned as quickly as possible. Our staff are experienced at carrying out this task if you wish them to do so or, if preferred, the school can contact you or your emergency contact who will be asked to attend without delay.

- The Inspire Education Trust has an Intimate Care Policy which is available to view on our website.

Please fill out the permission slip below stating your preference.

Yours sincerely

[NAME]
Headteacher

Consent for Intimate Care

Name of Child..... Class.....

Please tick as appropriate

- I give consent for my child to be changed and cleaned if they wet/soil themselves whilst in the care of XX Academy.
- I do not give consent for my child to be changed and cleaned if they wet or soil themselves. The school will contact me or my emergency contact and I will organise for my child to be cleaned and changed. I understand that in the event that I or my emergency contact cannot be contacted, the staff will act appropriately and may need to come into some level of physical contact in order to aid my child.

Signature of Parent/Carer..... Date.....

Appendix 4

Personal Care Risk Assessment

To be kept in Intimate Care Record folder

Child's Name:

Date:

	Yes	Notes
1. Does weight /size/ shape of pupil present a risk?		
2. Does communication present a risk?		
3. Does comprehension present a risk?		
4. Is there a history of child protection concerns?		
5. Are there any medical considerations? Including pain / discomfort?		
6. Has there ever been allegations made by the child or family?		
7. Does moving and handling present a risk?		
8. Does behaviour present a risk?		
9. Is staff capability a risk? (back injury / pregnancy)		
10. Are there any risks concerning individual capability (Pupil) General Fragility, Fragile bones Head control Epilepsy, Other		
11. Are there any environmental risks? Heat/ Cold		

If Yes to any of the above complete a detailed personal care plan.

Date:

Signed:

Appendix 5. Staff briefing for intimate care

Child Focused Principles of Intimate Care

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

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- Every child has the right to be involved and consulted in their own intimate care to the best of their abilities
- Every child has the right to express their views on their own intimate care and to have such views taken into account
- Every child has the right to have levels of intimate care that are as consistent as possible.

Intimate Care Principles

- Where possible, the child's key person should be involved in supporting intimate care procedures and plans
- Parents are responsible for providing the supply of nappies
- Where there is a regular need to provide intimate care, an MSP (My Support Plan), EHCP or intimate care plan should be in place
- When accidents occur, parents should be informed on the same day where intimate care or support has been provided
- Pupils are supported to achieve the highest levels of independence and autonomy given their age and abilities
- If you are administering intimate care alone, always inform another appropriate adult in the room that you are going alone to assist a pupil
- Adults who assist with intimate care must be employees, not volunteers or students.
- Ensure GDPR compliance by storing logs and plans safely
- Ensure Health and Safety guidance is adhered to. Nappies are placed in nappy bags in the provided bin. Soiled clothes are double bagged.
- Ensure you communicate what you are doing to the child throughout. Making the child feel at ease.

Written by:	Sarah Ashworth	October 2021
Reviewed by:	Rob Darling Sarah Ashworth	September 2023 July 2025
Senior Lead Review:	Helen Hastilow	Jul 25
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Signed:



Lois Whitehouse
CEO