Lanchester E.P. (Cont.) Primary School

A Caring Community
Where All Can
Flourish

Intimate Care Policy
2025 – 2026

'Through God's love, we are the rich soil where roots grow and seeds flourish'

Luke 8: 4-15

Approved by:	Jane Davis and The Governing Body	**Date:**	September 2025
Last reviewed on:	September 2025		
Next review due by:			

Introduction

The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and visitors to share this commitment. Intimate care is any care which involves washing, touching or carrying out an invasive procedure (such as cleaning up a child after they have soiled themselves) to intimate personal areas. In most cases such care will involve cleaning for hygiene purposes, as part of a staff member's duty of care. In the case of a specific procedure only a person suitably trained and assessed as competent should undertake the procedure. The issue of intimate care is a sensitive one and requires staff to be respectful of the child's needs. The child's dignity should always be preserved with a high level of privacy, choice and control. There will always be a high awareness of child protection issues. Staff behaviour must be open to scrutiny and staff must work in partnership with parents/carers to provide continuity of care to children/young people wherever possible.

The majority of children entering school will be toilet trained and able to manage their own personal care needs competently. However, some children may not be at that stage due to several reasons including: developmental delay, medical needs, behavioural issues, learning difficulties or physical disabilities.

On the other hand, some children may be continent, but still have personal/intimate care needs due to difficulties accessing toileting facilities or dealing with personal care/cleaning tasks independently.

These children have an educational entitlement irrespective of their difficulties with toileting and personal care.

Aims of the Policy

This policy sets out the procedures for dealing with toileting and personal/intimate care tasks with utmost professionalism, dignity and respect for the child and the maintenance of highest health and safety standards possible. The aim being to safeguard children, parents, staff and the school by providing a consistent approach within a framework which recognises the rights and responsibilities of everyone involved. It aims to:

- Provide guidance and advice to ensure pupils are not excluded, or treated less favourably, because they have toileting or intimate care needs, whether it is the occasional accident or on-going support.
- Ensure that regardless of their care needs, every child and young person can access care, play and learning experiences in our schools, preschools, day nurseries, out of school settings and children's centres
- Provide guidance and advice to ensure staff in educational settings are informed of their responsibilities towards children with care needs in line with current legislation and that they are adequately supported so they can confidently and competently carry out their duties in meeting each child's individual needs.

The Children Act 2004

The Children Act 2004 provides the legal basis for how agencies deal with issues relating to children. These guiding principles and common goals between the Government and relevant bodies have been laid down so that all individuals who are involved in caring for and

supporting children, be it in the home, the work place, school or other area are aware of how children should be looked after in the eyes of the law.

Principles of the Act:

- To allow children to be healthy
- Allowing children to remain safe in their environments
- Helping children to enjoy life
- Assist children in their quest to succeed
- Help make a positive contribution to the lives of children
- Help achieve economic stability for our children's futures

Equality Act 2010

The Equality Act provides protection for anyone who has a physical, sensory or mental impairment that has an adverse effect on his/her ability to carry out normal activities of daily living. Anyone with a condition that affects aspects of personal development must not be discriminated against. It is also unacceptable to refuse admission to children who have toileting/intimate care needs.

Educational providers have an obligation to meet the needs of pupils with delayed personal development in the same way as they would meet the needs of pupils with any other developmental delay. Children should not be excluded from any normal pre-school or school activities because of incontinence and intimate/personal care needs.

Any admission policy that sets a blanket standard for toileting, or any other aspect of development is discriminatory and therefore unlawful under the Act. All such issues must be dealt with on an individual basis and educational establishments are expected to make reasonable adjustments to meet the needs of each pupil.

It is essential to note that asking parents to come into the school or educational setting to change their child is a direct contravention of the Equality Act; leaving the child in a soiled/wet nappy/pad for any length of time pending the return of a parent is a form of abuse/neglect.

Supporting Pupils with Medical Conditions – statutory guidance DfE 2014

In September 2014, a new duty was introduced for schools to make arrangements to support pupils with medical conditions. It is intended to help schools/governing bodies meet their legal responsibilities and sets out the arrangements expected based on good practice. The aim is to ensure that children with medical conditions, in terms of both physical and mental health, are properly supported in school so that they can play a full and active role in school life, remain healthy and achieve their academic potential.

Parents of children with medical conditions are often concerned that their child's health will deteriorate when they attend school. This is because pupils with long-term and complex medical conditions may require on-going support, medicines and care while at school to help them manage their condition and keep them well. It is therefore important that parents feel confident that their child's medical condition will be supported effectively in school and that they will be safe.

In addition to the educational impacts, there are social and emotional implications associated with medical conditions. Children may be self-conscious about their condition and some may be bullied or develop emotional disorders such as anxiety or depression.

Inclusive Culture

It requires commitment from everyone involved in the education and care of children to develop attitudes which support inclusive practice. Pupils with toileting or personal/intimate care needs who receive support and understanding from those acting in loco parentis are more likely to achieve their full potential across the range of activities within the school.

Intimate/Personal Care - Definition

Intimate/Personal Care can be defined as care tasks of an intimate nature, requiring close personal contact involving an individual's personal space, associated with bodily functions, personal hygiene and procedures due to medical conditions – which require direct or indirect contact with or exposure of the genitals. Examples include care associated with incontinence – wetting/soiling, catheterisation, menstrual management as well as tasks such as washing and bathing.

Approach to Best Practice

Lanchester E.P. (Cont.) Primary School is committed to ensuring that all staff responsible for the intimate care of children will undertake their duties in a professional manner at all times:

- Any child with intimate care needs 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 they can. This may mean, for example giving the child responsibility for washing and dressing themselves.
- Individual intimate care plans will be drawn up for particular children as appropriate (see appendix 1) to suit the circumstances of the child.
- Each child's right to privacy will be respected.
- Careful consideration will be given to each child's situation to determine how many carers might need to be present when a child is toileted. Where possible one child will be catered for by one adult unless there is a sound reason for having more adults present. If this is the case, the reasons should be clearly documented.
- Wherever possible the same child will not be cared for by the same adult on a regular basis; ideally there will be a rota of carers known to the child who will take turns in providing care. However, in Nursery, the ideal adult would be the child's key worker in the first instance.
- Intimate care arrangements will be discussed with parents on a regular basis and recorded on the child's care plan. The needs and wishes of children and parents will be taken into account wherever possible within the constraints of staffing.

Respect, dignity, sensitivity, choice and control:

Children who have difficulties in controlling their bladder/bowels or those who have not developed toileting skills have sometimes had a difficult start on the road to personal

independence. Therefore, these children must be treated with respect, dignity and sensitivity. They should be offered choice and control in every way possible.

Sensitive arrangements:
Should be put in place to allow children to toilet at intervals to suit their needs and not at the demands of school routine or class requirements.

Child's preferences:
It is important to take into consideration a child's preferences, if the child indicates a preference for a particular sequence, then this should be followed rather than a sequence imposed by a member of staff. As long as all the necessary tasks are completed for the comfort and wellbeing of the child, the order in which they are completed is not important.

Encourage and promote independence and self-help skills:
Staff should encourage and promote independence and self-help skills as much as possible and give the child sufficient time to achieve. If handled correctly this can be the most important single self-help skill achieved, improving the child's quality of life, independence and self-esteem. If handled incorrectly it can severely inhibit an individual's inclusion in school and community.

Aim for the highest levels of independence and autonomy in older children:
Older children especially (from Key Stage 2 onwards), should be encouraged and supported to achieve the highest levels of independence and autonomy that are possible, e.g. in cleaning, undressing and dressing themselves.

Physical Contact
All staff engaged in the care and education of children and young people need to exercise caution in the use of physical contact. Staff must be aware that even well intentioned contact might be misconstrued by the child or an observer. Staff must always be prepared to justify actions and accept that all physical contact is open to scrutiny. The expectation is that when staff make physical contact with children it will be:

- For the least amount of time necessary (limited touch)
- Appropriate, given their age, stage of development and background
- In response to the pupil's needs at the time
- Arrangements must be understood and agreed by all concerned, justified in terms of the child's needs and consistently applied and open to scrutiny. Where possible, consultation with colleagues should take place where any deviation from arrangements is anticipated. Any deviation from the agreed plan must be documented and reported.

Privacy:
Older cognitively able children may prefer to be left alone for privacy when toileting once they are seated safely. This is acceptable and staff need to adapt their input according to the wishes and needs of the child.

Positive Body Image:
The approach taken to provide a child's intimate care is very important – It conveys an image about what the body is worth. A positive body image should be encouraged; routine care should be relaxed, enjoyable and fun, with lots of praise and rewards for when the child has achieved goals. The carer's behaviour should be appropriate to the pupil's age.

Supporting with cleaning tasks in standing or lying down:
Only young children and those that are non-weight bearing should be changed whilst lying on a bench/changing table. Older children should be cleaned and changed while standing or sitting on the toilet if possible.

Consistent approach between home-school:
It is important to develop a consistent approach between home and school. Therefore parents, schools and other professionals such as school nurses and specialist health visitors need to work together in partnership. In some circumstances, it may be appropriate to set up a home to school agreement or management plan that defines the responsibilities for each partner. The aim should be to work towards the earliest possible or the maximum levels of independence with toileting.

School staff:
There also needs to be a consistency of approach between school staff with necessary information being communicated to appropriate staff members. It is important that everyone feels part of a team as this ensures continuity and consistency of practice between staff. At least 2 members of staff need to be trained in the procedures/routine required so that if the key worker is absent for any reason the child is not compromised with regards to their care.

Confidentiality/routine and procedures:
Only key staff members should be aware of the routine and procedures. Confidentiality and the child's dignity should be respected at all times with regards to sharing of information between staff.

Resources and facilities:
Staff should be well supported with access to appropriate resources and facilities. Any specialist equipment and adaptations required should be accessed through the Occupational Therapist for Physical Difficulties SEND & Inclusion Team.

Routine intimate care agreement:
For pupils needing routine intimate care, the school expects parents/carers to provide, when necessary, a good stock (at least a week's worth in advance) of necessary resources, such as nappies, underwear and/or a spare set of clothing. Any soiled clothing will be

contained securely, clearly labelled, and discreetly returned to parents/carers at the end of the day.

Any child wearing nappies will have an intimate care plan which must be signed by the parent/carer. This plan will outline who is responsible in school for changing the child and where and when this will be carried out. This agreement allows school and parents to be aware of all issues surrounding the task from the outset.

Staff training and information:
All staff supporting pupils with care needs, especially where the child is non-weight bearing or has specific medical needs, must receive appropriate information and training. Specialist nursing and health service staff should be involved to provide any relevant medical information, training and advice.

Care plans and risk assessments:
Educational settings should be aware of and implement appropriate health and safety procedures and risk assessments.

Educational settings should be aware of their duties and should ensure they comply to accommodate children who have toileting and intimate/ personal care needs.

Safeguarding children/staff
Parents should be made aware of the intimate care/toileting policy and must give consent for the child to be changed or the intimate care procedure to be carried out when they are under the care of the school or setting.

A written log should be kept of all personal and intimate care interventions that take place. **(See Appendix 2)**

Safeguarding children is everyone's responsibility. The normal process of changing a child who has wet/soiled should not raise child protection concerns and there are no regulations that indicate that two members of staff must be present to supervise the changing process to ensure abuse does not take place. Few educational establishments have the staffing resources to provide two members of staff for this; therefore, one member of staff is adequate to carry out the straight forward task of changing a child. The exception to the rule needs to be when there is a known risk of false allegation by a child, then a single practitioner should not undertake the changing task.

Two members of staff may be required for more complex type of care procedures, this will need to be assessed on an individual basis in joint consultation with nursing teams, health colleagues and OT for SEND Team. However, it is important to note that no unnecessary staff should be present, and no other staff should interrupt the care procedure.

All adults carrying out intimate care or toileting tasks should be employees of the school and enhanced DBS checks should already be in place to ensure the safety of children, therefore

safeguarding should not be a concern and parents can be made aware of the fact that it may only be one member of staff carrying out the changing task and there should be a written, agreed and signed consent form in place. **(Appendix 1)**

- Staff employed in childcare and educational establishments must act in a professional manner at all times.
- Students on work placement, voluntary staff or other parents working at the school/setting should not attend to toileting or intimate care tasks.
- Where the child is of an appropriate age and ability, their permission must be sought before any task is carried out.
- Staff carrying out the intimate care/toileting should notify a colleague when they are taking the child out of the classroom for this purpose, this should be done discretely and sensitively.
- The school or setting should remain highly vigilant for any signs of improper practice as they would for all activities carried out onsite.
- Any issues for concern, such as – physical changes in the child's presentation, any bruising or marks or any comments made by the child, should be recorded and reported to the line manager or head of establishment immediately. All normal Child Protection procedures should be followed.
- There should be careful communication between the child and key worker; the child should be made aware of the procedures according to their ability to understand. If the child becomes distressed or unhappy about being cared for by a particular member of staff, the matter should be looked into immediately and addressed with parents, appropriate agencies and all necessary procedures should be followed.
- Child Protection training should be an ongoing part of staff training.
- Younger children should not be left alone or unattended during toileting or changing procedures. Great care must be taken if the changing unit is any distance off the floor.
- When carrying out intimate/personal care in out of school premises, privacy and safety should be the main concern and part of the planning process should include ensuring that appropriate facilities will be available to carry out toileting and intimate care tasks.

Health and Safety

Some children are more susceptible to infection due to the intimate nature of their medical needs, in this instance hygiene procedures are crucial in protecting pupils and staff from the spread of infections. Staff involved with toileting and intimate care should be trained in correct hand washing techniques and hygiene precautions. The educational setting should provide disposable vinyl gloves, aprons, liquid hand soap, disposable, paper towels and ensure there is access to hand washing facilities in close proximity to the changing area.

There should be an agreed procedure in place for cleaning the child. Sensitivity and discretion should be used, washing and physical contact especially in intimate areas should be kept to a minimum and done only as necessary.

All contaminated waste or marked items should be disposed of correctly in sanitary bins if possible and all staff should be made aware of these procedures. Arrangements should be made with the parents for soiled clothing to be taken home and they should be stored in a designated place. A normal disposal bin can be used if a sanitary bin is not available, however, the soiled items need to be wrapped properly in nappy bags and any bins used for soiled items must be emptied at the end of each day.

Any changing mat or bench should be thoroughly cleaned between each use with appropriate cleaning materials and detergents.

Any spillages or leakages should be cleaned immediately using the appropriate equipment and cleaning materials. All staff should aim for high standards of hygiene around the changing/medical facilities.

Schools and other settings registered to provide education will also have hygiene and infection control policies which are necessary procedures followed in the case of any child accidentally soiling, wetting or vomiting whilst on the premises.

Any damaged or torn equipment such as changing mats should be immediately discarded.

Manual Lifting & Handling/Specialist Training

Some pupils with physical disabilities may require manual lifting and handling. All staff undertaking these duties should have appropriate training and instruction to ensure they are competent and confident in their role. The Occupational Therapist for Physical difficulties SEND Team should be contacted to ensure all procedures are carried out in accordance with best practice and maximum degree of safety for the staff and child being cared for.

Some children will enter the educational setting with complex difficulties and long or shortterm medical conditions, which indicate the need for special procedures or intimate care arrangements. In this instance, multi-disciplinary teams will need to be involved for the appropriate advice, training and any necessary equipment and adaptations. Parental consent and involvement will be required to ensure they agree with the plans that are put in place.

For this level of input, it is important to draw up written care/management plans and risk assessments so that all staff involved are aware of their roles, responsibilities and all risks are considered and addressed.

Medication/Ointments

If requests are made by parents for application of medical ointments/creams, these should be prescribed by the GP/hospital and clearly labelled with the child's name. They should not be shared between other children and should be stored in a locked storage facility in line with the school's storage of medicines policy.

- Medication of this type which is prescribed can be applied in line with school policy on administering medications at school.

Special Needs

- Children with special needs have the same rights to privacy and safety when receiving intimate care.
- Additional vulnerabilities (any physical disability of learning difficulty) must be considered when drawing up care plans for individual children.
- Regardless of age and ability, the views and emotional responses of children with special needs should be actively sought when drawing up or reviewing a care plan.

Personal Care for Nursery children

No child is excluded from participating in our setting who may, for any reason, not yet be toilet trained and who may still be wearing nappies or equivalent. We work with parents towards toilet training, unless there are medical or other developmental reasons why this may not be appropriate at the time. We provide nappy changing facilities and exercise good hygiene practices in order to accommodate children who are not yet toilet trained. We see toilet training as a self-care skill that children have the opportunity to learn with the full support and non-judgemental concern of adults. Parents are asked to sign an Intimate Care consent form when their child starts Nursery **(see Appendix 3)**

Procedures

Key staff are aware of the young children in their care who are in nappies or 'pull-ups' and those children who have occasional accidents.

Young children should wear 'pull-ups' or other types of training pants as soon as they are comfortable with this and their parents agree.

We have a changing station in Nursery which may be used to lay young children down on if they need to be changed. Our changing area is warm, with no bright lights shining down in children's eyes. Each child's bag is collected before changing so their nappies, pull ups and changing wipes are to hand.

The Nursery teacher and Teaching Assistants are responsible for changing children in our Nursery.

Our staff put on gloves and aprons before changing starts and the areas are prepared. New gloves are used each time a new child is changed.

All our staff are familiar with our hygiene procedures and carry these out when changing nappies.

Our staff never turn their back on a child or leave them unattended whilst they are being changed.

We are gentle when changing; we avoid pulling faces and making negative comments about 'nappy contents'.

In addition, we ensure that nappy changing is relaxed and a time to promote independence in young children.

We encourage children to take an interest in using the toilet.

We encourage children to wash their hands, and have soap and towels to hand. They should be allowed time for some play as they explore the water and the soap.
Children access the toilet when they have the need to and are encouraged to be independent.

We dispose of nappies and pull ups hygienically. Any soil (faeces) in nappies or pull ups is flushed down the toilet and the nappy or pull up is bagged and put in the bin. Cloth nappies, trainer pants and ordinary pants that have been wet or soiled are rinsed and bagged for parents to take home. However, please note that it may be necessary in some circumstances for staff to dispose of heavily soiled items.

Personal Care for older children – Key Stage 2
Achieving continence and independence in toileting is one biggest milestones for children. However, for a number of reasons some children may not manage to achieve this. The target should be to aim for the highest levels of independence possible for each child according to their abilities and medical needs.

For children with ongoing needs there will be a point as they enter the upper key-stages, for their dignity and self-esteem, when parents, school and relevant health professionals (Occupational Therapist) will need to discuss on-going needs and the provision of appropriate equipment such as hygiene toilet or seat to support with cleaning and selfcare tasks.

By the time children leave primary school – their ongoing care needs should be assessed and support/equipment appropriate for their age/abilities identified so these can be in place ready for transition.

Parent/Carer Responsibility
Parents/carers should provide spare nappies, cleaning wipes, underwear and spare clothing. Children with on-going incontinence will be entitled to nappies supplied through the continence services – this should be discussed with the GP practice.

It is important to develop a consistent approach between home and school. Therefore parents, schools and other professionals such as school nurses and specialist health visitors need to work together in partnership. In some circumstances, it may be appropriate to set up a home to school agreement or management plan that defines the responsibilities for each partner. The aim should be to work towards the earliest possible or the maximum levels of independence with toileting.

Appendix 1	
Personal Intimate Care and Toileting Plan To be completed by SENCo alongside parent/carers	
Name of Child:	Date of Birth:
Year Group & Class:	Class Teacher:
Support Staff/Key Worker:	Members of Staff who will carry out tasks:
Medical Condition (if applicable):	
Prescribed Medication & Method of Application:	
Details of care/procedures required & how often during the school day:	
Where will the tasks be carried out and what equipment/resources will be required to safely carry out the procedures:	
Infection Control and Disposal procedures in place:	
Actions that will be taken if any concerns arise:	
Parent's responsibility to provide:	
Additional Information:	
Other professionals involved in care/advisory role: (School Nurse, Health Visitor, Specialist Nurse, OT/Physio, SEND Staff)	

I/We have read the Intimate Care/Toileting Policy provided by the educational setting that my child attends. I/We give permission for the named member(s) of staff to attend to the care needs of my/our child and are in agreement with the procedures proposed.	
Parent/Carer Name:	Parent/Carer Signature:
SENCo Signature:	Date:

Appendix 2

Toileting & Intimate/Personal Care Log

Pupil Name:			Class:	
Date	**Time**	**Details of the type of Care Carried out.** (toileting, nappy change, other intimate/personal care task)	**Carried out by**	**Signature**

Appendix 3

Toileting Needs & Permission for School to Provide Intimate Care (Early Years)

Name of Child:

Date of Birth:

Toileting Needs (please tick as appropriate):

My child is in nappies/pull ups ☐

My child uses the potty ☐

My child uses the toilet ☐

Please note, it is parent/carers responsibility to provide Lanchester EP Primary School with any nappies or wipes my child requires.

Children who are not in nappies/pull ups should also have a bag of spares in school in case of accidents. Where possible, any soiled clothing will be returned to parents, however, it may be necessary for staff to dispose of heavily soiled items.

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). *I understand that if school is unable to get in contact with anyone on my child's behalf, if my child needs intimate care,* ***staff are legally obliged to provide this care****, as it is considered abuse/neglect to leave a child in a soiled/wet nappy/pad for any length of time.*	☐

Parent/Carer Name:	Parent/Carer Signature:

Date: