



Intimate Care Policy

For the Academies within TAMAT

This Intimate Care Policy was approved and adopted by the Trust Board in Summer 2025
It will be reviewed in Summer 2026
Version 25.0

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Statement of intent

Crawley Ridge Infant School takes the health and wellbeing of its pupils very seriously. As described in the Supporting Pupils with Medical Conditions Policy, the school aims to support pupils with physical disabilities and illnesses to enable them to have a full and rich academic life whilst at the school.

The governing board recognises its duties and responsibilities in relation to the Equality Act 2010, which states that any pupil with an impairment affecting their ability to carry out normal day-to-day activities must not be discriminated against.

We believe that all children have the right to be treated with courtesy, dignity and respect, and to be able to access all aspects of the curriculum. Some children may require assistance or experience difficulty with intimate care tasks, especially toileting. This policy gives details of the principles and procedures we have in place when personal/intimate care is required.

1. Legal framework

This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Children and Families Act 2014
- Education Act 2011
- Health Act 2006
- Equality Act 2010
- DfE (2024) 'Keeping Children Safe in Education'

This policy operated in conjunction with the following school policies:

- Health & Safety Policy
- Supporting Pupils with Medical Conditions Policy
- First Aid Policy
- Safeguarding Policy
- Staff Code of Conduct
- Whistleblowing Policy

2. Definitions

For the purposes of this policy, intimate care is defined as any care which may involve the following:

- Washing
- Touching
- Carrying out an invasive procedure
- Changing a child who has soiled themselves
- Helping a child to change their clothes
- Providing oral care
- Feeding
- Assisting in toilet issues
- Providing comfort to an upset or distressed pupil

Intimate care tasks are associated with bodily functions, body products and personal hygiene that demand direct or indirect contact with, or exposure of, the genitals.

Examples of intimate care include support with dressing and undressing (underwear), changing incontinence pads, nappies or medial bags such as colostomy bags, menstrual hygiene, helping someone use the toilet, or washing intimate parts of the body.

Pupils may be unable to meet their own care needs for a variety of reasons and will require regular support.

3. Principles

We recognise that children may be affected by a wide range of conditions and personal needs during their time in school, both long term and short term. We recognised that we have an obligation to meet the needs of children who may have delayed personal development. All children will be treated with respect and dignity when intimate care is given. No child should be attended to in a way that causes distress, embarrassment or pain, and a high level of privacy, choice and control will be given to them. We are committed to providing pupils with support with intimate care needs to ensure their welfare and to help enable them to access the curriculum without impediments. We seek to create the best possible conditions to foster a school community that values the uniqueness of each individual and minimises any barriers so that the potential of everyone is realised, in accordance with the Equality Act 2010.

At (name) school, we are committed to safeguarding and promoting the welfare of children and young people. We expect all staff and volunteers to share this commitment.

4. Health and Safety

The Health and Safety Policy lays out specific requirements for cleaning and hygiene, including how to deal with spillages, vomit and other bodily fluids.

Any member of staff that is required to assist a pupil with changing a medical bag will be trained to do so and will carry out the procedure in accordance with the Supporting Pupils with Medical Conditions Policy.

School will provide disposable aprons and gloves for the purpose of assisting a pupil in the toilet or while changing a nappy, incontinence pad or medical bag.

Soiled nappies, incontinence pads and medical bags will be securely wrapped and disposed of appropriately.

Where one pupil requires intimate care or toileting support, nappies, incontinence pads and medical bags will be disposed of appropriately either in a nappy bin, medical bin or double bagged in nappy sacks in an ordinary bin.

The changing area or toilet will be left clean. Hot water and soap will be available to wash hands. Paper towels/hand dryer will be available to dry hands.

5. Staff and facilities

Staff members who provide intimate care will be suitably trained, and will be made aware of what is considered good practice.

Suitable equipment and facilities will be provided to assist pupils who need special arrangements following assessment from a physiotherapist or occupational therapist. This may include the following:

- Adjustable bed
- Changing mat
- Non-slip step
- Cupboard
- Adapted toilet seat or commode seat
- Hoist
- Swivel mat
- Disposable gloves/aprons
- Nappies, pads and medical bags
- Tissue rolls (for changing mat/cleansing)
- Supply of hot water
- Soap
- Barrier creams
- Antiseptic cleanser for staff
- Antiseptic cleanser for the changing bed/mat
- Clinical waste bin
- Spillage kit

Mobile pupils will be changed while standing up. Pupils who are not mobile will be changed on a purpose-built changing bed or changing mat on the floor.

Staff will be supported to adapt their practice in relation to the needs of individual pupils, taking into account developmental changes such as the onset of puberty or menstruation.

6. School responsibilities

Arrangements will be made with a multi-agency to discuss the personal care needs of any pupil prior to them attending the school.

Where possible, pupils who require intimate care will be involved in planning for their own healthcare needs wherever possible, with input from parents welcomed.

In liaison with the pupil and parents, an individual intimate care plan will be created to ensure that reasonable adjustments are made for any pupil with a health condition or disability.

Regular consultations will be arranged with all parents and pupils regarding toilet facilities.

The privacy and dignity of any pupil who requires intimate care will be respected at all times. A qualified member of staff will change the pupil or assist them in changing themselves if they become wet, or soil themselves. Any pupil with wet or soiled clothing will be assisted in cleaning

themselves and will be given spare clothing, nappies, pads, etc., as provided by the parents. When doing intimate care, there will always be 2 members of staff present.

Staff should bear in mind the following principles

- Children and young people have a right to feel safe
- Children and young people have a right to an education and schools have a duty to identify and remove barriers to learning and participation for pupils of all abilities and needs
- Children and young people should be respected and valued as individuals
- Children and young people have a right to privacy, dignity and a professional approach from staff when meeting their needs
- Children and young people have the right to information and support to enable them to make appropriate choices
- Children and young people have the right to be accepted for who they are, without regard to their gender, ability, race, culture or beliefs
- Children must have the right to express their views and have them heard. Schools must have complaints procedures that children and young people can access
- A child/ young person's intimate/ personal care plan/ EHCP should be designed to lead to independence

We aim to promote personal development, so that children will feel confident and self-assertive. Young people who feel their bodies belong to them are less vulnerable to sexual abuse.

Religious and cultural values must always be taken into account when making arrangements for managing intimate/ personal care needs for children.

Members of staff will react to accidents in a calm and sympathetic manner. Accurate records of times, staff, and any other details of incidents of intimate care will be kept in a Record of Intimate Care Intervention, and they will be stored somewhere that is easily accessible to staff but is locked away.

Members of staff use a positive approach. They should speak to the child by name and explain to the child what is happening in a straightforward and reassuring manner. They should ask the child's permission before undressing them if they are unable to do so unaided, and the child should be encouraged to undertake as much of the procedure for themselves as possible, including washing intimate areas and dressing/ undressing. If a child refuses and this is consistent behaviour and still needs changing the parent must sign and agree to over-riding their child's decision.

Arrangements will be made for how often the pupil should be routinely changed if the pupil is in school for a full day, and the pupil will be changed by a designated member of staff with another staff member present. A minimum number of changes will be agreed.

Parents will be contacted if the pupil refuses to be changed, or becomes distressed during the process.

Excellent standards of hygiene will be maintained at all times when carrying out intimate care.

7. Parental responsibilities

Parents will change their child, or assist them in going to the toilet, at the latest possible time before coming to school.

Parents will provide spare nappies, incontinence pads, medical bags, wet wipes and a change of clothing in case of accidents.

A copy of this policy will be read and signed by parents to ensure that they understand the policies and procedures surrounding intimate care.

Parents will inform the school should their child have any marks or rashes.

Parents will come to an agreement with staff in determining how often their child will need to be changed, and who will do the changing.

8. Safeguarding

Staff members working directly with children will receive safeguarding training as part of their mandatory induction, in line with the Safeguarding Policy.

Intimate care is a regulated activity; therefore, only members of staff who have an enhanced DBS certificate with a barred list check are permitted to undertake intimate care duties.

Wherever possible, staff involved in intimate care will not be involved in the delivery of sex education to the pupils in their care as an extra safeguard to both staff and pupils involved.

Individual intimate care plans will be drawn up for pupils as appropriate to suit the circumstances of the pupil.

Each pupil's right to privacy will be respected. Careful consideration will be given to each pupil's situation to determine how many carers will need to be present when the pupil requires intimate care.

If any member of staff has concerns about physical changes to a pupil's presentation, such as marks or bruises, they will report the concerns to the DSL immediately.

Special consideration will be taken to ensure that bullying and teasing does not occur.

9. Swimming

Pupils in Years 3 to 6 participate in swimming lessons onsite: during these lessons, pupils are entitled to privacy when changing; however, some pupils will need to be supervised during changing.

Parental consent will be obtained before assisting any pupils in changing clothing before and after swimming lessons.

Details of any additional arrangements will be recorded in the pupil's individual intimate care plan.

10. Offsite visits

Before offsite visits, including residential trips, the pupil's individual intimate plan will be amended to include procedures for intimate care whilst off the school premises.

Staff will apply all the procedures described in this policy during residential and off-site visits.

Meetings with pupils away from the school premises, where a chaperone is not present, will not be permitted, unless approval has been obtained by the headteacher.

Consent from a parent will be obtained and recorded prior to any offsite visit.

11. Toilet training

Members of staff providing care will inform another member of staff prior to taking a pupil to be changed or to use the toilet.

Where potties are used, they will be emptied immediately and cleaned with an anti-bacterial spray. The potty or toilet is checked to assess whether it is clean before use and toilet paper is well stocked.

Gloves and aprons are provided for use between each change and the area should be prepared to ensure it is clean and suitable for use. Gloves must be worn at all times when changing nappies, and during any instances where the member of staff could come into contact with bodily fluids.

All pupils will be accompanied to the toilet and will be appropriately supervised and supported during the toilet training stage. Staff will be sensitive and sympathetic when changing pupils and will not make negative facial expressions or negative comments. Pupils' efforts will be reinforced by praise where appropriate.

Staff are required to ensure that soiled/wet nappies are changed as soon as possible. Where pupils are left in soiled nappies and/or clothes, this will be dealt with in line with the TAMAT Disciplinary Policy and Procedure.

Pupils will be encouraged to wash their hands with soap and warm water, with assistance provided where necessary.

If a pupil has a toileting accident, they will be offered assistance to change or be changed by a member of staff regardless of their age.

To build independence, pupils will be encouraged to replace their own clothes and flush the toilet, if they are capable of doing so.

Parents are consulted on the approach to toilet training their pupil to ensure there is consistency with the approach at home. Pupils' progress is discussed at handover with parents. If any pupil is struggling with toilet training techniques or has any issues, e.g. a rash, this will be discussed with the headteacher and the pupil's parents and a referral to the school nurse may be made.

12. Monitoring and review

This policy is reviewed every two years by the Trust Inclusion Leader, headteacher and the DSL.

All changes are communicated to relevant stakeholders.

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Toilet Management Plan

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|--|--|-----------------------------|--|
| Pupil's name: | | Class/year group: | |
| Name of personal assistant: | | | |
| Date: | | Review date: | |
| Area of need | | | |
| | | | |
| Equipment required | | | |
| | | | |
| Locations of suitable toilet facilities | | | |
| | | | |
| Support required | | Frequency of support | |
| | | | |

Working towards independence

| Pupil will try to | Staff will | Parents will | Target achieved date |
|-------------------|------------|--------------|----------------------|
| | | | |

Signed _____ Parent

Signed _____ Staff

Signed _____ Second member of staff

Signed _____ Pupil (where appropriate)