Intimate Care Policy

Kenilworth Primary School

Our Vision

'High Aspirations Today, Inspiring the Leaders of Tomorrow.'

Approved by:	Katherine Sampson	**Date:** November 2026
Last reviewed on:	November 2026	
Next review due by:	November 2027	

Contents

1. Aims 2
2. Legislation and statutory guidance 2
3. Role of parents/carers 2
4. Role of staff 3
5. Intimate care procedures 4
6. Monitoring arrangements 6
7. Links with other policies 6
Appendix 1: template intimate care plan 7
Appendix 2: template parent/carer consent form 8

---

1. Aims

This policy aims to ensure that:

- Intimate care is carried out properly by staff, in line with any agreed plans
- The dignity, privacy, rights and wellbeing of every child are safeguarded
- Pupils who require intimate care are not discriminated against, in line with the Equality Act 2010
- Parents/carers are assured that staff are knowledgeable about intimate care and that the needs of their child are taken into account
- 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

Intimate care refers to any care that involves toileting, washing, changing, touching or carrying out an invasive procedure to children's intimate personal areas.

2. Legislation and statutory guidance

This policy complies with the Department for Education (DfE) statutory safeguarding guidance:

- Keeping Children Safe in Education
- Early Years Foundation Stage (EYFS) statutory framework

3. Role of parents/carers

3.1 Seeking parental permission

For children who need routine intimate care (e.g., for nappy changes or toileting accidents), parents will be asked to:

- Sign a consent form
- Provide an adequate supply of necessary items (e.g., nappies, wipes, creams, changes of clothing)

For children who need routine or occasional intimate care (e.g., for toileting or toileting accidents), parents/carers will be asked to sign a consent form.

For children whose needs are more complex or who need particular support outside of what's covered in the consent form (if used), an intimate care plan will be created in discussion with parents/carers (see section 3.2 below).

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/carers 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/carers afterwards.

3.2 Creating an intimate care plan

Where an intimate care plan is required, it will be agreed in discussion between the school, parents/carers, the child (where possible) and any relevant health professionals.

The school will work with parents/carers 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/carers will be consulted.

The plan will be reviewed twice a year, even if no changes are necessary, and updated whenever there are changes to a pupil's needs.

See appendix 1 for a template plan.

3.3 Sharing information

The school will share information with parents/carers as needed to ensure a consistent approach. Parents/carers are expected to also share relevant information regarding any intimate matters as needed.

4. Role of staff

4.1 Which staff will be responsible

Any roles who may carry out intimate care will have this declared. This includes teaching assistants and nursery nurses.

No other staff members can be required to provide intimate care.

All staff at the school who carry out intimate care will have been subject to an enhanced Disclosure and Barring Service (DBS) with a barred list check before appointment, as well as other checks on their employment history.

The Early Years Lead will:

- Oversee the implementation of this policy
- Ensure staff receive appropriate training and support
- Oversee the development of individual intimate care plans
- Act as a point of contact for parents/carers/staff regarding intimate care concerns

4.2 How staff will be trained

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 also be encouraged to seek further advice as needed.

5. Intimate care procedures

During nappy changes, toileting and any intimate care procedure, Kenilworth Primary School will balance children's privacy with safeguarding and support needs.

5.1 Staffing

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

- For routine nappy changes and toileting accidents in Early Years, one member of staff will be present with each child, with another staff member informed and nearby
- For toileting accidents (older children): Two members of staff are needed to:
    - Safely handle a child who needs to be assisted
    - Use equipment such as hoist
- If there is a known risk of false allegations by the pupil, two members of staff will be present
- For complex needs, as specified in the individual care plan, two members of staff will be present as they may require manual handling
- A risk assessment will be completed for each child requiring regular intimate care support. This will identify any specific risks and the control measures needed to keep both the child and the staff safe. Risk assessments will be reviewed alongside the intimate care plan.

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.

5.2 Arrangements

Procedures will be carried out in the child's classroom toilet cubicle. They will be helped to change his/her clothes as discretely as possible.

Before going to perform intimate care on a child, the member of staff allocated to that child will inform another member of staff of where they are going and leave doors open as much as privacy allows. Where possible, they should be within earshot of other members of staff, but the comfort and care of the child should be the priority when choosing a location.

When carrying out procedures, the school will provide staff with:

Protective gloves, cleaning supplies, changing mats and bins.

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.

Instances of intimate care are recorded (including date/time, staff involved, any relevant observations such as skin integrity) and reported to parents/carers.

5.3 Concerns about safeguarding

If a member of staff carrying out intimate care has concerns about physical changes in a child's appearance (e.g., marks, bruises, soreness), they will report this using the school's safeguarding procedures.

Any concerns about the safety or welfare of a pupil will be reported immediately to the local authority's children's social care team.

If a child is hurt accidentally or there is an issue when carrying out the procedure, the staff member will report the incident immediately to the DSL.

If a child makes an allegation against a member of staff, the responsibility for intimate care of that child will be given to another member of staff as quickly as possible and the allegation will be investigated according to the school's safeguarding procedures.

Where the school notices an increasing pattern of soiling instances, it will first hold a meeting with parents/carers and with any other relevant individuals, such as medical professionals involved with the child to discuss why this might be occurring, and how to help the child. If the pattern continues, the school's designated safeguarding lead (DSL) will be notified. If there is other evidence which indicates a safeguarding concern, the DSL may contact the local authority designated officer (LADO), who will consider whether there is a safeguarding issue.

5.4 Specific procedures for nappy changing in nursery/early years

- Staff wash hands and put on disposable gloves
- Nappy changing takes place in toilet cubicles in classroom or, if required, in the disabled toilets
- Lay the child on the changing mat, remove soiled nappy, clean child, dispose of nappy in designated bin, apply fresh nappy if needed and wash hands
- The changing mat is cleaned with antibacterial spray after each use
- Changing and disposal of soiled items
- Each change is recorded in the changing log with date, time, staff member and any observations.

5.5 Specific procedures for toileting accidents

Where pupils are starting school without having been toilet-trained, staff will work with the pupil's parents/carers to agree on a care plan.

The school will record the number of soiling incidents in school and liaise with the pupil's parents/carers about:

- The outcomes of relevant medical appointments attended by the child
- Whether there is a change in the pattern of soiling incidents, at home or at school
- Whether the current plan is working

Procedures:

- Staff will support the child in changing their soiled clothes. We will endeavor to encourage them to be as independent as possible.
- A changing log is kept to record every child who is changed
- The child will be changed in a place that respects their privacy
- The adults involved when changing a child will include staff known to the child.
- Supply teachers, students, volunteers and staff who do not regularly cover will not be involved in this process
- The member of staff who is to change the child will first inform another member of staff in the room of their intention

- The child will be taken to the classroom toilet cubicle and helped to change his/her clothes as discretely as possible. All wet or soiled clothes will be placed in a plastic bag and attached to the child's bag ready to go home.
- Practitioners are trained in safeguarding and understand the balance between protecting the privacy of the child whilst being open with the staff team about their intimate care intentions. They will talk to the child at the appropriate level as they support them and interact appropriately e.g., by explaining their actions or reassuring the child
- Where the child has had a bowel motion, the child will be assisted to clean him or herself up. The child will be made as clean as possible without causing discomfort or distress
- The child will be reassured at all times and not made to feel embarrassed or ashamed
- In situations where the child is becoming upset, is reluctant to be helped, or is in need of a bath or shower, the parents may be called
- Parents will be informed discretely when they collect their child
- School clothing loaned will be expected to be washed, dried and returned to school

5.6 Management of menstrual care

All staff will be sensitive to the fact that:

Girls at our school may start to menstruate

- While there is no shame or stigma attached to this, those pupils may wish to deal with it discreetly.

The school will offer sensitive and practical information to pupils about:

- Where the sanitary products are
- How to use and dispose of them correctly

Period products available to pupils can be found in the Year 6 toilets and the office. Pupils are able to access these themselves from a basket within the Year 6 toilets and staff can access discreetly on behalf of pupils from the office. Products available include sanitary towels.

Staff will not directly assist with the physical act of changing sanitary products.

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

6. Monitoring arrangements

This policy will be reviewed by the Headteacher and Early Years Lead every year. At every review, the policy will be approved by the headteacher.

7. Links with other policies

This policy links to the following policies and procedures:

- Accessibility plan
- Child protection and safeguarding
- Health and safety
- SEND
- Supporting pupils with medical conditions
- PSHE Policy

Appendix 1: template intimate care plan

PARENTS/CARERS	
Name of child	
Type of intimate care needed	
How often care will be given	
What training staff 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	
Name of senior member of staff responsible for ensuring care is carried out according to the intimate care plan	
Name of parent or carer	
Relationship to child	
Signature of parent or carer	
Date	
CHILD	
How many members of staff would you like to help?	
Do you mind having a chat when you are being changed or washed?	
Signature of child	
Date	

This plan will be reviewed twice a year.

Next review date:

To be reviewed by:

Appendix 2: template parent/carer consent form

PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE	
Name of child	
Date of birth	
Name of parent/carer	
Address and contact details	
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(s) 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(s), 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/carer signature	
Name of parent/carer	
Relationship to child	
Date	