Little Digmoor Primary School

Intimate Care Policy

Agreed by Governing Board on December 2026 Policy will be reviewed by September 2027

1. Introduction

At Little Digmoor Primary School, we are committed to safeguarding and promoting the welfare, dignity and wellbeing of all pupils. This policy reflects our responsibilities under the Education Act 2002, the Equality Act 2010, Keeping Children Safe in Education (DfE, 2025) and Working Together to Safeguard Children (2025).

Intimate care is a routine part of supporting some children and includes any care involving washing, dressing, toileting, continence care, menstrual management, or assistance with personal hygiene that children would normally carry out themselves but are unable to manage due to age, developmental stage, disability, medical needs or special educational needs.

The school recognises that staff providing intimate care are placed in a position of trust and will always carry out their duties professionally, respectfully and sensitively. Every child, regardless of age, gender, disability, religion, ethnicity or cultural background, will be treated with dignity and respect. The welfare of the child is always paramount, and no child should experience distress, embarrassment or discomfort when receiving intimate care.

This policy should be read alongside the school's:

- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Medical Needs Policy
- SEND Policy
- Positive Handling/Reasonable Force Policy
- Staff Code of Conduct
- Keeping Children Safe in Education (2026)
- Working Together to Safeguard Children (2025)

The school works closely with parents and carers to ensure consistency of care and effective communication regarding children's needs.

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2. Principles and Best Practice

All staff involved in intimate care will receive appropriate training, including safeguarding, moving and handling where required, infection control and health and safety procedures.

Staff providing intimate care will:

- Maintain the privacy, dignity and respect of every child.
- Explain what they are doing and seek the child's agreement wherever possible.
- Encourage independence and support children to do as much as they can for themselves.
- Use appropriate personal protective equipment (PPE), including disposable gloves and aprons where necessary.
- Record significant incidents and communicate appropriately with parents and carers.

- Respect cultural, religious and family values while ensuring children's needs are met safely.

Children requiring regular intimate care will have an agreed Care Plan, Toileting Plan or SEND Support Plan, developed in partnership with parents/carers and relevant professionals. Plans will include appropriate risk assessments covering moving and handling, personal care arrangements and safeguarding considerations.

Where a child requires occasional assistance and no care plan is in place, parents/carers will be informed on the same day. Information relating to intimate care will be treated confidentially and shared only with those who need to know.

Where practical, staff will inform another member of staff before providing intimate care. The school recognises the importance of balancing safeguarding arrangements with a child's right to privacy and dignity.

To minimise the risk of over-familiarity, wherever possible a small team of staff known to the child will share intimate care responsibilities. Staff providing intimate care must be employed by the school and subject to appropriate safeguarding checks.

The school will consider gender preferences wherever possible. However, staffing constraints may occasionally mean that care is provided by a member of staff of the opposite gender. Such arrangements will always prioritise the child's safety, dignity and wellbeing.

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3. Safeguarding and Child Protection

The school acknowledges that children with special educational needs and disabilities may be particularly vulnerable to abuse and therefore require additional safeguarding consideration.

All staff must remain vigilant when providing intimate care and follow the school's safeguarding procedures at all times.

Where appropriate, children will be taught personal safety skills and encouraged to communicate concerns about their care.

If a member of staff notices:

- Unexplained marks, bruises, soreness or injuries;
- Changes in behaviour;
- Signs of distress during intimate care; or
- Any indication that a child may be at risk of harm,

They must report the concern immediately to the Designated Safeguarding Lead (DSL) Mrs Hardwick or, in their absence, the Deputy DSL/Headteacher – Mrs Hardwick. A written record will be completed and appropriate safeguarding procedures followed.

If a child expresses discomfort concerning a particular member of staff, this will be taken seriously and investigated promptly by the Headteacher. Parents/carers will be informed, and care arrangements reviewed as necessary to ensure the child's welfare remains the priority.

Any allegation made against a member of staff will be managed in accordance with statutory safeguarding procedures and the school's Managing Allegations Policy.

Staff who have concerns regarding the conduct or practice of a colleague must report these concerns immediately to the Headteacher or Chair of Governors – Ms J Hill - where appropriate.

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4. Physiotherapy

Where a child requires physiotherapy during the school day, this should normally be delivered by a qualified physiotherapist.

If a member of school staff is required to support a physiotherapy programme, this must be:

- Agreed within the child's Care Plan or SEND Support Plan.
- Demonstrated by a qualified physiotherapist.
- Supported by written guidance.
- Reviewed regularly.

Staff must never devise or implement physiotherapy programmes independently. Any concerns relating to equipment, techniques or a child's response to treatment must be reported immediately to the physiotherapist and relevant school leaders.

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5. Medical Procedures

Some children may require assistance with medical procedures, including management of catheters, colostomy bags, medication or other healthcare needs.

These procedures will only be carried out:

- In accordance with an agreed Healthcare Plan.
- With parental consent where appropriate.
- By staff who have received appropriate training and competency assessment.

All first aid procedures must be undertaken by appropriately trained staff. Where intimate examinations are required as part of emergency first aid, another adult should be present where possible, while maintaining the child's dignity and privacy.

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6. Therapeutic Touch and Massage

Therapeutic touch or massage may form part of programmes recommended by appropriately qualified therapists to support children with complex needs.

Any massage delivered by school staff will:

- Form part of an agreed therapeutic programme.
- Follow professional guidance.
- Normally be limited to areas such as hands, feet or face.
- Be carried out only by trained staff.

The purpose of massage will always be educational, therapeutic or sensory, and never recreational.

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7. Record Keeping

Accurate records provide an important safeguard for both children and staff.

A written record will be maintained whenever:

- Intimate care is provided regularly.
- Physiotherapy support is delivered.
- Significant incidents occur.
- Concerns arise regarding a child's wellbeing.

Records should include:

- Date and time.
- Nature of support provided.
- Staff involved.
- Any concerns, observations or changes in behaviour.
- Communication with parents/carers where relevant.

Records will be stored securely in accordance with the school's data protection procedures and may be recorded on CPOMS or within the child's confidential file.

For pupils who require regular toileting support, an agreed Toileting Plan will be completed, shared with relevant staff and signed by parents/carers. The plan will be reviewed annually or sooner if a child's needs change.

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8. Partnership with Parents and Carers

The school values strong partnerships with parents and carers and recognises their essential role in planning and supporting intimate care arrangements.

Parents/carers will:

- Be involved in developing care plans and toileting plans.
- Be informed of any significant concerns or changes in their child's needs.
- Have opportunities to review care arrangements regularly.
- Be treated with sensitivity and respect in discussions regarding intimate care.

Open communication between school and home helps ensure children's needs are met consistently, safely and with dignity.

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9. Monitoring and Review

The Headteacher and Governing Body are responsible for ensuring this policy is implemented consistently and effectively.

This policy will be reviewed annually, or sooner if there are changes to statutory guidance, safeguarding requirements or school practice.

Approved by Governing Body: December 2026

Chair of Governors: J Hill

Headteacher: J Hardwick

Date: November 2026

Review Date: November 2027