



Longmoor

Community Primary School

Together we grow, explore, discover.

Intimate Care Policy

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**DETERMINATION
RESPECT INTEGRITY
VALOUR EXCELLENCE**

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Applies to:

- All staff;
- Volunteers;
- Supply/agency staff; and
- Visitors working with children on site or off site under school supervision.

Linked policies:

- Safeguarding & Child Protection;
- Staff Code of Conduct;
- Whistleblowing;
- Behaviour;
- Online Safety;
- SEND (including Accessibility Plan);
- Administration of Medicines;
- Health & Safety;
- First Aid;
- Educational Visits;
- Data Protection/Records Management;
- Complaints

1. Policy Statement and Scope

Longmoor Community Primary School is committed to safeguarding and promoting the welfare, dignity and privacy of every child. Intimate care is any personal care which involves direct or indirect contact with or exposure of a child's body and personal/private areas, or close proximity to a child in circumstances where assistance is required. This includes, but is not limited to: toileting and nappy changing, clothing changes, menstrual hygiene support, washing/cleaning following illness or soiling, application of prescribed creams, first aid and certain medical procedures set out in an Individual Healthcare Plan.

This policy sets out the principles, roles and risk-assessed procedures for meeting intimate care needs safely and respectfully from Nursery to Year 6, including wraparound care and trips.

2. Legal and Statutory Framework

This policy reflects and should be read alongside current statutory guidance, including:

- *Keeping Children Safe in Education (KCSIE)* (current version)
- *Early Years Foundation Stage (EYFS) statutory framework* (current version) – including requirements on hygiene, supervision, premises, staffing, training and information/records
- *Working Together to Safeguard Children*
- Equality Act 2010 (reasonable adjustments and non-discrimination)
- UK GDPR/Data Protection Act 2018 (data protection and records)

3. Principles

We will:

1. **Put children first:** the child's voice, best interests, safety, privacy, dignity and comfort are paramount.
2. **Promote independence:** encourage and scaffold self-care at the child's pace and stage of development; provide adaptive resources/reasonable adjustments where needed.
3. **Respect privacy with safeguarding:** provide appropriate privacy while ensuring children are within **sight or hearing** of staff and are safe at all times.
4. **Work in partnership:** agree approaches with parents/carers and, where appropriate, with health professionals; use written consent and plans where needs are ongoing.

5. **Apply safer working practice:** follow the Staff Behaviour/Code of Conduct, use professional language, and record any deviation from agreed plans.
6. **Be inclusive:** provide equitable, culturally sensitive care, including support with menstruation and continence; provide free period products and suitable disposal facilities.
7. **Be competent:** ensure trained, inducted staff provide intimate care; seek specialist training where required.
8. **Record and review:** keep accurate logs; review individual plans regularly; audit compliance as part of safeguarding culture.

4. Roles and responsibilities

Governing Board

- Approves the policy; seeks assurance that statutory requirements are met; receives termly safeguarding reports covering intimate care audit/record-keeping and any concerns/allegations trends.

Headteacher

- Ensures implementation, staffing, resources, training and supervision; ensures safe environment/equipment; oversees allegations management alongside DSL.

Designated Safeguarding Lead (DSL) and Deputies

- Lead on safeguarding, information sharing and referrals; quality assures logs and plans; ensures all staff know how to report concerns, including low-level concerns; ensures intimate care sits within whole-school safeguarding and early help.

SENDCo/Medical Needs Lead

- Coordinates assessments, reasonable adjustments and training for pupils with SEND/medical needs; aligns Intimate Care Plans with Individual Healthcare Plans/EHCPs.

Class Teachers/Key Persons

- Know pupils' needs; ensure plans/consents are in place; communicate with parents; ensure appropriate staff availability; maintain oversight of logs and equipment.

Support Staff/Named Intimate Care Staff

- Deliver intimate care as per this policy and any individual plan; maintain professional boundaries; complete records; report any concerns immediately.

All Staff and Volunteers

- Maintain professional curiosity; report safeguarding concerns or allegations immediately; follow infection control and health & safety procedures.

5. Safer Staffing, Competence and Supervision

- All intimate care is undertaken by staff with **enhanced DBS** clearance and role appropriate training.
- **Induction** for all staff includes safeguarding/child protection, code of conduct, whistleblowing, health & safety, emergency procedures, infection control and intimate care procedures.
- A **Paediatric First Aider** is available at all times children are on site and on trips; first aid is administered by trained staff and recorded.
- Ongoing **supervision and refresher training** are provided; specialist training is arranged where procedures are complex (e.g., catheterisation) and must be covered by written clinical guidance/competency sign off.
- The **DSL/line managers** conduct routine observations/spot checks for safe practice, respecting dignity and privacy.

6. Planning and Consent

- For **ongoing needs**, an **Individual Intimate Care Plan (IICP)** is agreed and signed by parents/carers, the school (teacher/key person, DSL/SENDCo as appropriate) and, where relevant, health professionals. Plans set out:
 - the child's specific needs and preferred approaches/language;

- location/equipment; staffing (including any two-adult requirement or visibility arrangements based on risk assessment);
 - PPE and hygiene measures; moving & handling arrangements; creams/medications (linked to the Administration of Medicines policy);
 - communication/consent with the child; strategies for distress/refusal;
 - recording requirements and review date.
- For **one-off incidents** (e.g., toileting accident), staff follow Section 7 and complete an **Intimate Care Log**, and parents are informed the same day.
 - Parents provide **written consent** for intimate care (see Appendix A). Consent may be withdrawn in writing and the plan will be reviewed.

7. Procedures

7.1 General Safeguards and Environment

- Intimate care takes place in a **clean, hygienic, appropriately equipped** area (e.g., changing bench with steps/guard, accessible toilet), with privacy screens/doors that ensure dignity **and** adult visibility/audibility.
- **Location visibility:** Doors are kept ajar or observation panels unobstructed where appropriate. Another adult is aware the procedure is taking place and is in the vicinity. Where a **two-adult** arrangement is specified by risk assessment/plan, this must be followed.
- **PPE** (gloves/apron) is worn; hands are washed before and after; surfaces/equipment are cleaned and dried after each use; waste is disposed of safely (Section 7.4).
- Staff use **age-appropriate language**, explain what they are doing, and seek ongoing, moment-to-moment **assent** from the child; support the child to do as much as they can independently.

7.2 Toileting and nappy changing

1. Prepare the area (PPE on; clean mat/bench; gather wipes, nappy sacks, spare clothes).
2. Encourage the child to assist with undressing/dressing and wiping where able; provide steps/rails as required.
3. Clean the child front to back with disposable wipes; apply prescribed creams only if named in the IICP/medicines consent.
4. Bag soiled nappies/wipes; double-bag if necessary; dispose of in the designated lidded bin; place soiled clothes in a sealed, labelled bag for home washing.
5. Clean and dry the surface/equipment; remove PPE safely; wash hands; record the intervention in the **Intimate Care Log**.

7.3 Menstruation

- Free period products are available discreetly in designated toilets. Provide guidance/support on use and disposal. Parents are informed sensitively if repeated support is required to agree a plan.

7.4 Infection Prevention, Waste and Laundry

- Disposable gloves and aprons are used for all intimate care. Changing surfaces are cleaned with approved disinfectant after each use. Nappy/sanitary waste is placed in tied nappy sacks and disposed of in the designated bin. Soiled clothing is sealed and returned to parents/carers the same day. The site team ensures regular emptying and appropriate waste contracts.

7.5 Distress, refusal or behaviour of concern

- If a child becomes distressed, staff pause, comfort, and seek assistance. If the child refuses, do not force; consider distraction, alternative staff, contacting the parent, and/or using a short-term risk plan. Record the incident and inform the class teacher/DSL.

7.6 Moving and handling

- Staff do **not** lift children onto benches unless trained and it is risk assessed. Use steps/height-adjustable benches wherever possible. Follow any individual moving-and-handling plan.

7.7 Trips, clubs and residentials

- Intimate care needs are risk assessed and planned in advance. Arrangements, facilities, staffing and consent are agreed with parents/carers and recorded in the visit risk assessment/IICP addendum.

8. Safeguarding, Concerns and Allegations

- Staff maintain **professional curiosity**. Any **marks, injuries, unusual behaviours or comments** noticed during intimate care are recorded factually and reported to the **DSL immediately**. Do not investigate; follow the Safeguarding & Child Protection policy.
- If a child makes a **disclosure**, listen, reassure, record verbatim key words, and inform the DSL immediately.
- Low-level concerns** about adults (including yourself) are reported promptly to the Headteacher/DSL in line with the Low-Level Concerns procedure. Concerns/allegations that meet the **harm threshold** are reported to the Headteacher who will liaise with the **LADO**; for allegations about the Headteacher, inform the Chair of Governors.
- Respect confidentiality and **share information** on a **need-to-know** basis to safeguard the child. Do not promise secrecy. Records will be stored securely.

9. Information and record-keeping

- The school maintains:
 - Intimate Care Logs** for one-off and routine interventions (child, date/time, reason, staff present, brief description, any concerns, parent informed).
 - Individual Intimate Care Plans** and related consent forms.
 - Training/competency records** for staff undertaking intimate care.
- Records are **accurate, timely and secure** (paper or digital) and retained in line with the school's records retention schedule. Where appropriate, information relevant to safeguarding may be held within or referenced from the **child protection file**.
- When a pupil transfers, relevant safeguarding information is transferred securely to the new setting; the intimate care plan/summary will be shared where necessary for continuity of care.

10. Environment, Equipment and Premises

- The site provides:
 - An **adequate number of toilets and hand basins** (with separate adult facilities).
 - Hygienic changing facilities** suitable for pupils who wear nappies or require changing, with appropriate storage for PPE and supplies.
 - Privacy with visibility**, e.g., observation panels/blinds as appropriate.
 - Readily available **spare clothing**, wipes and consumables; parents may be asked to supply preferred nappies/creams.
- Cleaning schedules include changing areas. Faults are reported and addressed promptly.

11. Equality, Diversity and Inclusion

- We make **reasonable adjustments** to remove barriers to self-care and participation (e.g., adapted toilets, step stools, visual supports, translation/interpreter support for parents). We avoid gender stereotyping; where possible we respect reasonable parental requests for a same-sex staff member, balanced against staffing and the child's best interests.

12. Communication with parents/carers

- For **one-off incidents**, parents/carers are informed the same day (phone call/collection time message) where proportionate and in the child's best interests.
- For **ongoing needs**, we operate a partnership approach through the IICP. Reviews are at least termly, or sooner if needs change.

13. Monitoring and Quality Assurance

- The DSL/SENDCo conducts **termly audits** of logs and plans, sampling practice and seeking child/parent feedback. Findings feed into safeguarding reports to governors and staff training.
- The Headteacher ensures **learning from incidents** is captured and, where necessary, updates to procedures/training are made.

14. Policy review

This policy will be reviewed annually or sooner following changes to statutory guidance, lessons learned from incidents, or site changes affecting facilities.

Appendix A – Parent/Carer Consent for Intimate Care

Dear Parents/Carers,

In order to best meet the needs of your child when they are with us, we would like to set up an agreement between yourselves and school with regard to intimate care. Intimate care is defined as tasks associated with bodily functions, body products and personal hygiene that demand direct or indirect contact with, or exposure of, the genitals, such as assisting children to clean themselves after a toileting/soiling accident.

Longmoor Community Primary School recognises the need for children to be treated with respect when intimate care is given, and the child's welfare and dignity is paramount. The staff providing intimate care are aware of the need to adhere to our Safer Working Practices guidance in order to minimise the risks for both the children and themselves. All staff are supported and trained so that they feel confident in their practice. Please refer to our intimate care policy on the school website for more information or speak to a member of our dedicated team.

Intimate Care Agreement

Name of Child	
I give permission for Longmoor Community Primary School to provide appropriate intimate care to my child.	
Name of Parent / Carer	
Signature:	
Date:	
For more information, please see our Intimate Care Policy which is published on our website.	

Appendix B – Individual Intimate Care Plan (IICP) (template)

1. Pupil details

Child's Name		Class (Teacher)	
Date of Birth		SEN Status (K / E)	
Medical Information / Allergies			

2. Key Contacts

	Name	Telephone Number	Parental Responsibility
1			
2			
3			

3. School Contacts

Role	Name
SENCo	
Designated Safeguarding Lead	
Adults most likely to provide intimate care	

4. Summary of intimate care needs

Toileting / continence care (e.g., prompts, assistance, changing)		Changing clothes (incl. wet/soiled)	
Washing / showering / bathing		Catheter / stoma care (Health Specific Plan)	
Menstrual care		Other (describe):	

5. Level of independence:

What the child can do independently:	
What the child needs help with:	
Agreed prompts/visuals/communication supports:	

Voice of the Child (language, privacy, routines, comfort items)

6. Routine Procedures (Step-by-Step)

For **each** task, complete a row. Add rows as needed.

Task (e.g., toilet change)	Typical Times/Triggers	Location	Role of Staff Member 1	Role of Staff Member 2	Equipment & PPE	Dignity & privacy measures

7. Safeguarding, Dignity & Respect

- Maintain the child's dignity at all times (privacy screens/doors, respectful language).
- Obtain verbal consent/assent for each episode; if the child refuses, follow escalation below.
- If the child becomes distressed, in pain, or there is a change in presentation, stop and inform parent/carer and DSL as appropriate.
- Any marks/injuries noticed must be recorded and reported to the DSL following policy.
- Where possible and appropriate, match staff to child's expressed preferences (e.g., same-sex carer).
- Ensure compliance with school safer working practice (e.g., door ajar/visible panels as per policy).

8. Escalation route if the child refuses care or a concern arises:

1. Reassure/offer alternatives →
2. Contact parent/carer →
3. Inform SENCo and DSL →
4. Follow safeguarding/medical procedures.

9. Infection control & hygiene

- PPE required: ☐ Gloves ☐ Apron ☐ Other:
- Hand hygiene before and after care for staff and child where possible.
- Waste disposal: ☐ Clinical ☐ General ☐ Nappy/sanitary bins — collection schedule:
- Laundry arrangements (bagging/labeling/sending home):

10. Moving & handling (if applicable)

- ☐ Not applicable
- Equipment (hoist/sling/shower chair):
- Individual Moving & Handling Plan Needed: Yes / No (If yes, speak to Headteacher regarding Manual Handling)

11. Emergency & exceptional procedures

- Child appears unwell during care (e.g., diarrhoea, vomiting, pain): stop, notify parent/carer, follow school illness policy.
- Injury/skin breakdown noted: record, first aid if required, inform parent/carer and DSL, consider healthcare referral.

12. Consent & agreement

Parent/carer consent

I consent to the agreed intimate care procedures outlined in this plan. I will inform the school of any changes to my/our child's needs.

Name	Signature	Date

School Representative

Name	Signature	Date

Appendix C – Intimate Care Log (Template)

Name of Child	
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Date	Time	Location	Reason	Staff Present	Summary of Care	Comments	Actions	Parents Informed (Y or N)	Initials
Xx/yy/zz	Zz:xx								

Intimate Care Information for Parents and Carers

A simple guide to how we support children with personal care needs in school

What is Intimate Care?

Intimate care includes any help your child may need with personal tasks such as:

- Using the toilet
- Nappy changing
- Changing clothes
- Cleaning after a toileting accident
- Menstrual hygiene
- Applying prescribed creams
- Certain medical or care tasks agreed with health professionals

Our aim is always to help children become confident and independent at their own pace.

Our Commitment to your Child

We will always:

Protect Dignity and Privacy:

Care is given respectfully and calmly. Children's views are listened to, and we explain what we are doing at each step.

Keep Children Safe

All intimate care is carried out by **trained staff with enhanced DBS checks**, following clear safeguarding procedures.

Promote independence

Children are encouraged to do as much as they can themselves, with gentle guidance and support.

Work in partnership with families

We keep you informed, seek your consent, and work together to support your child's needs.

When does my child need a care plan?

If your child needs **regular or ongoing support**, the school will work with you to create an **Individual Intimate Care Plan (IICP)**.

This sets out:

- What support your child needs
- Who will provide it
- How we will maintain dignity and comfort
- Any medical or hygiene routines
- How we will communicate with you

You will be asked to sign the plan and review it regularly with us.

How are one-off accidents handled?

We understand that accidents happen!

If your child needs unplanned help with toileting or changing:

- A trained member of staff will support them
- We will ensure they are comfortable, clean and reassured

- You will be informed the same day
- Soiled clothing will be sent home in a sealed bag

Who provides intimate care?

Only **staff members who are trained, supervised and DBS-checked** will carry out intimate care.

A second member of staff will be aware the care is happening, in line with safeguarding expectations.

How do you keep children safe?

We follow strict procedures to protect children and staff:

- Staff use gloves and aprons
- Changing areas are clean and hygienic
- Doors remain slightly open or visibility panels are used (where appropriate)
- Any concerns, marks or changes in behaviour are reported to the Designated Safeguarding Lead immediately

Safeguarding is always our highest priority.

What if my child becomes upset or refuses care?

We never force care.

If a child is distressed, we will:

1. Comfort and reassure them
2. Try alternative approaches
3. Contact you if needed
4. Follow any agreed plan

Their wellbeing always comes first.

How can parents help?

You can support us by:

- Providing spare clothes (if needed)
- Informing us of any changes in medical or toileting needs
- Talking positively with your child about growing independence
- Signing and reviewing any care plans

Questions or concerns?

We want parents and carers to feel confident and reassured.

If you have any questions about your child's care, please speak to:

- Your child's class teacher
- The SEND Team (Mrs. Astell; Mrs. Gough; Miss Monaghan; Miss Sheppard)
- The Designated Safeguarding Lead (Mrs. Garside)
- Learning Mentor (Miss Carroll)
- EYFS Lead (Miss Heilbron)

We are always happy to help.