



Intimate Care Policy

October 2025

Review Date: October 2027

Definition and Introduction

Intimate personal care includes hands-on physical care in personal hygiene, and physical presence or observation during such activities. Intimate care is any care which involves washing, touching or carrying out an invasive procedure that most children carry out for themselves, but which some are unable to do due to physical disability, special educational needs associated with learning difficulties, medical needs or needs arising from the child's stage of development.

Intimate personal care tasks can include:

- Toileting, wiping and care in the genital and anal areas.
- Dressing and undressing.
- Drinking/Eating
- Changing colostomy bags

In most cases intimate care will involve procedures to do with personal hygiene and cleaning of equipment associated with the process.

The pupil's welfare and dignity are paramount to NET Academies Trust. No pupil should be attended to in a way that causes distress, embarrassment or pain. Pupils will be supported to achieve the highest level of autonomy that is possible given their age and abilities.

NET Academies Trust are dedicated to ensuring that all pupils are able to access the whole curriculum and are able to be included in all aspects of school life in line with our commitment with the Equality Act 2010.

Scope

This policy applies to all staff undertaking personal care tasks with children but particularly to those who are in the Early Years Foundation Stage setting. The normal range of development for this group of children indicates that they may not be fully toilet trained. It may be that some children may not even have commenced toilet training at this age.

In addition to this there are other vulnerable groups of children that may require support with personal care on either a short or longer term due to SEN and disability, medical needs or a temporary impairment.

This policy should be read in conjunction with:

- Child Protection and Safeguarding Policy
- Health & Safety Policy
- First Aid Policy
- Supporting Pupils with Medical Conditions Policy
- SEND Policy
- Safeguarding Concerns and Allegations made about Staff, Supply staff, Contractors and Volunteers
- Equity, Diversity and Inclusion Policy
- Keeping Children Safe in Education 2025

Schools are not expected to toilet train pupils. Therefore, unless a child has a disability, as defined through legislation, it is expected that parents/carers will have trained their child to be clean and dry before they start in EYFS.

Partnership Working

Much of the information needed by the school to make the process of intimate care as comfortable as possible will be available from the parents. Therefore, regular consultation and information sharing remains an essential feature of this partnership.

Issues around toileting should be discussed and recorded at a meeting with the parents/carers prior to admission into the school/nursery setting. This meeting will also provide an opportunity to involve other agencies as appropriate, such as the Health Visitor/School Nurse.

If the school becomes aware that there are a disproportionate number of children arriving at school who are not yet toilet trained then they are advised to make contact with the Health Visitor in their area to discuss their concerns.

For pupils with complex and/or long-term medical conditions, NET Academies Trust expects an Individual Healthcare Plan (IHP) to be put in place, which can set out the intimate care required and detail how best to provide this, in consultation with the parents/carers, the pupil and appropriate healthcare professionals. Please refer to the Trust's policy of Supporting Pupils with Medical Conditions.

Intimate Care plans should be developed where needed for individual pupils. These can allow a routine procedure to be established and any such plan will be prepared with all parties involved. These will be reviewed on a regular basis.

Responsibilities

Parents/Carers

- Agreeing to change/toilet the child at the latest possible time before coming into school.
- Providing spare nappies, wet wipes and a change of clothes, in the child's school bag daily.
- Understanding and agreeing the procedures to be followed during changing at school.
- Agreeing to inform school should the child have any marks, rashes or bruising.
- Encouraging the child's participation in toileting procedures wherever possible.

The Academy

- Agreeing to change the child should they become wet or soil themselves.
- Agreeing to report to the Head of School/Headteacher/Designated Lead for Safeguarding should the child be distressed or if marks, rashes or bruising are seen during changing or toileting. If there are concerns raised, the Head of School/Headteacher/Designated Lead should, in the first instance discuss these concerns at a meeting with the parents. If the matter cannot be resolved school may want to engage the services/advice of the Health Visitor. School would follow the usual safeguarding route if they considered the child to be in immediate danger. This process is explained in the school's Safeguarding Policy.

- Agreeing to encourage the child's participation in toileting procedures wherever possible.
- Providing a suitable environment i.e. accessible toilet, hoist.

Hygiene Procedures

- staff should wear fresh disposable aprons and gloves while changing the child.
- soiled nappies/pull ups should be securely wrapped and disposed of appropriately.
- changing area to be left clean.

Staff Training

Training required for any member of staff who deals with intimate care will be decided on an individual case basis. If the child's needs mean specific training from medical and health agencies is required, then this will be arranged accordingly. Otherwise, preparations and agreements about how the child is supported, will be made and agreed with parents as part of the personal management plan.

Staff must receive Safeguarding training annually.

Staff must fully understand and be equipped for the specific types of intimate care that they carry out and fully understand the intimate care policy within the context of their work.

The Head of School/Headteacher is responsible for ensuring that all staff receive training and that staff dealing with intimate care have received appropriate training.

Guidelines for dealing with a child needing changing

- Enlist the aid of a colleague, if this is not possible ensure the door of the room you are using remains open and someone knows you are there.
- Ensure you have put on apron and gloves.
- Ask the child to remain standing.
- Remove soiled nappy/underwear.
- Clean the child wiping from front to back to prevent infection.
- Ensure skin is dry
- Replace underwear/nappy
- Tidy changing area and dispose of soiled nappy/underwear. Wet nappies can be single bagged – soiled nappies must be double bagged.
- Wash own hands and encourage child to wash theirs.

Intimate Care Log

- Intimate care needs to be recorded and logged with the date, time, care provided, who was present and any comments e.g. any skin complaints or marks. This information should be provided to the Head of School/Headteacher.

Complaints

Any concerns or complaints regarding this policy or its implementation should be brought to the attention of the academy in accordance with the academies Complaints Procedure.

Review

This policy was approved in **October 2025** by the CEO. NET Academies Trust review this policy periodically and not less frequently than every two years. However, this policy may be reviewed or amended sooner should the government produce new regulations, or amend existing ones.

Next review date: October 2027