



Intimate Care Policy

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Introduction

This Policy should be read in conjunction with the Safeguarding Policy and Staff Code of Conduct.

Mountford Manor Primary School is committed to safeguarding and promoting the welfare of children and young people. We are committed to ensuring that all staff responsible for the intimate care of children and young people will undertake their duties in a professional manner at all times.

This policy is to support practitioners in the provision of personal care for children in the Early Years Foundation Stage and the SEN unit (The Hive). It relates to all Nursery, Pre-school and Reception children at Mountford Manor Primary and Nursery School and children who attend The Hive.

Whenever we state parents in this document, we are referring to parent and carers and when we refer to child or children, we are referring to children in Early Years or attend The Hive. Delayed continence is not necessarily linked with learning difficulties. Children are unique in their development, health and personal circumstances. It is right to expect that some children across the entire Early Years Foundation Stage (and beyond) will be in nappies, or have occasional accidents, especially in the first few months after admission.

At Mountford Manor Primary and Nursery School, we will work to ensure that every child can easily access care, play and learning experiences.

The convention on the Rights of Child states that all children are entitled to:

- privacy (article 16)
- good quality health care (article 24)
- those who have any kind of disability have the right to special care and support so that they can live full and independent lives (article 23)

The Equality Act of 2010 states that:

- pupils must not be discriminated against by not making reasonable adjustments or refusing to admit
- schools must not victimise a pupil by not affording the pupil access to a benefit, facility or service, or treat them less favourably than other pupils.

Education providers have an obligation to meet the needs of the children with delayed self-care in the same way as they would meet the individual needs of a child with any other area of delay.

Children will be treated with dignity, respect and entitled to privacy.

Intimate (personal) care will meet the needs of each individual child in partnership with parent, carer and child.

Intimate care is any care which involves one of the following:

- Assisting a child to change his/her clothes
- Changing or washing a child who has soiled him/herself
- Assisting toileting issues
- Supervising a child involved in intimate self-care
- Providing first aid assistance
- Providing comfort to an upset child
- Providing oral care to a child
- Assisting a child who requires a specific medical procedure and is not able to carry this out unaided*

*In the case of a specific procedure, only a person suitably trained should undertake the procedure. Parents have the responsibility to advise the school of any known intimate care needs relating to their child.

Aims and Objectives

Intimate care is defined as any care which involves washing, touching or carrying out an invasive procedure that most children and young people carry out for themselves, but which some are unable to do.

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 include support with dressing and undressing (underwear), changing incontinence pads and nappies, helping someone use the toilet or washing intimate parts of the body. Disabled pupils may be unable to meet their own care needs for a variety of reasons and will require regular support.

The Role of Governors

The Governing Body recognises its duties and responsibilities in relation to the Disability Discrimination Act which requires that any child with an impairment that affects his/her ability to carry out normal day-to-day activities must not be discriminated against.

The Role of The Headteacher

It is the responsibility of the headteacher to implement the school's Intimate Care Policy and to ensure that all staff (both teaching and non-teaching) are aware of the school policy; routines and procedures.

The headteacher ensures that all staff receive sufficient "in house" support and development to be equipped to deal with incidents where intimate care is needed. All relevant equipment is provided and kept fully stocked.

The Role of Staff

We recognise that there is a need for children and young people to be treated with respect when intimate care is given.

No child shall be attended to in a way that causes distress, embarrassment or pain.

Staff will work in close partnership with parents and carers to share information and provide continuity of care.

It is generally expected that the majority of children will be toilet trained and out of nappies before they begin at school or pre-school. However, it is inevitable that from time to time some children will have accidents and need to be attended to. In addition to this an increasing number of children and young people with disabilities and medical conditions are being included in mainstream settings. A significant number of these pupils require adult assistance for their personal and intimate care needs.

Children in the nursery class will generally start in nappies, staff will support the toilet training process under the guidance of the parents/carers and any health professional.

Children with Special Educational Needs (SEN) who attend the unit may require additional support in relation to their intimate care. Staff will provide appropriate and sensitive assistance, including when children are developmentally ready to commence toilet training. All professional recommendations will be adhered to in order to ensure that each child's individual needs are met with dignity, safety, and respect.

In order to help the children to become aware of their bodily needs and respond to them in time, those who wish to go to the toilet are always allowed to go. The school undertakes to attempt and support any training programme requested by a child's GP and/or the school nurse or parent.

- Permission is sought as children enter Early Years Foundation Stage (EYFS) **and The Hive** and slips are kept on record.
- All EYFS **and The Hive** staff are informed of those children where no permission is given.
- Where a child has continuing incontinence problems (i.e. past EYFS) parents are expected to continue to provide a complete set of spare clothes and 'baby-wipes'.
- The school also keeps a stock of spare clothes in various sizes.
- EYFS **and The Hive** staff have access to a private bathroom area with a toilet and hand basin with access to warm water.
- There is also a stock of baby wipes, plastic bags and disposable protective gloves for staff to use, which they must do.
- Children will be changed by a known member of staff
- **Whenever intimate care is given the: time; date; and name of member of staff must be recorded in the school Intimate Care Log (held in EYFS toilets **and The Hive changing room**). (Appendix 1)**
- **A member of SLT will monitor this Intimate Care Log once a school term (6 x an academic year) to ensure the correct details are being logged.**

If a child soils him/herself during school time, one member of staff will help the child to:

- To remove their soiled clothes
- Clean skin (this usually includes bottom, genitalia, legs, feet)
- Dress in the child's own clothes or those provided by the school
- Double wrap soiled clothes in plastic bags and give to parents to take home.
- Parents/carers is informed at collection time.
- The time; date and name of member of staff must be recorded in the school Intimate Care Log. (Appendix 1)

At all times the member of staff pays attention to the level of distress and comfort of the child. If the child is ill, the member of staff telephones the parent/carer. In the event a child is reluctant and finally refuses, the parent/carer will be contacted immediately.

Our intention is that the child will never be left in soiled clothing, as soon as the member of staff responsible for him/her is aware of the situation, they will clean the child. The member of staff responsible will check the child regularly and try to ensure that he/she is clean before leaving to go home.

It is intended that the child will not experience any negative disciplining, but only positive encouragement and praise for his/her endeavours to master this necessary skill. It is always our intention to avoid drawing attention to such events and positively to encourage the child in his/her efforts to gain these skills.

Our approach to best practice for intimate care needs over and above accidents.

- The management of all children with intimate care needs will be carefully planned.
- There is careful communication with any pupil who requires intimate care in line with their preferred means of communication to discuss needs and preferences.
- Staff will be supported to adapt their practice in relation to the needs of individual children considering developmental changes such as the onset of puberty and menstruation.
- Pupils will be supported to achieve the highest level of independence possible, according to their individual condition and abilities
- Individual care plans for children in Reception upwards will be drawn up for any pupil requiring regular intimate care. This will be organised by the school SENCO with the school nursing team.
- Careful consideration will be given to individual situations to determine how many adults should be present during intimate care procedures. Where possible one pupil will be cared for by two adults unless there is a sound reason for having more adults present. In such a case, the reasons will be documented.
- Intimate care arrangements will be discussed with parents/carers on a regular basis and recorded on the care plan
- The needs and wishes of the child and parents will be considered wherever possible, within the constraints of staffing and equal opportunities legislation
- Where a care plan is not in place and a child has needed help with intimate care (in the case of a toilet 'accident') then parents/carers will be informed the same day.
- This information should be treated as confidential and communicated in person, via telephone or by sealed letter

Child Protection

The role of The Governors and staff of Mountford Manor Primary School recognise that disabled children are particularly vulnerable to all forms of abuse.

Child Protection and Multi-Agency Child Protection procedures will be adhered to at all times.

If a member of staff has any concerns about physical changes in a child's presentation (unexplained marks, bruises or soreness for example) s/he will immediately report concerns to the Designated Safeguarding Lead.

If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be investigated a member of SLT.

Parents/carers will be contacted at the earliest opportunity as part of the process of reaching a resolution. Further advice will be taken from partner agencies.

If a child makes an allegation about a member of staff this will be investigated in accordance with agreed procedures outlined in the school's safeguarding policy.



Kelly Hall

Assistant Principal

2nd March 2026

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