



Saint Jérôme
Church of England
Bilingual School

Intimate Care Policy

Policy created:	June 2020 (as 'Intimate Personal Care Policy'); rewritten June 2026
Policy reviewed and updated:	September 2026
Date of next review:	September 2028
Review cycle:	Every 2 years, reviewed by the Welfare Officer, approved by the Headteacher, SENDCO and Governing Body. Sooner following any significant incident or update to statutory guidance.
Linked policies:	Equality Scheme and Accessibility Plan, Child Protection and Safeguarding Policy, Health, Safety and Security Policy, SEND and Inclusion Policy, Supporting Children with Medical Needs Policy, RSE Policy.

Version history

Date	Version	Summary of changes
June 2020	V1	Original 'Intimate Personal Care Policy'. Never signed off; all approval lines (Headteacher, Head of School, SENDCO, Welfare Officer, Chair of Governors) were left blank. Cited the 2009 DCSF version of the safer working practice guidance, superseded by three later revisions.
June 2026	V2 (draft)	Full rewrite drafted by the Deputy Headteacher, grounded in current statutory guidance (KCSIE, Working Together to Safeguard Children, Supporting Children with Medical Conditions, EYFS framework, SEND Code of Practice), with a clearer structure, a full menstrual care section, and a parent/carer consent form offering a genuine no-consent option.
September 2026	V3	Put into house format for governor approval. Added the current 'Guidance for Safer Working Practice for professionals working in education settings' (Safer Recruitment Consortium, 2022) to the legal framework, since neither the 2020 nor the June 2026 draft cited the current version. Corrected a duplicated section number (Monitoring Arrangements had been numbered '5', the same as Intimate Care Procedures). Restored the Risk Assessment appendix from the 2020 policy as Appendix 3, since it added safeguarding value the June 2026 draft did not otherwise include. Corrected the approval table: the June 2026 draft named Sarah Cox as Headteacher, when Kate Schutte holds that role; Sarah Cox is Deputy Headteacher, SENDCO and DSL. Added a separate SENDCO approval line for Sarah Cox, alongside the Headteacher and Governing Body, matching the 2020 policy's original five-signatory structure and reflecting this policy's SEND relevance.

Headteacher: *Kate Schutte*

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(*Kate Schutte*)

SENDCO: *Suhlop*

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(*Sarah Cox, Deputy Headteacher*)

Co-Chairs of Governors: Approved by Governors on 17th September 2026

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(*Vas Lappas and Edward Stowell*)

Saint Jérôme Church of England Bilingual School seeks to be an aspirational, multilingual, multicultural education community that empowers everyone: to grow and flourish, to gain in knowledge, wisdom and skills, and to translate the love of God for all people into words and actions. With this Christian vision at the heart of all decisions made at St. Jérôme, this policy sets out how we intend to provide intimate care to those who need it, with dignity and compassion, in accordance with our Christian values of love, joy, hope, peace, respect, courage and justice.

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 and 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, including health and safety, manual handling, and safeguarding protocols, 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 following Department for Education (DfE) statutory guidance:

- Keeping Children Safe in Education
- Working Together to Safeguard Children
- Supporting Children with Medical Conditions in Schools
- The Early Years Foundation Stage (EYFS) statutory framework
- The SEND Code of Practice.

It also has regard to Guidance for Safer Working Practice for professionals working in education settings (Safer Recruitment Consortium, 2022), the current version of the guidance formerly issued by the DCSF, most recently updated to incorporate KCSIE's expectations on low-level concern reporting.

This policy also complies with our funding agreement and articles of association.

3. Role of Parents and Carers

3.1 Seeking Parental Permission

For children who need routine or occasional intimate care, for example for toileting or toileting accidents, parents and carers will be asked to sign a consent form and provide an adequate supply of necessary items, such as nappies, wipes, creams, and changes of clothing.

For children whose needs are more complex, or who need particular support outside of what is covered in the consent form, an intimate care plan will be created in discussion with parents and 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 or 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 or 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 and carers, the child where possible, and any relevant health professionals. The school will work with parents and 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 is doubt whether the child is able to make an informed choice, their parents or 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 and carers as needed to ensure a consistent approach. Parents and 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 set out in their contract or job description. This includes Welfare staff, First Aiders, Teaching Assistants, Teachers and School Leaders. 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) check with a barred list check before appointment, as well as other checks on their employment history.

The Welfare Officer 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 and 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, and, if necessary, manual handling training that enables them to remain safe and for the pupil to have as much participation as possible.

Staff will be familiar with the control measures set out in risk assessments carried out by the school, and with 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, St. Jérôme Church of England Bilingual 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 check with barred list check. In general, one member of staff will be present with each child, except where:

- Two members of staff are needed to safely handle a child who needs to be assisted
- Two members of staff are needed to use equipment such as a hoist
- Two members of staff are needed due to a known risk of false allegations by the pupil.

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 two to three members of staff per child to cover absences, emergencies and school trips. Where possible, we will ensure these backup members of staff are also people known to the child.

At St. Jérôme, there is a significantly higher ratio of female members of staff, and therefore female members of staff will often be allocated to the intimate care of male pupils. It is unlikely that a male member of staff would be allocated to the intimate care of a female pupil; however, if this were to be necessary, this decision would be discussed with the parents, carers and pupil, if appropriate.

5.2 Arrangements

Where possible, procedures will be carried out in the ground floor staff toilet, so that privacy can be maintained away from other pupils who may need to use the toilet. However, if a child has an accident in the children's toilet area, staff will assess whether privacy would be better maintained by carrying out procedures where the child is.

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 and wet wipes. For pupils needing routine intimate care, the school expects parents and carers to provide, when necessary, a good stock, at least a week's worth in advance, of necessary resources, such as nappies, underwear and a spare set of clothing.

Any soiled clothing will be contained securely, clearly labelled and discreetly returned to parents or carers at the end of the day.

Occasional intimate care procedures will be logged as a medical event for the pupil on our school's MIS system and parents will be informed. Regular or routine intimate care provided in line with an intimate care plan will be logged on a spreadsheet, and any relevant observations, such as skin integrity, will be reported as appropriate.

5.3 Concerns About Safeguarding

If a member of staff carrying out intimate care has concerns about physical changes in a child's appearance, such as marks, bruises or soreness, they will report this using the school's safeguarding procedures. Any concerns about the immediate safety or welfare of a pupil will be reported immediately to the local authority's children's social care team, in accordance with our Child Protection and Safeguarding Policy.

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 Welfare Officer, who will inform the parent or carer.

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 or carers and 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 indicating 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 Toileting Accidents

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

The school will record the number of soiling incidents in school, and liaise with the pupil's parents and 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, and whether the current plan is working.

5.5 Management of Menstrual Care

All staff will be sensitive to the fact that girls at our school may start to menstruate, and that 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 sanitary products are, and how to use and dispose of them correctly.

Period products can be found in the staff toilet on each floor, or in the welfare room on the ground floor. Pupils are able to access period products themselves from the staff toilets, and are permitted to use the staff toilet when they are menstruating for additional privacy. Staff can access period products from the welfare room to share discreetly with pupils, or when needing to access them to support with intimate care. Products available include sanitary towels, tampons, and period pants.

Staff will not directly assist with the physical act of changing sanitary products, unless specifically requested by the child and agreed with parents or carers in an individual care plan due to specific needs. 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 Welfare Officer every 2 years. At every review, the policy will be approved by the Headteacher, the SENDCO and the Governing Body.

7. Links with Other Policies

This policy links to the following policies and procedures:

- Equality Scheme and Accessibility Plan
- Child Protection and Safeguarding Policy
- Health, Safety and Security Policy
- SEND and Inclusion Policy
- Supporting Children with Medical Needs Policy
- RSE Policy.

Appendix 1: Template Intimate Care Plan

This plan will be reviewed twice a year. Next review date: _____ To be reviewed by: Sarah Cox _____

Parents and 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 (where appropriate)

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	

Appendix 2: Template Parent/Carer Consent Form

Name of child	
Date of birth	
Name of parent/carers	
Address and contact details	

Please tick to indicate your choice:

- ☐ 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), and 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. I understand that if the school cannot reach me or my emergency contact(s), and 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/carers signature	
Name of parent/carers	
Relationship to child	
Date	

Appendix 3: Intimate Care Risk Assessment

Child's name	
Class	
Date of risk assessment	

For each of the following, note Yes/No and any relevant detail:

- Does the weight, size or shape of the pupil present a risk?
- Does communication present a risk?
- Does comprehension present a risk?
- Is there a history of child protection concerns?
- Are there any medical considerations, including pain or discomfort?
- Have there ever been any allegations made by the family?
- Does moving and handling present a risk?
- Does behaviour present a risk?
- Is staff capability a risk (e.g. back injury, pregnancy)?
- Are there any risks concerning the pupil's individual capability, e.g. general fragility, fragile bones, head control, epilepsy, or other factors?
- Are there any environmental risks, such as heat or cold?

If the answer to any of the above is Yes, complete a detailed Intimate Care Plan (Appendix 1).

Date: _____ Signed: _____ Name: _____