

Three Counties Academy Trust



Intimate Care Policy #SD4

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Version history

Date	Version	Details	Actioned by	PDF to Websites	Word to Governor Hub
20.03.26	1.0	Formatted to house style and checked against model for updates	MF	✓	✓
25.09.26	1.1	Added summaries and general formatting, incorporation of sections specific to nursery intimate care and nappy changing	MF	✓	✓

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Trust Glossary

Policy abbreviations and acronyms

CE	Conformité Européenne
COSHH	Control of Substances Hazardous to Health
DBS	Disclosure and Barring Service
DDSL	Deputy Designated Safeguarding Lead
DFE	Department for Education
DSL	Designated Safeguarding Lead
EYFS	Early Years Foundation Stage
IHCP	Individual Health Care Plan
PPE	Personal Protective Equipment
SENCO	Special Educational Needs Coordinator
SEND	Special Educational Needs and Disabilities
TCAT	Three Counties Academy Trust

NB. Where the term “parent” or “parents” is used this includes those who act as carers or have parental responsibility.

NB. Staff roles noted within this policy may also include those staff performing that role in an ‘Acting’ capacity.

Statement of intent

Three Counties Academy Trust (TCAT) is committed to safeguarding and promoting the welfare, dignity, privacy and wellbeing of all of our young people. We recognise that some nursery children and pupils engaged in formal education may require intimate or personal care as a result of their age, developmental stage, disability, special educational needs, medical condition or other individual circumstances. Within this policy, where we use the word “child” or “children”, we are specifically referring to those children who have not yet begun their formal education and are most likely those who attend a TCAT nursery provision. Where we use the word “pupil” or “pupils”, we are specifically referring to those who have begun their formal education and are on the TCAT school roll as such. We will use the terms “young people” or “young person” to collectively identify both children and pupils as a common group where this is appropriate to do so.

Within our nursery settings, we understand that, as with all developmental milestones, children will master certain skills at different ages. Toileting and self-care are key skills which contribute to independence and self-belief.

TCAT schools will ensure that young people who require intimate care are supported to participate fully in education and school life and are not disadvantaged, excluded or treated less favourably because of their care needs. Intimate care will be provided in a way that promotes inclusion and, wherever possible, develops the young person’s independence and ability to manage their own personal care.

All intimate care will be undertaken with dignity, sensitivity, respect and appropriate regard for privacy. The young person will remain at the centre of decisions about their care. Staff will take account of the young person’s age, level of understanding, communication needs, wishes and feelings and will explain what they are doing before and during intimate care in a manner the young person can understand. Young people will be encouraged to communicate their preferences and, wherever practicable, to participate in decisions about how their care is provided.

TCAT recognises that intimate care involves a heightened level of trust and can place young people in a particularly vulnerable position. Arrangements will therefore be carefully planned and delivered in accordance with appropriate safeguarding procedures and professional boundaries. Staff providing intimate care will be appropriately identified, informed of the young person’s individual needs and, where necessary, provided with suitable training, equipment and guidance.

Where a young person requires regular or predictable intimate care, arrangements will be agreed with parents and, as appropriate, the young person and relevant professionals. Agreed procedures will be recorded within an individual intimate care plan or other appropriate care documentation. Arrangements will be reviewed when the young person’s needs change and at appropriate intervals.

The Trust Board recognises TCAT's responsibilities under the Equality Act 2010, including its duties towards young disabled people and the requirement to make reasonable adjustments where applicable. Schools will also have regard to relevant safeguarding, health and safety, medical needs, SEND and data protection requirements when planning and providing intimate care.

No young person will be made to feel ashamed, embarrassed or that their personal care needs are inconvenient or problematic. Staff will respond calmly, discreetly and compassionately to accidents and requests for assistance and will protect the young person's dignity throughout.

TCAT will work in partnership with parents/carers and, where appropriate, health, education and other professionals to ensure that intimate care arrangements are safe, appropriate, proportionate and responsive to the individual needs of the young person.

Member, Trustee, Local Governor and Staff Summary

Purpose

- Explains how Three Counties Academy Trust (TCAT) provides intimate care safely, respectfully and in a way that protects a young person's dignity, privacy and wellbeing
- Applies to young people who may require support because of age, development, disability, medical needs, SEND or other individual circumstances

Key Principles

- Every young person will be treated with dignity, sensitivity and respect
- Intimate care arrangements will safeguard wellbeing while promoting independence whenever possible
- Young people will be involved in decisions about their care wherever appropriate
- No young person will be disadvantaged, excluded or made to feel embarrassed because of their care needs

Care Arrangements

- Intimate care may include support with toileting, washing, dressing, changing nappies or continence products, feeding, and other personal care tasks
- Individual arrangements will be agreed with parents and, where appropriate, the young person and relevant professionals
- Care plans will be reviewed whenever needs change

Health, Safety and Hygiene

- High standards of hygiene, cleanliness and infection control will be maintained at all times
- Appropriate equipment, facilities and protective clothing will be provided where required
- Intimate care activities will be recorded and managed confidentially

Safeguarding

- Safeguarding considerations are central to all intimate care arrangements
- Staff providing intimate care must follow safeguarding procedures and maintain professional boundaries
- Any concerns identified during intimate care will be reported and managed promptly

Working Together

- Successful intimate care depends on effective partnership between schools, parents, young people, carers and relevant professionals
- Information will be shared appropriately to ensure care remains safe, consistent and responsive to individual needs

Parent and Young People Summary

What this policy is about

- This policy explains how Three Counties Academy Trust (TCAT) supports young people who need help with intimate or personal care
- It applies where support is needed because of age, development, disability, SEND, medical needs or other individual circumstances

How children and pupils will be supported

- Young people will be treated with dignity, respect and sensitivity at all times
- Privacy will be protected wherever possible
- Young people will be encouraged to develop independence and self-care skills appropriate to their age and needs
- Staff will explain what they are doing and involve young people in decisions about their care whenever appropriate

Working with parents and carers

- TCAT schools and nurseries will work closely with parents and carers to agree appropriate care arrangements
- Parents and carers will be asked to provide relevant information, consent and any agreed personal care items
- Care arrangements will be reviewed if a young person's needs change

Safety and safeguarding

- All intimate care will be provided in line with safeguarding requirements and professional standards
- Staff providing intimate care will receive appropriate training and support
- Any concerns about a young person's wellbeing, health or safety will be acted upon promptly

Health and hygiene

- High standards of hygiene and cleanliness will be maintained during all intimate care activities
- Suitable facilities, equipment and protective clothing will be used where required
- Records will be kept where appropriate and handled confidentially

Inclusion and equality

- No young person will be disadvantaged, excluded or treated less favourably because they require intimate care
- Reasonable adjustments will be made where needed to support young people with disabilities, medical needs or SEND
- Cultural, religious and individual needs will be respected

If there are concerns

- Parents, carers and young people are encouraged to raise any concerns about intimate care arrangements with the school or nursery as soon as possible
- Concerns will be considered promptly and dealt with in accordance with TCAT procedures

1. Legal framework

This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- [Children and Families Act 2014](#)
- [Childcare Act 2006](#)
- [Education Act 2011](#)
- [Health Act 2006](#)
- [Equality Act 2010](#)
- [Safeguarding Vulnerable Groups Act 2006](#)
- [The Control of Substances Hazardous to Health Regulations 2002 \(as amended in 2004\)](#)
- [UK Health and Security Agency 'Health protection in children and young people settings, including education'](#)
- [DfE 'Supporting pupils at school with medical conditions'](#)
- [DfE 'Early years foundation stage statutory framework'](#)
- [DfE 'Working Together to Safeguard Children'](#)
- [DfE 'Keeping children safe in education'](#)

Where legislation has been passed or updated during the shelf life of this policy, we will always apply the latest version available irrespective of the version quoted here.

This policy operates in conjunction with the following policies:

- Bodily Fluids Risk Assessment
- Early Years Policy
- Nursery Admissions Policy (GN8)
- Complaints Policy and Procedure (GN9)
- Disciplinary Policy and Procedure (HR3)
- Whistleblowing Policy (HR25)
- Staff Code of Conduct (HR26)

- Health and Safety Policy (HS1)
- First Aid Policy (HS2)
- COSHH Policy (HS7)
- Special Educational Needs and Disabilities (SEND) Policy (SD3)
- Child Protection and Safeguarding Policy and Procedures (SG1)
- Supporting Pupils with Medical Conditions Policy (SG4)
- Allegations of Abuse Against Staff Policy (SG5)
- Photography and images Policy (SG9)
- Administering Medication Policy (SG20)
- Nursery Safeguarding Policy (SG26)
- Nursery Supervision and Ratio Policy (SG27)
- Nursery Equipment and Hygiene Policy (SG31)
- Infection Control Policy (SG32)
- Supporting Pupils with Periods and Menstrual Health Policy (SG46)
- School Cleaning Policy (ST3)

Central TCAT policies have the policy number identified, e.g. "SG1". Where no policy number is identified this indicates the policy is a school specific policy available from an individual TCAT school's website.

2. Definitions

For the purpose of this policy, **intimate care** is defined as any care which may involve the following dependent on the pupil's age and needs:

- Washing
- Touching
- Carrying out an invasive procedure
- Dressing, undressing and changing a child who has soiled themselves
- Providing oral care
- Feeding

- Assisting in toilet issues
- Providing comfort to an upset or distressed pupil
- Toileting, wiping and care in the genital and anal areas
- Changing nappies and continence pants

In our nursery settings, TCAT is aware that children may present upon admission with varying levels of independence requiring varying levels of intervention and support. Children may present as:

- Fully toilet trained across all settings
- Fully toilet trained but regress for a little while in response to the stress and excitement of starting nursery
- Be fully toilet trained at home but prone to accidents in new settings
- Be on the point of being toilet trained but require reminders and encouragement
- Not toilet trained at all but likely to respond quickly to a well-structured toilet training programme
- Be fully toilet trained but have disabilities or learning difficulties
- Have delayed onset of full toilet training in line with other development delays but are likely to master these self-care skills with support and a well-structured toilet training programme
- Have SEND that makes it unlikely that they will be toilet trained in the immediate future

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 of intimate care include support with dressing and undressing (underwear), changing incontinence pads, nappies or medical bags such as colostomy bags, menstrual hygiene, helping someone use the toilet, or washing intimate parts of the body.

In our schools pupils of varying ages may be unable to meet their own care needs for a variety of reasons and will require regular support.

The provision of relevant personal care to a young person is regulated activity, regardless of how frequently it is provided and regardless of whether the person providing the care is supervised. Relevant personal care includes assistance with eating or drinking where required because of illness or disability, and assistance with toileting (including in relation to menstruation), washing, bathing or dressing where required because of the young person's age, illness or disability.

3. Roles and responsibilities

The Trust Board and where delegated, Local Governing Bodies will be responsible for:

- Ensuring that there are appropriate policies, procedures, and practices in place to deliver the 'Early years foundation stage (EYFS) statutory framework' in line with statutory requirements.
- Ensuring that a robust and effective safeguarding policy is in place across TCAT that meets statutory requirements and includes the following:
 - The action to be taken when there are safeguarding concerns about a young person
 - The action to be taken in the event of an allegation being made against the member of TCAT staff
 - How mobile phones, cameras and other electronic devices with imaging and sharing capabilities are used in TCAT settings
- Ensuring there is an adequate number of toilets and hand basins available, with separate toilet facilities for adults in each TCAT setting
- Ensuring there are suitable hygienic changing facilities for changing any young person who is in nappies

Executive Headteachers, Headteachers and Heads of School will be responsible for:

- Ensuring that this policy is implemented consistently within their school and that appropriate arrangements are in place for young people who require intimate care
- Ensuring that staff undertaking intimate care are appropriately identified, suitably trained and understand the safeguarding, dignity, privacy and recording requirements set out within this policy
- Ensuring that individual intimate care plans are developed, implemented and regularly reviewed where a young person requires regular or predictable intimate care, in consultation with parents, the young person where appropriate, and relevant professionals
- Ensuring that suitable facilities, equipment, protective equipment and hygiene arrangements are available to enable intimate care to be provided safely, sensitively and with appropriate regard for the young person's dignity and privacy
- Ensuring that appropriate records of intimate care interventions are maintained, stored securely and treated confidentially in accordance with TCAT's data protection requirements
- Ensuring that any safeguarding, health and safety, medical or welfare concerns arising during intimate care are responded to promptly and referred to the DSL, SENCO, parents or other relevant professionals as appropriate

DSLs/DDSs will be responsible for:

- Ensuring that safeguarding considerations are central to the planning and delivery of intimate care and that arrangements are consistent with the TCAT's Child Protection and Safeguarding Policy and Procedures
- Providing advice and guidance to staff where safeguarding concerns arise in relation to intimate care, including concerns about a young person's presentation, behaviour, injuries, marks or disclosures
- Ensuring that any safeguarding concerns identified during or in connection with intimate care are responded to, recorded and referred appropriately in accordance with established safeguarding procedures
- Working with their Headteacher/Head of School, SENCO, parents and relevant professionals, where appropriate, to ensure that safeguarding considerations are reflected within individual intimate care plans
- Ensuring that staff understand the professional boundaries and safeguarding expectations associated with intimate care, including appropriate reporting arrangements where an incident, concern or unexpected situation occurs
- Ensuring that allegations or concerns relating to the conduct of a member of staff during intimate care are managed and referred in accordance with the TCAT's safeguarding procedures, including referral to the Executive Headteacher, Headteacher, Head of School or Chair of the Local Governing Body or Trust Board where appropriate

SENCOs will be responsible for:

- Working with their Headteacher/Head of School, DSL, parents and relevant professionals to identify and plan appropriate intimate care arrangements for young people with SEND
- Ensuring that a young person's SEND, communication needs, level of understanding, sensory needs and physical needs are appropriately considered when developing and reviewing individual intimate care plans
- Advising staff on appropriate reasonable adjustments, adaptations, equipment and support required to enable young people with SEND to receive intimate care safely, sensitively and with dignity
- Coordinating with relevant health, education and other professionals, including occupational therapists and physiotherapists where appropriate, to ensure that specialist advice is reflected within a young person's intimate care arrangements
- Supporting staff to promote young people's independence in toileting and personal care wherever appropriate, while ensuring that expectations and support remain responsive to each young person's individual needs and stage of development

- Ensuring that intimate care arrangements for young people with SEND are reviewed when their needs or circumstances change and that relevant information is communicated appropriately to staff involved in providing their care

Where in post, Nursery Managers or their equivalents will be responsible for:

- Creating a culture where children have positive and enriching experiences
- Ensuring all relevant staff read and implement this policy
- Ensuring that all children receive appropriate levels of care tailored to their individual needs
- Ensuring that intimate care is conducted professionally and sensitively
- Ensuring parents are aware of relevant early years policies, practices and procedures in relation to toileting, continence and changing
- Communicating with parents regarding their child's welfare
- Ensuring there is an adequate supply of clean bedding, towels, spare clothes and any other necessary items
- Communicating with parents in order to establish effective partnerships when providing intimate care to children
- Investigate any complaint delegated to them by the complaint handler in line with TCAT's Complaints Policy and Procedure
- Organising regular training for the provision of intimate care

Nursery based staff will be responsible for:

- Acting in accordance with this policy at all times
- Understanding and acting within the statutory frameworks which set out their professional duties and responsibilities
- Appropriately supervising children and undertaking intimate care where necessary and appropriate
- Undergoing regular training for the provision of intimate care within a nursery setting
- Undertaking intimate care practice respectfully, sensitively and in line with the guidelines outlined in this policy
- Recording intimate care interventions in line with TCAT's Data Protection Policy.
- Reporting any concerns to their Nursery Manager or equivalent

All staff will be responsible for:

- Being aware of and acting in accordance with the principles and requirements of this policy where these are relevant to their role

- Treating young people who require intimate or personal care with dignity, sensitivity and respect, and ensuring that they are not embarrassed, stigmatised or disadvantaged because of their care needs
- Promoting young people's independence and involvement in their own personal care wherever this is appropriate to their age, understanding, development and individual needs
- Respecting young peoples' privacy and confidentiality and only sharing information relating to their intimate care needs with those who have a legitimate professional need to know
- Being alert to any safeguarding, welfare, medical or health and safety concerns that become apparent in connection with a young person's intimate care needs and reporting these promptly through the appropriate school procedures
- Following any agreed individual intimate care plan, Individual Healthcare Plan or other relevant arrangements when supporting or supervising a young person to whom such arrangements apply
- Maintaining appropriate professional boundaries at all times when supporting young people with personal or intimate care needs
- Seeking advice from their Headteacher/Head of School, DSL, SENCO or other appropriate member of staff where they are uncertain about a young person's intimate care needs or the action they should take

Parents will be responsible for:

- Providing the school or nursery with accurate and up-to-date information about their son/daughter's intimate care, toileting, continence, medical or personal care needs
- Working in partnership with the school or nursery to agree appropriate arrangements for meeting their son/daughter's intimate care needs, including contributing to the development and review of an individual intimate care plan where required
- Providing appropriate consent for agreed intimate care arrangements and informing the school or nursery promptly of any changes to that consent or to their son/daughter's needs
- Providing any nappies, incontinence products, spare clothing, wipes or other personal items agreed as necessary to support their son/daughter's intimate care needs
- Informing the school or nursery of any relevant medical conditions, skin conditions, injuries, marks, rashes or other circumstances which may affect the provision of intimate care
- Sharing relevant information about their son/daughter's communication needs, preferences, routines and level of independence to enable intimate care to be provided safely, consistently and sensitively

- Informing the school or nursery promptly of any changes in their son/daughter's health, development, medication, continence or personal care needs which may require existing arrangements to be reviewed
- Supporting, wherever appropriate, a consistent approach between home and the school or nursery to developing their son/daughter's independence in toileting, hygiene and personal care
- Attending or contributing to reviews of their son/daughter's intimate care arrangements where requested and working constructively with the school or nursery and relevant professionals
- Raising any concerns about their son/daughter's intimate care arrangements promptly with the appropriate member of staff so that these can be considered and addressed

4. Procedures for intimate care

Whilst we would want all young people attending TCAT settings to be toilet trained, TCAT does recognise that not all young people attending our facilities in nappies or pull-ups will be nursery children and will endeavour to assist with a view to moving a young person to the independent use of toilet facilities at the earliest stage. Additionally, we accept that for some young people, they will have medical reasons for the provision of intimate care and will support them in line with the provisions of this policy. Young people, including nursery children who can use the toilet independently will be encouraged to do so at regular intervals.

Within our nurseries, each child's nappy will be checked on arrival and changed immediately where necessary. Staff will undertake checks at least every two hours on all children in their care. All children will be changed as and when needed, but at least three times daily – morning, lunch and afternoon where the child is present in the nursey for the full day. If a child's nappy does not need to be changed, the time it was checked will still be noted on the nappy changing chart.

Young people will be changed immediately where at all possible, or as soon as is practicable if they soil their nappy, or it becomes wet. Staff will not leave a young person with soiled nappies or clothing.

Each instance of intimate care will be recorded by the adult who completed it. Details recorded will include:

- What personal care tasks were carried out
- Whether the nappy was D (dry), W (wet) or BM (bowel movement)
- The person undertaking the intimate care

- The time and date it was completed

Nursery staff will have a list of personalised changing times for the children in their care which they will endeavour to meet.

Each young person using nappies will have a clearly labelled box allocated to them in which they have clean nappies, wipes and any other individual changing equipment necessary.

Whenever possible young people will be changed by their key person who will ensure that nappy changing is relaxed and a time to promote independence.

All members of staff will inform another member of staff prior to taking a young person to be changed or to use the toilet.

Staff will be trained in good working practices which comply with Health and Safety regulations.

If a situation occurs that causes a member of staff concern, a second member of staff will be called, and the incident reported to the line manager and recorded.

Procedure for the hygienic changing of a nappy

When changing a young person's nappy, TCAT staff will follow the procedure below in most instances:

1. Access the young person's bag, to ensure they have everything to hand
2. Gather all the necessary items needed before each nappy change, for example, nappy, wipes, nappy sack, and cream if necessary - if the young person requires creams, e.g. nappy cream, or other medicines, these will be used in accordance with TCAT's Administering Medication Policy. Parental consent will be obtained prior to use of any medicine
3. Wash hands thoroughly with hot water and liquid antibacterial soap
4. Put on disposable gloves and apron. Use a new set of gloves and apron for each nappy change
5. Clean the changing area with hot soapy water and blue/ white roll paper
6. Place a sheet from the blue/white roll on the changing mat to lay the young person down on
7. Place the young person on a nappy changing mat. To ensure safe moving and handling, young people will use steps to independently climb onto the changing area, wherever possible and with support where needed
8. Remove the young person's clothing to access the nappy

9. Slide the opened nappy underneath by carefully lifting the young person's legs, then pull the front of the nappy between the legs and over the belly
10. Remove the nappy and place it inside the nappy sack and put it in the nappy bin
11. Using the wipes, clean the young person's whole nappy area gently, but thoroughly, from front to back, making sure the areas inside the folds of skin are cleaned
12. If the young person's clothes are soiled, bag them separately and send them home
13. Apply barrier cream, where consent and agreement has been given, and put on a clean nappy
14. Adjust the nappy to fit snugly around the waist and legs. Check it is not too tight by running two fingers between the nappy and the young person's tummy
15. Take off the gloves and apron and place them in the nappy bin
16. Dress the young person
17. Help the young person to wash their hands, using liquid soap, warm water and paper towels - it is good practice to allow young people to wash their hands after nappy changing as this promotes good hygiene practice from an early age
18. Wash own hands using liquid anti-bacterial soap, warm water and paper towels
19. Take the young person back to the room
20. Return to the nappy changing area and use anti-bacterial spray and paper towels to clean the changing mat, surrounding area and underneath the mat before leaving to dry. Then wash and dry hands again
21. Record nappy change details in the young person's individual Nappy Change Book

All staff should note that our nurseries and schools have a duty of care towards young people's personal needs. If young people are left in wet or soiled nappies or clothing whilst in the setting, this may constitute neglect and could be dealt with as a disciplinary matter.

Bond while changing

TCAT is aware that young people thrive when they have positive relationships with the adults caring for them. Staff will therefore be expected to interact and chat with the young person while they are being changed, for example, pulling faces, smiling and laughing with them to encourage bonding and help their development.

To help young people learn that defecation is a bodily function, staff will not show any disgust at what's in a young person's nappy.

Toileting training and procedures

TCAT recognises that young people develop continence and independent toileting skills at different rates. Toilet training will be approached positively, sensitively and in partnership with parents, taking account of the young person's age, development, communication needs, SEND and individual circumstances.

Young people who are undertaking toilet training will be appropriately supervised and supported according to their individual needs. Staff will respond sensitively and positively and will not make negative comments or display negative reactions to accidents.

If a young person has a toileting accident, they will be offered appropriate assistance to clean and change themselves or will be supported by a member of staff where necessary, regardless of their age.

Young people will be encouraged to undertake as much of their own toileting and personal care as they are developmentally and physically able to manage, including replacing their own clothing and flushing the toilet where appropriate.

Parents will be consulted about the approach to toilet training so that, wherever practicable, there is consistency between home and the school or nursery.

Progress, difficulties or changes in a young person's toileting needs will be discussed with parents and, where appropriate, the Headteacher/Head of School, SENCO and relevant health or other professionals.

Where toilet training forms part of a young person's ongoing intimate care needs, appropriate arrangements will be recorded within their individual intimate care plan or Toilet Management Plan.

TCAT nurseries and schools are aware that as young people develop bladder control, they will pass through the following three stages:

1. The young person becomes aware of having wet and/or soiled pants
2. The young person knows that urination/defecation is taking place and can alert a member of staff
3. The young person realises that they need to urinate/defecate and alerts a member of staff in advance

In collaboration with parents, staff will encourage all young people to achieve continence when they exhibit signs that they are ready. This will be achieved through modelling, positive praise, working with parents and having high expectations.

Parents will be engaged in the process of toilet training and supported to continue this with their son/daughter at home.

All young people will be free to go to the toilet at any time, with adult help or supervision wherever needed.

Where used, potties will be washed in hot soapy water, dried and stored upside down.

Young people will be reminded to wash their hands after using the toilet, following the correct procedures for using soap and drying their hands.

Staff will ensure that young people using potties are given privacy when using potties, by sitting them out of sight of passers-by and other young people using the toilet area.

After use, staff will dispose of the waste appropriately in a toilet, clean them with anti-bacterial wipes or spray and put them away immediately. Again, staff then wash their hands in accordance with good practice health & hygiene procedures.

5. Health and Safety

TCAT nurseries are aware that older children may try to wriggle away when being changed and, when using a changing table, staff will be vigilant and will never walk away or turn their back on children being changed. Staff will try to occupy children by giving them a toy or by using a mobile to distract them.

Changing mats will be checked weekly for tears. These will be discarded if the cover is damaged in any way.

TCAT will ensure that:

- Staff wear plastic aprons whenever administering intimate care or changing young people's clothes or nappies
- Gloves provided are disposable, latex-free and CE marked
- Goggles are worn if there is a risk of splashing to the face
- Spillages are cleaned using detergents and disinfectant that is effective against bacteria and viruses
- All spillages are cleaned in line with TCAT's COSHH Policy

- Disposable paper towels are used to clean spillages and are disposed of immediately after use
- Contaminated clothing is removed immediately and placed in a plastic bag away from play areas and communal spaces
- Bags of a young person's contaminated clothing are handed to their parents at the end of the session
- When there is too much nappy waste for one standard refuse bag or container of human hygiene waste over the usual collection interval, it is packaged separately from other waste streams
- Contaminated material, such as disposable gloves, are disposed of in a plastic bag, which is securely sealed and disposed of according to local guidelines
- Where possible, contaminated clothing is laundered at the hottest wash that the fabric will tolerate

Any member of staff that is required to assist a young person with medical needs will be trained to do so and will carry out the procedure in accordance with TCAT's Supporting Pupils with Medical Conditions Policy.

TCAT's School Cleaning Policy lays out specific requirements for cleaning and hygiene, including how to deal with spillages, vomit and other bodily fluids.

The changing area or toilet will be left clean. Hot water and soap will be available to wash hands. Paper towels will be available to dry hands.

All staff will wash their hands after using the toilet, changing a nappy or assisting young people with any instances of intimate care in line with the latest best practice guidelines from the NHS.

6. Staff and facilities

In our nursery settings, there will be designated hygienic nappy changing areas away from playing areas and areas where food and drink is prepared or consumed. These will be separate from the toilet facilities for adults.

Changing areas will be safe, warm and comfortable for children, private from others, and will have adequate ventilation.

The changing area will have the following facilities:

- A hand-washing basin with warm running water
- A designated sink for cleaning potties, separate to the handwashing basins, in the area where potties are used

- Adapted toilet seat or commode seat
- Changing mat
- Non-slip step
- Cupboard
- Anti-bacterial liquid soap at handwashing basins.
- Disposable paper towels located next to basins in the sanitary facilities, alongside foot-operated waste bins.
- Disposable gloves and aprons
- Nappies, pads and medical bags, where necessary
- Blue/white tissue roll paper
- Antiseptic cleanser for staff
- Antiseptic cleanser for the changing mat
- Clinical waste bag
- Spillage kit
- Anti-bacterial spray
- Children's individual nappy change books

The nursery will always ensure that children are adequately supervised at all times, in accordance with the Nursery Supervision and Ratio Policy.

All staff members who provide intimate care will be suitably trained and made aware of what is considered good practice.

Staff will only be required to administer intimate care if it is listed in their job description or contract of employment.

In all of our settings, suitable equipment and facilities will be provided to assist young people who need special arrangements following assessment from a physiotherapist or occupational therapist. This may include the following:

- Adjustable bed
- Changing mat
- Non-slip step
- Cupboard

- Adapted toilet seat or commode seat
- Hoist
- Swivel mat
- Disposable gloves/aprons
- Nappies, pads and medical bags
- Tissue rolls (for changing mat/cleansing)
- Supply of hot water
- Soap
- Barrier creams
- Antiseptic cleanser for staff
- Antiseptic cleanser for the changing bed/mat
- Clinical waste bag
- Spillage kit

Each TCAT school has extended disabled toilet facilities with a washbasin which includes changing areas.

A young person who is mobile will, where at all possible, be changed while standing up. Young people who are not mobile will be changed on a purpose-built changing bed or changing mat on the floor.

Staff will be supported to adapt their practice in relation to the needs of individuals, taking into account developmental changes such as the onset of puberty or menstruation.

7. School responsibilities

Arrangements will be made with a multi-agency to discuss the personal care needs of any young person prior to them attending any TCAT school.

Where appropriate, young people who require intimate care will be involved in planning for their own healthcare needs wherever possible, with input from parents welcomed.

In liaison with the young person and their parents, an individual intimate care plan will be created to ensure that reasonable adjustments are made for any young person with a health condition or disability.

Regular consultations will be arranged with all parents and young people regarding toilet facilities.

The privacy and dignity of any young person who requires intimate care will be respected at all times. A qualified member of staff will change or assist them in changing themselves if they become wet, or soil themselves. Any young person with wet or soiled clothing will be assisted in cleaning themselves and will be given spare clothing, nappies, pads, etc., as provided by the parents.

Members of staff will react to accidents in a calm and sympathetic manner. Accurate records of times, staff, and any other details of incidents of intimate care will be kept in a Record of Intimate Care Intervention, and they will be stored appropriately.

Arrangements will be made for how often the young person should be routinely changed if they are in school for a full day, and who will be the designated member of staff. A minimum number of changes will be agreed.

The family's cultural practices will always be taken into account for cases of intimate care. Where possible, only same-sex intimate care will be carried out.

Parents will be contacted if the young person refuses to be changed or becomes distressed during the process.

Excellent standards of hygiene will be maintained at all times when carrying out intimate care.

8. Parental responsibilities

TCAT schools and nurseries will work closely with parents to establish individual intimate care and nappy changing programmes which consider the following:

- What care is required
- Any additional equipment needed
- The young person's preferred means of communication, e.g. visual or verbal, and the terminology to be used for parts of the body and bodily functions
- Their level of ability, e.g. what procedures of intimate care the young person can do themselves

- Any adjustments necessary in respect to cultural or religious views
- The procedure for monitoring and reviewing the intimate care plan

We normally expect parents to:

- Change their son/daughter, or assist them in going to the toilet, at the latest possible time before coming to the nursery or school
- Provide spare nappies, incontinence pads, medical bags, wet wipes and a change of clothing in case of accidents
- Inform the school or nursery should their son/daughter have any marks or rashes
- Come to an agreement with staff in determining how often their son/daughter will need to be changed, and who will do the changing
- Sign an intimate care parental consent form to prove their agreement to the plan. If no parental consent has been given, but the young person requires intimate care, a member of staff will contact the parents as soon as possible to obtain consent

Any changes made to a young person's intimate care plan will be discussed with parents to gain consent and will be recorded in the plan.

A copy of this policy will be read and signed by parents to ensure that they understand the policies and procedures surrounding intimate care and nappy changing.

9. Safeguarding

All staff will receive safeguarding training in line with TCAT's Child Protection and Safeguarding Policy and Procedures.

Staff will receive safeguarding training on an annual basis, and receive child protection and safeguarding updates as required, but at least annually.

Where necessary and appropriate, Individual intimate care plans will be drawn up for children in accordance with the individual circumstances of the young person.

Each young person's right to privacy will be respected.

If any member of staff has concerns about physical changes to a young person's presentation, such as marks or bruises, they will report the concerns to their DSL immediately.

Any information concerning a young person's intimate care plan will be stored confidentially in the school office, and only the parents and the designated member of staff responsible for carrying out the young person's intimate care will have access to the information.

The DSL will ensure that all staff providing intimate care have undergone an enhanced DBS check, including barred list information.

Intimate care is a regulated activity; therefore, only members of staff who have an enhanced DBS certificate with a barred list check are permitted to undertake intimate care duties.

Wherever possible, staff involved in intimate care will not be involved in the delivery of sex education to the pupils in their care as an extra safeguard to both staff and pupils involved.

Special consideration will be taken to ensure that bullying and teasing does not occur.

10. Swimming

Our primary age pupils regularly participate in swimming lessons at appropriate local facilities: during these lessons, pupils are entitled to privacy when changing; however, some pupils will need to be supervised during changing.

Parental consent will be obtained before assisting any pupils in changing clothing before and after swimming lessons.

Details of any additional arrangements will be recorded in the pupil's individual intimate care plan.

11. SEND

TCAT schools and nurseries are aware that they are required to have arrangements in place to identify and support young people with SEND and to promote equality of opportunity for young people in their care.

Where a young person has additional needs, the school or nursery will liaise with their parents and, where appropriate, any professional agencies, to ascertain any additional support that may be required.

TCAT schools and nurseries will use their best endeavours to make sure that a young person with SEND gets the support they need and ensure that staff are alert to any emerging difficulties, follow individual health care plans and respond appropriately, wherever concerns arise.

Where necessary, TCAT schools and nurseries will make reasonable adjustments, including the provision of auxiliary aids and services, to ensure that young people with disabilities are not at a substantial disadvantage compared with their peers.

12. Offsite visits

Before offsite visits, including residential trips, the young person's individual intimate plan will be amended to include procedures for intimate care whilst off the school premises.

Staff will apply all the procedures described in this policy during residential and off-site visits.

Meetings with young people away from TCAT premises, where a chaperone is not present, will not be permitted, unless approval has been obtained by the Headteacher/Head of School.

Consent from a parent will be obtained and recorded prior to any offsite visit.

Monitoring and review

Lifespan of Policy: 3 Years

At any point this policy is updated or fully reviewed, it will be updated on the main TCAT website and will automatically update on all TCAT school websites simultaneously.

Where an annual check or other check results in minor changes, the Version History will be reviewed and updated with a change in the number following the decimal point, for example, v1.1 ⇒ v1.2. Where the policy is reviewed in full, then the number before the decimal point will change and reset, for example v1.4 ⇒ v2.0.

Any changes made by the CEO in collaboration with the Board Appointed Trustee will be passed to the Trust Board for ratification and subsequently be notified to Clerks to Local Governing Bodies and Headteachers/Heads of School.

The next scheduled full review date for this policy is 19th March 2029.

Date approved by the Board Appointed Trustee: 20th March 2026.

To be ratified and recorded in the minutes at the first Trust Board Meeting after 20th March 2026.

Appendix A: Record of Intimate Care Intervention

Young person's name:			Class/year group:	
Name of support staff:				
Date:			Review date:	
Date	Time	Procedure	Staff signature	Second signature

Appendix B: Toilet Management Plan

Young person's name:	Class/year group:
Name of personal assistant:	
Date:	Review date:
Area of need	
Equipment required	
Locations of suitable toilet facilities	

Support required	Frequency of support

Signed _____ Parent

Signed _____ Personal assistant

Signed _____ Second member of staff

Signed _____ Pupil (where appropriate)

Appendix C: Early Years Intimate Care Risk Assessment Template

Name of school

Assessment conducted by:	Job title:	Covered by this assessment:
Date of assessment:	Review interval:	Date of next review:

Risk rating		Likelihood of occurrence		
		Probable	Possible	Remote
Likely impact	Major: Causes major physical injury, harm or ill health.	High (H)	H	Medium (M)
	Severe: Causes physical injury or illness requiring first aid.	H	M	Low (L)
	Minor: Causes physical or emotional discomfort.	M	L	L

Area for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
Awareness of policies and procedures	<u>H</u>	- All staff and volunteers are aware of all relevant policies and procedures, including, but not limited to, the following: <u>COSHH Policy</u> <u>Intimate Care Policy</u> <u>Child Protection and Safeguarding Policy and procedures</u> <u>Early Years Policy</u> <u>Complaints Policy and Procedure</u> - This risk assessment has due regard for the relevant legislation and statutory guidance, including, but not limited to, the following:	<u>Y</u>	<u>Headteacher/Head of School</u>	<u>XX.XX.XX</u>	<u>M</u>

Area for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
		- Equality Act 2010 - Safeguarding Vulnerable Groups Act 2006 - Childcare Act 2006 - Education Act 2002 - Education Act 2011 - The Control of Substances Hazardous to Health Regulations (COSHH) 2002 (as amended in 2004) - DfE 'Keeping children safe in education'				

Area for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
		- PHE (2019) 'Health protection in schools and other childcare facilities' • The Headteacher/Head of School ensures all relevant staff have up-to-date, appropriate training for delivering intimate care to children. • The DSL ensures that the intimate care of all children is planned in collaboration with parents and the SENCO, where necessary. • The Headteacher/Head of School will handle any complaints regarding intimate care of early years children when acting as the complaint handler as outlined in TCAT's Complaints Policy and Procedure.				

Area for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
Nappy changing procedures		- Staff who provide intimate care have a list of personalised changing times for the young people in their care. This is communicated to parents on a daily basis. - There are designated nappy changing areas away from playing areas and areas where food and drink is prepared or consumed. - Staff conduct intimate care procedures in addition to the designated changing times if it is necessary for the purposes of ensuring young people are not left with soiled nappies or clothing. - If the designated member of staff for a young person's intimate care is absent, a				

Area for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
		secondary designated member of staff changes the young person, adhering to the arranged times. - Each young person using nappies has a clearly labelled box allocated to them in which they have clean nappies, wipes and other individual changing equipment necessary. - Before changing a young person's nappy, staff wash their hands thoroughly with hot water and antibacterial soap, put on disposable gloves, and clean the changing area with <u>hot soapy water</u> and <u>blue roll paper</u>.				

Area for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
		• Staff ensure changing areas are warm and comfortable for young people and are private from others. • The changing area is cleaned appropriately with <u>hot soapy water</u> and <u>blue roll paper</u> immediately after use. • The changing area has disposable paper towels for staff to dry their hands. • Any used nappies are placed in a plastic refuse bag and disposed of in the waste bin. • Any bodily fluids that transfer onto the changing area are cleaned appropriately. • If a young person requires creams, e.g. nappy cream, or other medicines, these are				

Area for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
		used in accordance with the Administering Medication Policy. Parental consent is obtained prior to use of any medicine. - Changing mats are checked weekly for tears and are discarded if the cover is damaged in any way. - When there is too much nappy waste for one standard refuse bag or container of human hygiene waste over the usual collection interval, it is packaged separately from other waste streams.				

Area for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
Toilet usage and sanitary facilities		• A hand-washing basin with warm running water and antibacterial soap is available. • Bar soap is not used at handwashing basins. • Disposable paper towels are located next to basins in the sanitary facilities, alongside foot-operated waste bins. • A designated sink for cleaning potties (separate to the handwashing basins) is available in the area where potties are used. • Household rubber gloves are used by staff when flushing contents down the toilet.				

Area for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
		- Potties are washed in hot soapy water, dried and stored upside down. - Rubber gloves are washed whilst being worn, and hands are washed and dried immediately after removing the gloves. - Young people who are able to use the toilet independently are encouraged to do so at regular intervals. - Young people are reminded to wash their hands after using the toilet, following the correct procedures for using soap and drying their hands.				
Parental engagement		The setting works closely with parents to establish individual intimate care				

Area for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
		programmes for each young person which take into account the following: - What care is required - The number of staff needed to carry out the care - Any additional equipment needed - The young person's preferred means of communication, e.g. visual or verbal, and the terminology to be used for parts of the body and bodily functions - The young person's level of ability, e.g. what procedures of intimate				

Area for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
		care the young person can do themselves - Any adjustments necessary in respect to cultural or religious views - The procedure for monitoring and reviewing the intimate care plan • The young person's parents sign an intimate care parental consent form to prove their agreement to the plan. • If no parental consent has been given, but the young person requires intimate care, a member of staff contacts the parents as soon as possible to obtain consent. • Any changes made to a young person's intimate care plan are discussed with				

Area for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
		parents to gain consent and are recorded in the written intimate care plan.				
Safeguarding		- The information concerning the young person's intimate care plan is stored confidentially in the school office, and only the young person's parents and the designated member of staff responsible for carrying out the young person's intimate care will have access to the information. - The Headteacher/Head of School ensures that all staff providing intimate care have undergone an enhanced DBS check (including barred list information). - Staff receive safeguarding training on an annual basis, and receive child protection				

Area for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
		and safeguarding updates as required, but at least annually. - All members of staff report any concerns about the safety of young people with regards to intimate care, including unusual marks, bruises or injuries, to the DSL. - Providers should use reasonable endeavours to ensure that at least half of staff (excluding the manager) hold at least a full and relevant level 2 qualification to meet staff: child ratio requirements, but this will not be a legal requirement				
PPE		Plastic aprons are worn if there is a risk of splashing or contamination with bodily fluids.				

Area for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
		- Gloves are disposable, latex-free and CE marked. - Goggles are worn if there is a risk of splashing to the face.				
Spillage of bodily fluids		- Spillages are cleaned using detergents and disinfectant that is effective against bacteria and viruses. - All spillages are cleaned in line with the COSHH Policy. - Disposable paper towels are used to clean spillages and are disposed of immediately after use.				

Area for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
Contaminated clothing		- Contaminated clothing is removed immediately and placed in a plastic bag away from play areas and communal spaces. - Bags of young people's contaminated clothing are handed to their parents at the end of the day.				

Trust Glossary

AA	Admissions Authority	H&S	Health and Safety
AAI	Adrenaline Auto-Injector (Epi Pen)	HoS	Head of School
ACM	Asbestos Containing Materials	HSE	Health and Safety Executive
AHT	Assistant Headteacher	ICO	Information Commissioners Office
AIR	Attendance Intervention Reviews	IDSR	Inspection Data Summary Report
APDR	Assess Plan Do Review Cycle	IHP	Individual Healthcare Plan
APIs	Application Programming Interfaces	IRMS	Information and Records Management Society
ASC	Autistic Spectrum Condition	IWF	Internet Watch Foundation
ASP	Analyse School Performance	KCSIE	Keeping Children Safe in Education
ATH	Academy Trust Handbook	KS1/2/3/4	Key Stage 1/2/3/4
BAME	Black, Asian and Minority Ethnic Backgrounds	LAC	Looked After Child
BAT	Board Appointed Trustee	LADO	Local Authority Designated Officer
BCP	Business Continuity Plan	LGB	Local Governing Body
BFR	Budget Forecast Return	LLC	Low-Level Concerns
CEO	Chief Executive Officer	LSA	Learning Support Assistants
CFO	Chief Financial Officer	MASH	Multi-Agency Safeguarding Hub
CIF	Condition Improvement Fund	MAT	Multi-Academy Trust

CIN	Child in Need	MFA	Multi-Factor Authentication
CLA	Children Looked After	MFL	Modern Foreign Language
CMIE	Child Missing in Education	NCSC	National Cyber Security Centre
COO	Chief Operating Officer	NoV	Note of Visit
COSHH	Control of Substances Hazardous to Health	NPQ	National Professional Qualifications
CP	Child Protection	PA	Persistent Absence
CPD	Continuing Professional Development	PAN	Published Admission Number
CPOMS	Child Protection Online Management System	PECR	Privacy and Electronic Communications Regulations
CSCS	Children's Social Care Services	PEP	Personal Education Plan
CSE	Child Sexual Exploitation	PEEP	Personal Emergency Evacuation Plan
CTIRU	Counter-Terrorism Internet Referral Unit	PEx	Permanent Exclusion
CWD	Children with Disabilities	PP	Pupil Premium
CYPMHS	Children and Young People's Mental Health Services	PPG	Pupil Premium Grant
DBS	Disclosure and Barring Service	PSHE	Personal, Social and Health Education
DDSL	Deputy Designated Safeguarding Lead	PSED	Public Sector Equality Duty
DfE	Department for Education	PTFA	Parent, Teacher and Friends Association
DHT	Deputy Headteacher	QA	Quality Assurance

DSE	Display Screen Equipment	RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
DSL	Designated Safeguarding Lead	RHE	Relationships and Health Education
DPO	Data Protection Officer	RPA	Risk Protection Arrangement
EAL	English as an Additional Language	RSHE	Relationships, Sex and Health Education
ECT	Early Career Teacher	SA	Severely Absent
EDIB	Equality, Diversity, Inclusion and Belonging	SALT	Speech and Language Therapist
EHA	Early Help Assessment	SARC	Sexual Assault Referral Centre
EHCNA	Education, Health and Care Needs Assessment	SBM	School Business Manager
EHCP	Education, Health and Care Plan	SCC	Standard Contractual Clause
EHE	Elective Home Education	SCITT	School-Centred Initial Teacher Training
ELSA	Emotional Literacy Support Assistant	SCR	Single Central Record
ESFA	Education and Skills Funding Agency	SDP	School Development Plan
EVC	Educational Visit Coordinator	SDQ	Strengths and Difficulties Questionnaire
EWOSSO	Education Welfare and Safeguarding Support Officer	SEF	Self-Evaluation Form
EYFS	Early Years Foundation Stage	SEMH	Social, Emotional, and Mental Health
FBV	Fundamental British Values	SENCO	Special Educational Needs Coordinator
FFT	Fischer Family Trust	SEND	Special Educational Needs and Disabilities

FGM	Female Genital Mutilation	SIP	School Improvement Partner
FGMPO	FGM Protection Order	SLA	Service Level Agreement
FOI	Freedom of Information	SLCN	Speech, Language and Communication Needs
FSM	Free School Meals	SLT	Senior Leadership Team
FTS	Find a Tender Service	SPOC	Single Point of Contact
GAG	General Annual Grant	STEM	Science, Technology, Engineering and Maths
GDPR	General Data Protection Regulation	TA	Teaching Assistant
GIAS	Get Information about Schools	TAC	Team Around the Child
HASH	Herefordshire Association of Secondary Heads	TCAT	Three Counties Academy Trust
HBA	Honour Based Abuse	TUPE	Transfer of Undertakings (Protection of Employment)
HR	Human Resources	VSH	Virtual School Headteacher