



Westcliff Primary Academy

Intimate Care and Nappy Changing Policy

Updated and Reviewed February 2025

Intimate Care at Westcliff Primary/Nursery

Definition

Intimate care is any care which involves washing, touching or carrying out an invasive procedure to intimate personal areas. In most cases such care will involve procedures to do with personal hygiene and the cleaning of associated equipment as part of the staff member's duty of care.

Our Approach to Best Practice

The management of all children with intimate care needs will be carefully planned. The child who requires care will be treated with respect at all times; the child's welfare and dignity is of paramount importance.

Staff who provide intimate care are trained to do so (including Child Protection) and are fully aware of best practice. Suitable equipment and facilities will be provided to assist children who need special arrangements following assessment from physiotherapist / occupational therapist. The child will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each child to do as much for him/ herself as they are able.

Individual intimate care plans (called Personal Care Plans for those children in nappies/pull-ups and Toilet Management Plans for children who need additional support to toilet independently) will be drawn up for children as appropriate to suit the circumstances of the child. At Westcliff, we expect children (apart from those with a special educational or medical need) to be fully toilet trained by the age of 3. We understand that a child may have the occasional accident but if a child needs changing more than once per session a Toilet Management Plan will be planned and shared/reviewed regularly with the parents/carers.

Intimate care arrangements will be discussed with parents/carers on a regular basis and recorded on the child's Personal Care Plan/Toilet Management Plan/intimate care recording sheet. The needs and wishes of children and parents will be taken into account wherever possible within the constraints of staffing and equal opportunities legislation.

Each child's right to privacy will be respected. Careful consideration will be given to each child's situation to determine how many carers will need to be present when the child is toileted.

Wherever possible the child should be cared for by an adult of the same sex. However, in certain circumstances this principle may need to be waived where the failure to provide appropriate care would result in negligence for example, female staff supporting boys in our school, as no male staff are available.

The Protection of Children

Child Protection Procedures and Multi-Agency Protection procedures will be adhered to.

If any member of staff has concerns about physical changes to a child's presentation, e.g. marks, bruises, soreness etc. s/he will immediately report concerns to Mrs Vanderwal, (Deputy Headteacher and DSL) for child protection.

If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of the process in order to reach a resolution; staffing schedules will be altered until the issue(s) are resolved.

Nappy Changing at Westcliff Primary Academy/Nursery

At our Nursery, we aim to support children's care and welfare on a daily basis in line with their individual needs. We will ensure that we quickly get to know your child and make an individual assessment of your child's care and support needs. We will enable a two-way exchange between parents and staff so that information is shared about nappy changing and toilet training in a way that suits the parents and fully meets the child's needs. Parents will be engaged in the process of potty training and we will support you to continue potty training with their child at home.

We will use appropriate designated facilities for nappy changing which meet the following criteria:

- ❖ Facilities are separate to food preparation and serving areas and children's play areas
- ❖ Changing mats have a sealed plastic covering and are frequently checked for cracks or tears. If cracks or tears are found, the mat is discarded.
- ❖ Clean nappies are stored in a clean dry place; soiled nappies are placed in a 'nappy sack' or plastic bag before being placed in the bin. Bins are regularly emptied and placed in an appropriate waste collection area.
- ❖ Each child should have their own creams and lotions for any non-prescription cream for skin conditions e.g. Sudocrem. These are supplied by the parent/guardian and must be clearly labelled with the child's name. Prior written permission is obtained from the parent. When applying creams for rashes, a gloved hand is used.

Staff changing nappies will:

- ❖ Use a new disposable apron and pair of gloves for each nappy change and always wash hands before and after using gloves
- ❖ Clean, disinfect and dry mats thoroughly after each nappy change; disposable towels/roll must be discarded after each nappy change
- ❖ Ensure they have all the equipment they need and access to fresh water before each nappy change.
- ❖ Keep nappy bags, gloves and aprons out of reach of babies and children.

We wish to ensure the safety and welfare of the children whilst being changed and safeguard against any potential harm, as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. We aim to support all parties through the following actions:

- ❖ Using this one-to-one time as a key opportunity to talk to children and help them learn, e.g. through singing and saying rhymes during the change
- ❖ Ensuring that the nappy changing area is inviting
- ❖ Ensuring all staff undertaking nappy changing have suitable enhanced DBS checks

- ❖ Training all staff in the appropriate methods for nappy changing if appropriate
- ❖ Ensuring that no child is ever left unattended during the nappy changing time
- ❖ Making sure staff do not change nappies whilst pregnant until a risk assessment has been discussed and conducted; and that students only change nappies with the support and close supervision of a qualified member of staff
- ❖ Conducting thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to nappy changing
- ❖ Ensuring hygiene procedures are followed appropriately, e.g. hands washed before and after nappies are changed and changing mats cleaned before and after each use
- ❖ Following up procedures through supervision meetings and appraisals to identify any areas for development or further training
- ❖ If a child requires specific support, the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- ❖ Ensuring all staff have an up-to-date understanding of child protection and how to protect children from harm. This includes identifying signs and symptoms of abuse and how to raise these concerns as set out in the child protection policy
- ❖ Balancing the right for privacy for the children with the need for safeguarding children and adults by making sure intimate care routines do not take place behind closed doors
- ❖ I pads and mobile phones are not permitted within toilet and intimate care areas
- ❖ Operating a whistleblowing policy to help staff raise any concerns relating to their peers or managers and helping staff develop confidence in raising concerns as they arise in order to safeguard the children in the nursery

If any parent or member of staff has concerns or questions about nappy changing procedures or individual routines, please speak to the Nursery Manager, Miss S Holmes or the EYFS Lead (Miss Hazlewood) at the earliest opportunity.

Westcliff Primary Academy/Nursery is committed to ensuring that all staff responsible for the intimate care of children will undertake their duties in a professional manner at all times. We recognise that there is a need to treat all children with respect and dignity when intimate care is given. No child should be attended to in a way that causes distress, embarrassment or pain.

Children's dignity will be preserved and a high level of privacy, choice and control will be provided to them. Staff that provide intimate care to children have a high awareness of child protection issues. Staff will work in partnership with parents/carers to provide continuity of care.

This Intimate Care and Nappy Changing Policy was evolved by consideration between staff and governors and was approved in

February 2025

Appendix 1 - Procedure for nappy changing/intimate care

STUDENTS MAY ONLY CHANGE NAPPIES WITH THE SUPPORT AND CLOSE SUPERVISION OF A QUALIFIED MEMBER OF STAFF

PLEASE LET ANOTHER ADULT KNOW BEFORE YOU CHANGE A CHILD.

1. Consider whether the child can be changed in a toilet cubicle (standing up).
2. Wash your hands.
3. Assemble the equipment.
4. Place the child upon the changing mat if not changing standing up.
5. Put on gloves.
6. Remove wet/ soiled nappy/clothes.
7. If you are disposing of a nappy you may put it in the usual bin in a nappy bag. Soiled/wet clothes should be placed in a carrier bag and sent home at the end of the day/session.
8. Used wipes and gloves are also to be disposed of in a bin with a disposable liner.
9. The bin should be emptied at least once a day and the liner replaced.
10. Once the child has been changed and returned safely to the provision, clean the changing area with a detergent spray or soap and water.
11. Hands should be washed thoroughly whether gloves have been used or not.
12. Parents should be informed at the end of the day and the 'Record of Intimate Care' or 'Daily Nappy Changing Chart' needs to be completed.

Appendix 2 - Letter to parents regarding nappy changing

Dear

Nappy changing at our Nursery

At our Nursery we aim to support children's care and welfare on a daily basis and we treat each child as an individual. We understand that children are ready for potty/toilet training at different times and a consistent approach to toilet training is vital. We know that you will be engaged in the process of potty training with your little one and we will support you with this at nursery as much as we can.

In terms of nappy changing, we have a specific area in our nursery where we will change your child. We try to make nappy changing fun, maybe singing a well known rhyme or talking to your child. The staff that will change your child's nappy are aware of our policies surrounding nappy changing and intimate care and know your child well. Every time we change your child we will complete our Daily Nappy Changing Chart showing the time the nappy was changed, by whom and whether it was wet/soiled. We would aim to change your child three times on average during a full day at nursery.

In order to support us, we would ask that you change your child's nappy at the last possible moment before he/she comes to nursery and continue to encourage them in potty/toilet training at home as appropriate and where possible.

We would also ask that you provide your child's nappies and creams/lotions (non-prescriptive eg Sudocrem). Please ensure that these are clearly labelled with your child's name. We would also ask that you complete and return the bottom section of this letter as this provides us with the written permission we need in order to change your child's nappy.

For further information about nappy changing at our Nursery please have a look at our website (Intimate Care and Nappy Changing Policy) or speak to one of the Early Years Team.

Many thanks for your support.

Miss S Holmes
Nursery Manager

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I confirm that I give permission for my child to have their nappy changed at Westcliff Primary Academy/Nursery and am fully aware of the Intimate Care and Nappy Changing Policy. I will support my child with toilet/potty training and at home and ensure that their changing needs are discussed with the Nursery team.

Signed Date

Appendix 3 - Personal Care Plan for children wearing nappies/pull-ups in school

| | |
|---------------|------|
| Child's Name: | DOB: |
|---------------|------|

Completed by:(member of staff)

Date of Plan: Date to review Plan:

Who will change the child?

How will my child be changed? e.g. standing up in a toilet cubicle, lying down on a mat on the floor

Copies of procedure for changing given to parent where available

Who will provide the resources? e.g. wipes, nappies, disposable gloves

How will the changing occasions be recorded and if/ how this will be communicated to child's parent/ carer

Consider using the Record of Intimate Care Intervention Table

How will wet/ soiled clothes be dealt with?

| |
|--|
| What the member of staff will do if the child is unduly distressed or if marks or injuries are noticed |
| Consider referring to the schools child protection policy and procedures |
| Agree a minimum number of changes |
| How will the child be encouraged to participate in the procedure? |
| Any other comments/ important information: e.g. medical information |

This plan has been discussed with me and I agree to change my child at the last possible moment before he/ she comes to school/nursery, provide the resources indicated above and encourage my child's participation in toileting procedures at home as appropriate and where possible.

Signed:

Parent/Carer's Full Name:

Appendix 5 - Toilet Management Plan

Child's Name:Class/Year Grp:

Name of Support Staff Involved:

Date of Record:Review Date:

| | |
|--|----------------------|
| Area of Need | |
| Equipment required | |
| Location of suitable toilet facilities | |
| Support required | Frequency of support |

Working towards Independence

| Child will try to | Personal Assistant will | Target achieved (date) |
|-------------------|-------------------------|------------------------|
| | | |

Signed:Parents/ Carers

Signed:Member of Staff

Signed:Second Member of Staff

Signed:Child (if appropriate)



Personal care - the inclusion of children and young people who require personal care

The right to inclusion

If your child requires personal care as a result of a health condition or a disability, he or she has the same right to use services and take part in activities as other children and young people. The law says that your child should not be discriminated against or treated less favourably by services because of their health needs or disabilities. Services have to take 'reasonable steps' to make sure your child is included and if there is an element of risk involved, they may do this through a process of 'risk management'. This means that services have to assess risk, then either eliminate it or minimise it by making 'reasonable adjustments' to the activities or by arranging additional support for your child. Risk assessments should not be used as an excuse for excluding your child but should be used to find a way to safely include your child wherever possible. If there is no element of risk, the service needs to make changes or offer additional support in order to include your child.

What do we mean by personal care?

Some children and young people require help with going to the toilet or need changing on a regular basis because they cannot use the toilet. Some disabled girls will need help to manage during their periods. There may be other tasks that they will require that are personal or 'intimate'. We all have a different view of what we regard as personal or intimate, but it usually involves a part of the body that is not routinely shown to other people. There are some children and young people who require catheterisation, an 'irrigation' procedure through their bowel or regular enemas – these types of 'clinical procedures' are discussed in leaflet 'The inclusion of children and young people with complex health needs who require invasive clinical procedures'.

What are the reasons given to exclude children who require personal care?

'We don't have sufficient staff to be taking children to the toilet' – some services may state that they do not have enough staff to undertake tasks on a one-to-one basis, such as taking children and young people to the toilet or changing those who are not continent.

'The staff do not have changing nappies in their job descriptions' – this may be used as an excuse, but it should not be necessary to have this in a job description as there will be many things that staff do that are not specified in their job description but which form part of offering activities to a range of children and young people.

'There are safeguarding issues so we cannot take your child to the toilet or change them' – providers of services and activities should consider the issues of providing intimate care to any child or young person who uses a service, as they may need to provide this type of care to any of

the children or young people if they become ill or injure themselves. Guidelines for providing intimate care should be part of all safeguarding training and guidelines. Services always need to weigh up issues of dignity and privacy with using more than one staff member to provide intimate care.

'All children who use this service have to be toilet trained' – This type of decision is a 'blanket rule' rather than one based on getting to know your child or making an individual assessment of your child's care and support needs.

The Disability Discrimination Acts place a duty on services not to discriminate or treat any child or young person less favourably for reasons relating to their impairment or disability, and on all services to take 'reasonable' steps to ensure the inclusion of all disabled children and young people. This means that your child cannot be excluded under a 'blanket rule'. A service cannot state that they do not accept any children or young people who are not toilet trained as this will mean excluding a child or young person who is not toilet trained as a result of their impairment or health condition. The service has to make what are known as 'reasonable adjustments' – in other words, make changes or offer your child additional support – according to whatever is considered 'reasonable' in terms of the size and funding of the service.

All public authorities need to show, through their published Disability Equality Scheme, what steps they are taking to eliminate discrimination in their services. The document should show what your local authority, for example, is doing to make sure that discrimination on the basis of disability is being stopped. This document should include services which the local authority has contracted out to external service providers, such as voluntary organisations. This is because these external bodies are funded to provide opportunities and activities on behalf of the local authority and must therefore be part of the Disability Equality Scheme.

Personal care- good practice

The key to ensuring that children and young people who require personal care are included in services is to be clear about their right to be included and to be armed with examples where creative and flexible planning and a 'can do' attitude have enabled the practical issues to be dealt with.

There are a number of stages in the process of including children and young people who require personal care to ensure they are included with the appropriate support.

Passing on information about your child

Speaking to you as parents or to your son or daughter is the first stage in the process. As parents, you will hold most of the information regarding your child's impairment or disability and the type of support they will need. Your son or daughter will also know what kind of support they will need in order to be included. It is vital that the staff know what words your child uses to refer to both their body and aids they may use. For example, most services use the word 'pad' rather than 'nappy' – it is important that if your child uses the word 'nappy', there is a common understanding about what is being referred to. As parents you will know your child well, and you may be able to suggest ways in which services or organisations can adapt their environments so as to include your child in a way that respects his or her dignity and privacy.

Risk management

Depending on the needs of your child, the service may carry out a formal risk assessment in order to meet their duties under health and safety laws and regulations. Risk management should be about finding ways of including children and young people – not a way of finding an excuse to exclude them. Both service providers and you as parents need to be aware that many risks can only be minimized to the safest possible level, rather than be eliminated completely.

The purpose of risk management is to ensure that staff make all activities and the environment as safe as possible, so that your child is not exposed to unacceptable risks and that he or she can take part in all activities. The service needs to establish a balance between safety (that is, minimizing risk) and the rights of your child to take part in activities. This will include providing intimate care in a way that safeguards your child's privacy. If your child requires catheterisation or other clinical tasks, please read the information on 'The inclusion of children and young people with complex health needs who require invasive clinical procedures'.

When the service carries out the risk assessment, they should draw on the specialist knowledge of other people who know and work with your child. They should also ask you, as parents, to help and, depending on your child's age and level of understanding, your child will also be asked to be involved.

All risk assessments should be written in a way that is easily understandable to all the staff who will be working with your child, and should not use jargon that is only understood by health and safety staff. All staff should have a basic level of training in risk management so that they can 'think safety'. This means that whatever the situation they find themselves in, they will feel confident in assessing it and identifying the potential risks.

Some children and young people who require personal care will have a health care plan, usually written for schools and early years settings. Once the risk assessment is completed, the organisation providing services or activities may like to talk to your child's school about their health care plan and to obtain ideas about how they can manage your child's personal care. The organisation may also find it helpful to contact one of the help lines: the ERIC helpline on 0845 370 8008 or the PromoCon helpline on 0161 834 2001