

St Peter's CE Primary School, Chippenham Mews, London W9 2AN



# Intimate Care Policy

Last reviewed on: September 2025  
Next review due by: September 2026

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## UNCRC Commitment:

St Peter's CE Primary is fully committed to recognising, respecting, promoting and implementing the Rights of the Child as set out in the United Nations Convention on the Rights of the Child. As a Rights Respecting School, we strive to place the Rights of the Child at the very heart of our policies and practices.

*Article 17 You have the right to get information that is important to your well-being*

*Article 28 You have the right to a good quality education.*

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/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 (i.e. health and safety, manual handling, safeguarding protocols awareness) that protect themselves and the pupils involved

Definition: Intimate care refers to any care that involves toileting, washing, changing, touching or carrying out an invasive procedure to children's intimate personal areas.

We recognise that there is a need for children and young people to be treated with respect when intimate care is given. No child shall be attended to in a way that causes distress, embarrassment or pain.

## **2. Legislation and statutory guidance**

This policy complies with the Department for Education (DfE) statutory safeguarding guidance:

- [Keeping Children Safe in Education](#)
- [Early Years Foundation Stage \(EYFS\) statutory framework](#)

## **3. Role of parents/carers**

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

### **3.1 Seeking parental permission**

For children who need routine intimate care (e.g. for nappy changes or toileting accidents), parents will be asked to:

- Sign a consent form (Appendix 1)
- Provide an adequate supply of necessary items (e.g. nappies, wipes, creams, changes of clothing)

For children whose needs are more complex or who need particular support outside of what's covered in the consent form (if used), an intimate care plan will be created in discussion with parents/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/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/carers afterwards.

### **3.2 Creating an intimate care plan (Appendix 2)**

Where an intimate care plan is required, it will be agreed in discussion between the school, parents/carers, the child (where possible) and any relevant health professionals.

The school will work with parents/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's doubt whether the child is able to make an informed choice, their parents/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.

### **3.3 Sharing information**

The school will share information with parents/carers as needed to ensure a consistent approach. Parents/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 teachers and teaching assistants.

No other staff members can be required to provide intimate care.

All staff at St Peter's who carry out intimate care will have been subject to an enhanced Disclosure and Barring Service (DBS) with a barred list check before appointment, as well as other checks on their employment history.

Alice Ducros, Headteacher and DSL, 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/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

- If necessary, manual handling training that enables them to remain safe and for the pupil to have as much participation as possible

They will be familiar with:

- The control measures set out in risk assessments carried out by the school
- 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 Peter's 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 with barred list check.

In general, 1 member of staff will be present with each child, except for circumstances where:

2 members of staff are needed to:

- Safely handle a child who needs to be assisted
- Use equipment such as a hoist
- There is a known risk of false allegations by the pupil

In cases 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 2-3 members of staff per child to cover absences, emergencies and school trips. Where possible, we will ensure that these backup members of staff are also people known to the child.

At St Peter's, male members of staff may be allocated to change female pupils or vice versa. The decision to allocate a member of staff of a different gender to the pupil will be discussed with the parents/carers and pupil, if appropriate.

### **5.2 Arrangements**

Procedures will be carried out in the changing area off the Reception classroom.

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, cleaning supplies, changing mats and bins.

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

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

### **5.3 Concerns about safeguarding**

If a member of staff carrying out intimate care has concerns about physical changes in a child's appearance (e.g. marks, bruises, soreness), they will report this using the school's safeguarding procedures.

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 Alice Ducros, DSL or in her absence Hattie Friedman DDSL or Micaela Wright DDSL.

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/carers and with 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 which indicates 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 nappy changing**

- Pupils will be supported to achieve the highest level of independence possible, according to their individual condition and abilities.
- Individual care plans will be drawn up for any pupil requiring regular intimate care
- Intimate care arrangements will be discussed with parents/carers on a regular basis and recorded on the care plan.
- The management of all children with intimate care needs will be carefully planned.
- Staff who provide intimate care are and fully aware of best practice.
- Sometimes it will be necessary for staff to aid a child in getting dressed or undressed particularly in Early Years. Staff will always encourage children to attempt undressing and dressing unaided.
- Staff from St Peter's Primary School will work together in partnership with parents to support each child towards independent use of the toilet.
- If tending to a child who has soiled themselves during the school day staff will respond sensitively and professionally. If 'accidents' occur which the child can tend to themselves, the child will change into dry clothing, and wet items will be sent home for washing. The child's independence will be encouraged as far as possible in his/her care and reassurance given. The parent will be informed and requested to return the borrowed items of clothing when laundered.

If there is an occurrence of heavier soiling which may require staff to provide care at a more personal level:

- In the first instance parents will be contacted and invited in to tend to the child.
- Staff will provide further intimate care in the following situations:
  1. If parents/guardians cannot be contacted - staff will decide on the most appropriate care to minimise any stress, discomfort or anxiety the child may be experiencing.
  2. If the parents/guardians are unable to come to school.
  3. If the child is very distressed or suffering unduly there may be occasions when staff will make the child as comfortable and clean as possible but parents may still be required to come and take the child home if the soiling indicates that the child has a stomach bug, if the child has vomited or if further cleaning may be required e.g. bath or shower.

Staff will follow set procedures for this intimate care:

- The child will be removed to a less public place to maintain dignity and avoid a feeling of humiliation. This will be the area off the Reception classroom.
- If appropriate, the child will be encouraged, through guidance and assistance, to clean themselves to make them more comfortable.
- When touching a child, staff should always be aware of the possibility of invading a child's privacy and will respect the child's wishes and feelings.

If a child needs to be cleaned, staff will make sure that:

- They inform another member of staff that they are changing a child – one member of staff will go with the child but have another member of staff in hearing range
- The changing mat/surfaces will be cleaned before use. Protective gloves are worn.
- The procedure is discussed in a friendly and reassuring way with the child throughout the process.
- The child is encouraged to care for him/herself as far as possible
- Physical contact is kept to the minimum possible to carry out the necessary cleaning.
- Privacy is given appropriate to the child's age and the situation.
- All spills of vomit, blood or excrement are wiped up and disposed of.

- If appropriate soiled clothing is put in a plastic bag, unwashed, and sent home with the child, however it may be necessary to dispose of soiled items for health and safety reasons. Where specialist equipment and facilities above that currently available in the school are required, every effort will be made to provide appropriate facilities in a timely fashion, following assessment by a Physiotherapist and/or Occupational Therapist.
- Nappies will be placed in a nappy sack and disposed of in the nappy bin. This will be emptied every evening.
- Changing mats/surfaces will be wiped down with disinfectant after every use.

### **Reporting to parents**

When a child has required intimate care, it will be recorded on Medical Tracker by the staff member who changed the child and reported to parents via email on the same day.

### **5.5 Specific procedures for toileting accidents**

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

The school will record the number of soiling incidents in school, and liaise with the pupil's parent/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
- Whether the current plan is working

### **5.6 Management of menstrual care**

All staff will be sensitive to the fact that:

Girls at our school may start to menstruate

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 the sanitary products are
- How to use and dispose of them correctly

Period products available to pupils can be found in the girls' toilets and pupils are able to access these themselves. There is a further storage in the school office.

Products available sanitary towels.

Staff will not directly assist with the physical act of changing sanitary products unless specifically requested by the child and agreed with parents/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 Senior Leadership Team annually. At every review, the policy will be approved by the headteacher.

#### **7. Links with other policies**

This policy links to the following policies and procedures:

- Accessibility plan
- Child protection and safeguarding
- Health and safety
- SEND
- Supporting pupils with medical conditions
- PSHE policy

Appendix 1

## St Peter's Intimate care: parent/carer consent form

PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE	
Name of child	
Date of birth	
Name of parent/carer	
Address	
I give permission for the school to provide appropriate intimate care to my child (e.g. changing soiled clothing, washing and toileting)	<input type="checkbox"/>
I will advise the school of anything that may affect my child's personal care (e.g. if medication changes or my child has an infection)	<input type="checkbox"/>
I understand the procedures that will be carried out and I will contact the school immediately if I have any concerns	<input type="checkbox"/>
<p>I <b>do not</b> give consent for my child to be washed and changed in case of a toileting accident.</p> <p>Instead, the school will contact me or my emergency contact and I/they will organise for my child to be washed and changed.</p> <p>I understand that if the school cannot reach me or my emergency contact, staff will need to wash and change my child, following the school's intimate care policy, to ensure comfort and remove barriers to learning.</p>	<input type="checkbox"/>
Parent/carer signature	
Name of parent/carer	
Relationship to child	
Date	

## Appendix 2

# St Peter's Intimate Care Plan

This is for pupils who need regular support with toileting, washing and/or changing.

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PARENTS/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 making sure care is carried out according to the intimate care plan	
Name of parent or carer	
Relationship to child	
Signature of parent or carer	
Date	

This plan will be reviewed twice a year or as needed.

Next review date:

To be reviewed by: