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MELIORA

ACADEMY TRUST  
Better Futures For All

## Policy for Intimate Care



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|---------------------|---|
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### 1. Aims

This policy aims to ensure that:

- Promote independence wherever possible
- Seek the child’s agreement before care (where appropriate)
- Use the least intrusive intervention
- Respect the child’s dignity, voice and cultural needs

Intimate care refers to any care involving toileting, washing, changing or touching intimate areas.

### 2. Legislation and statutory guidance

This policy complies with the Department for Education (DfE) statutory safeguarding guidance. This policy also reflects duties under the Children and Families Act 2014, SEND Code of Practice (2015), Working Together to Safeguard Children, and the Human Rights Act 1998.

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

It also complies with our funding agreement and articles of association.

This policy is a non-statutory policy underpinned by statutory safeguarding and equality duties.

### 3. Role of parents/carers

#### 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;
- Provide an adequate supply of necessary items (e.g. nappies, wipes, creams, changes of clothing).

For children who need routine or occasional intimate care (e.g. for toileting or toileting accidents), parents/carers will be asked to sign a consent form.

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 academy 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 academy will inform parents/carers afterwards.

### 3.2 Creating an intimate care plan

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

Staff 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.

See appendix 1 for a template plan.

### 3.3 Sharing information

The academy 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 teaching and care assistants.

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

All staff at the academies and nurseries 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.

Intimate care is a safeguarding activity and all procedures must follow the safeguarding policy at all times.

The EYFS/Nursery Lead and Designated Safeguarding Lead 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 academy.
- 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, we 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.

- Staff should not routinely be alone in isolated areas when providing intimate care.
- Care should take place where staff are within sight or hearing of others while maintaining dignity.
- Lone working must be risk assessed.
- 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.

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 designated changing areas or a toilet cubicle.

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.

All procedures will follow infection prevention measures including:

- Handwashing before and after care
- Use of PPE (gloves and aprons where appropriate)
- Cleaning of surfaces after use
- Safe disposal of waste

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

Instances of intimate care are recorded on CPOMs (including, for example, date/time, staff involved, any relevant observations such as skin integrity) and reported to parents/carers, if appropriate.

### 5.3 Concerns about safeguarding

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

Any concerns about the safety or welfare of a pupil will be reported immediately to the local authority’s children’s social care team.

The following may indicate safeguarding concerns:

- Frequent or unexpected soiling
- Distress during intimate care
- Unusual marks, bruising or soreness

These will be reported immediately in line with 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 the Headteacher.

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 staff notice 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 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 in nursery/early years

|                                       | Blenheim Park  | Greenpark  | Reffley  |
|---------------------------------------|--|--|--|
| Preparation and hygiene precautions   | <ul style="list-style-type: none"> <li>• We use disposable gloves and aprons</li> <li>• Appropriate handwashing</li> </ul> | <ul style="list-style-type: none"> <li>• We use disposable gloves and aprons</li> <li>• Appropriate handwashing</li> </ul> | <ul style="list-style-type: none"> <li>• We use disposable gloves and aprons</li> <li>• Appropriate handwashing</li> </ul> |
| Location                              | Accessible toilet, main entrance.  | Nursery or EYFS toilets, additional changing units in 2 accessible toilets near main entrance and toilets in nursery.      | EYFS Toilet (Nursery side)   |
| Changing and disposal of soiled items |  | Accessible toilet inside main entrance   | Put in nappy bin – located in room. This is emptied daily into   |

|                |       |       |   |
|----------------|-------|-------|---|
|                |       |       | larger nappy bin located in the bin store.  |
| Record keeping | CPOMS | CPOMS | <ul style="list-style-type: none"> <li>• Logged on intimate care sheet.</li> <li>• Logs scanned onto CPOMS</li> </ul> |

### 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.

Staff 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

Procedures:

1. Communication with the child – offer reassurance and ask at all time that they are happy with what is happening.
2. Privacy and discretion – use designated area or block area off if needed. Make sure it is completed with discretion and parents/carers are informed in a non-public way.
3. Post-care hygiene arrangements – all involved to wash hands; soiled clothing to put in appropriate bag and kept safe.
4. Recording and reporting – parents/carers informed and logged on CPOMS.

### 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.

Staff will offer sensitive and practical information to pupils about:

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

The school will provide access to free menstrual products in line with DfE guidance. These can be found at:

|                       |  |
|-----------------------|--|
| Blenheim Park Academy | In a cupboard in the first aid room - any adult can discreetly collect from the cupboard.  |
| Greenpark Academy     | Cupboard in the staffroom – any adult can discreetly collect from the cupboard.  |
| Reffley Academy       | Location 1: Basket in Y6 intervention room accessible to all pupils.<br>Location 2: Cupboard in the Family Support Worker's room – any adult can discreetly collect from the cupboard. |

Products available include 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 academy Headteachers and the CEO annually. At every review, the policy will be approved by the CEO.

Staff training will take place at least annually and updated as required.

#### **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
- Relationships and Sex Educatio

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**Appendix 1: template intimate care plan**

| 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 ensuring care is carried out according to the intimate care plan |  |
| Name of parent or carer   |  |
| Relationship to child   |  |
| Signature of parent or carer  |  |
| Date  |  |
| CHILD   |  |
| How many members of staff would you like to help?   |  |
| Do you mind having a chat when you are being changed or washed?   |  |
| Signature of child  |  |
| Date  |  |

This plan will be reviewed twice a year.

Next review date:

To be reviewed by:

## Appendix 2: template parent/carer consent form

| PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE   |                          |
|--|--------------------------|
| Name of child  |                          |
| Date of birth  |                          |
| Name of parent/carer   |                          |
| Address and contact details  |                          |
| 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 if my child has an infection)   | <input type="checkbox"/> |
| I understand the procedures that will be carried out and 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 given intimate care (e.g. to be washed and changed if they have a toileting accident).<br/>                     Instead, the school will contact me or my emergency contact and I will organise for my child to be given intimate care (e.g. be washed and changed).<br/>                     I understand that if the school cannot reach me or my emergency contact, if my child needs urgent intimate care, staff will need to provide this for my child, following the school's intimate care policy, to make them comfortable and remove barriers to learning.</p> | <input type="checkbox"/> |
| Parent/carer signature   |                          |
| Name of parent/carer   |                          |
| Relationship to child  |                          |
| Date   |                          |

