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**Connect Academy Trust**

Intimate Care Policy

Approved by the ELT of

Connect Academy Trust, September 2025

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## **Statement of intent**

Eden Park Primary School takes the health and wellbeing of its pupils very seriously. As described in the Supporting Pupils with Medical Conditions Policy, the school aims to provide a secure environment, physically and emotionally, in which all children are offered equal opportunities and to this end supports pupils with physical disabilities and illnesses to enable them to have a full and rich academic life whilst at school.

The governing body recognises its duties and responsibilities in relation to the Equality Act 2010, which states that any pupil with an impairment affecting his/her ability to carry out normal day-to-day activities must not be discriminated against.

Pupils will always be treated with care and respect when intimate care is given, and no pupil will be left feeling embarrassed.

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| --- | --- | --- | --- |
| Signed by: | | | |
|  | Headteacher | Date: |  |
|  | Chair of governors | Date: |  |

# Legal framework

* 1. This policy has due regard to relevant legislation and guidance, including, but not limited to, the following:
* Keeping Children Safe in Education 2022
* The Children and Families Act 2014
* The Education Act 2011
* The Health Act 2006
* The Equality Act 2010
  1. This policy will be implemented in conjunction with the school’s:
* Health and Safety Policy
* Supporting Pupils with Medical Conditions Policy
* First Aid Policy
* Child Protection and Safeguarding Policy
* Staff Code of Conduct
* Whistleblowing Policy
* Administering Medications Policy

# Definitions

* 1. For the purpose of this policy, intimate care is defined as any care which may involve the following:
* Washing
* Touching
* Carrying out an invasive procedure
* Changing a child who has soiled themselves
* Providing oral care
* Feeding
* Assisting in toilet issues
* Providing comfort to an upset or distressed pupil
  1. 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.
  2. 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.
  3. Pupils may be unable to meet their own care needs for a variety of reasons and will require regular support. Although as far as practicable children will be encouraged to achieve the highest level of autonomy possible.

# 

# Health and safety

* 1. Eden Park Primary and Nursery School’s Health and Safety Policy lays out specific requirements for cleaning and hygiene, including how to deal with spillages, vomit and other bodily fluids.
  2. Any member of staff that is required to assist a pupil with changing a medical bag will be trained to do so and will carry out the procedure in accordance with the Supporting Pupils with Medical Conditions Policy.
  3. Staff will wear disposable aprons and gloves while assisting a pupil in the toilet or while changing a nappy, incontinence pad, menstrual pad, or medical bag.
  4. Soiled nappies, incontinence pads and medical bags will be securely wrapped and disposed of appropriately.
  5. Where one pupil requires intimate care/toileting, nappies, incontinence pads and medical bags will be disposed of in an ordinary bin, as per health and safety guidelines.
  6. Where more than one pupil requires intimate care, nappies, incontinence pads and medical bags will be disposed as follows:
* Using the bin specifically provided and stored in the changing toilet based in Tadpoles, Frogs and the ladies toilets.
  1. The changing area or toilet will be left clean.
  2. Hot water and soap are available to wash hands.
  3. Paper towels are available to dry hands.

# Staff and facilities

* 1. Staff members who provide intimate care are trained to do so (including Child Protection and Health and safety in moving and handling) and are fully aware of best practice. Suitable equipment and facilities will be provided to assist pupils 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
  1. Eden Park Primary School has one extended disabled toilet with a washbasin and two additional changing areas in Tadpoles and Frogs.
  2. Mobile pupils will be changed while standing up.
  3. Pupils who are not mobile will be changed on a purpose-built changing bed or changing mat on the floor.
  4. Staff will be supported to adapt their practice in relation to the needs of individual pupils, taking into account developmental changes such as the onset of puberty or menstruation.

# School responsibilities

* 1. Parents will be made aware of the intimate care policy and asked to sign a consent form when their child starts school.
  2. Arrangements will be made with a multi-agency to discuss the personal care needs of any pupil with more significant needs prior to them attending the school.
  3. Pupils who require intimate care will be involved in planning for their own healthcare needs wherever possible.
  4. In liaison with the pupil and parents/carers, an individual intimate care plan will be created to ensure that reasonable adjustments are made for any pupil with a health condition or disability.
  5. Regular consultations will be arranged with all parents/carers and pupils regarding toilet facilities.
  6. The privacy and dignity of any pupil who requires intimate care will be respected at all times.
  7. An appropriately trained member of staff will change the pupil or assist them in changing themselves if they become wet, or soil themselves.
  8. Any pupil 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/carers.
  9. Members of staff will react to accidents in a calm and sympathetic manner.
  10. Accurate records of times, staff, and any other details of incidents of intimate care will be kept.
  11. Arrangements will be made for how often the pupil should be routinely changed if the pupil is in school for a full day and will be changed by a designated member of staff.
  12. A minimum number of changes will be agreed.
  13. In accordance with the Equality and Diversity statement a family’s cultural practices will always be taken into account for cases of intimate care.
  14. If possible, only same-sex intimate care will be carried out.

5.16 Parents/carers will be involved with their child's intimate care arrangements

on a regular basis; a clear account of the agreed arrangements will be

recorded on the child's care plan. The needs and wishes of children and

parents will be carefully considered alongside any possible constraints; e.g.

staffing and equal opportunities legislation.

5.17 Parents/carers will be contacted if the pupil refuses to be changed, or

becomes distressed during the process.

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

5.19 As a child approaches puberty or where a medical condition sees the early

onset of puberty, the school will ensure that the individual intimate care plan

will be reviewed with the parent/carer to take into account the views and needs

of the child/young person

5.20 Each child will have an assigned member of staff to act as an advocate to

whom they will be able to communicate any issues or concerns that they may

have about the quality of care they receive.

# Parental responsibilities

* 1. Parents/carers will change their child, or assist them in going to the toilet, at the latest possible time before coming to school.
  2. Parents/carers will provide spare nappies, incontinence pads, medical bags, wet wipes and a change of clothing in case of accidents.
  3. A copy of this policy will be read and signed by parents/carers to ensure that they understand the policies and procedures surrounding intimate care.
  4. Parents/carers will inform the school should their child have any marks/rashes.
  5. Parents/carers will come to an agreement with staff in determining how often their child will need to be changed, and who will do the changing.

# Safeguarding

* 1. Connect Trust Child Protection procedures will be accessible to staff and adhered to. Only members of staff who have an enhanced DBS certificate with a barred list check are permitted to undertake intimate care duties.
  2. Wherever possible, staff involved in intimate care will not be involved in the delivery of Sex and Relationships Education to the pupils in their care as an extra safeguard to both staff and pupils involved.

# 7.3 Wherever possible the same child will not be cared for by the same adult on a

# regular basis; there will be a rota of carers known to the child who will take turns

# in providing care. This will ensure, as far as possible, that over familiar

# relationships are discouraged from developing, while at the same time guarding

# against the care being carried out by a succession of completely different carers.

* 1. Individual intimate care plans will be drawn up for pupils as appropriate to suit the circumstances of the pupil.

7.4 Each child's right to privacy will be respected. Careful consideration will be

given to each child's situation to determine how many carers might need to be

present when a child needs help with intimate care. Where possible one child

will be cared for by one adult unless there is a sound reason for having two

adults present, where the second adult's role will be to support from a distance

and maintain the log of care provided. If this is the case, the reasons should be

clearly documented on the intimate care plan.

* 1. If any member of staff has concerns about physical changes to a pupil’s presentation, such as marks or bruises, they will report the concerns to the Child Protection Officer immediately. A clear record of the concern will be completed and referred to social care and/or the Police if necessary. Parents will be asked for their consent or informed that a referral is necessary prior to it being made unless doing so is likely to place the child at greater risk of harm. A copy of the school’s Child Protection Procedures is available from the school office.
  2. 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 this process in order to reach a resolution. Staffing schedules will be altered until the issue(s) are resolved so that the child's needs remain paramount. Further advice will be taken from outside agencies if necessary.
  3. If a child makes an allegation against a member of staff, all necessary procedures will be followed (see the Trust’s Child Protection Procedures)This includes referring to the Local Authority Designated Officer.

# Swimming

* 1. Children in Year 3 and 4 regularly participate in swimming lessons at Admiral Swimming Centre in Brixham. During these lessons, pupils are entitled to privacy when changing; however, some pupils will need to be supervised during changing.
  2. Parental consent will be obtained before assisting any pupils in changing clothing before and after swimming lessons.
  3. Special consideration will be taken to ensure that cases of bullying or teasing do not occur.
  4. Details of any additional arrangements will be recorded in the pupil’s individual intimate care plan.

# Offsite visits

* 1. Before offsite visits, including residential trips, the pupil’s individual intimate plan will be amended to include procedures for intimate care whilst off the school premises.
  2. Staff will apply all the procedures described in this policy during residential and off-site visits
  3. Consent from a parent/carer will be obtained and recorded prior to any offsite visit.

# Toilet training

10.1 Members of staff providing care will inform another member of staff prior to

taking a pupil to be changed or to use the toilet.

10.2 Where potties are used, they will be emptied immediately and cleaned with an anti-bacterial spray. The potty or toilet is checked to assess whether it is clean before use and toilet paper is well stocked.

10.3 Gloves and aprons will be worn before each change and the area should be prepared to ensure it is clean and suitable for use. Gloves must be worn at all times when changing nappies, and during any instances where the member of staff could come into contact with bodily fluids.

10.4 All pupils will be accompanied to the toilet and will be appropriately supervised and supported during the toilet training stage. Staff will be sensitive and sympathetic when changing pupils and will not make negative facial expressions or negative comments. Pupils’ efforts will be reinforced by praise where appropriate.

10.5 Staff are required to ensure that soiled/wet nappies are changed as soon as possible. Where pupils are left in soiled nappies and/or clothes, this will be dealt with in line with the school’s Disciplinary Policy and Procedure.

10.6 Pupils will be encouraged to wash their hands with soap and warm water, with assistance provided where necessary.

10.7 If a pupil has a toileting accident, they will be offered assistance to change or be changed by a member of staff regardless of their age.

10.8 To build independence, pupils will be encouraged to replace their own clothes and flush the toilet, if they are capable of doing so.

10.9 Parents are consulted on the approach to toilet training their pupil to ensure there is consistency with the approach at home. Pupils’ progress is discussed at handover with parents. If any pupil is struggling with toilet training techniques or has any issues, e.g. a rash, this will be discussed with the headteacher and the pupil’s parents.

# Policy review

* 1. This policy is reviewed every two years.
  2. The scheduled review date for this policy is Autumn 2024.

# Early Years Foundation Stage

13.1. In Reception, intimate care should be minimal, with staff playing a supervisory role during the changing of children, unless an intimate care plan is in place. This also includes the application of any creams or lotions. Any intimate care tasks should be recorded on Microsoft FORMS or a paper document, and if necessary parents must be informed of any incidents or actions taken.

13.2. In Nursery, the majority of children may require support with their intimate care needs, but it is important that the support provided is not invasive. For example, if a child is capable of applying their own suncream or wiping themselves, staff should not intervene unless absolutely necessary. All intimate care tasks in Nursery must be recorded using either using Microsoft Forms or a paper document. This ensures clear documentation and transparency in the care provided to each child.

13.3. It is expected that a verbal or vision explanation is given to the child prior to the completion of any intimate care, including the checking of nappies.

# Wraparound

13.1. The same high standards of care and safeguarding during our wraparound provision as we do during the school day. Breakfast Club is held in the KS2 hall, with any required intimate care carried out in the adjacent hall toilets, maintaining the privacy and dignity of the child at all times.

13.2. After School Club takes place in the KS1 hall, and intimate care is provided in the nearby disabled toilet.

13.3. All intimate care incidents during wraparound care are recorded on a paper-based form and once complete, securely stored in the school office. These records follow the same protocols as during the school day, and parents are informed where necessary.

13.4. Only staff with an enhanced DBS check and appropriate training undertake intimate care duties, in accordance with this policy and the school’s safeguarding procedures.

**14. Supporting Children with Medical Conditions and Disabilities**

14.1. Under the Equalities Act (2010) a condition which is long term (defined as a year or more) is considered to be a disability. This would include children with a hearing or visual impairment or long-term health condition such as asthma, diabetes, epilepsy or cancer.

14.2. Sometimes, in the instance of a child having a medical condition, the Health Service may create an individual health care plan (IHCP) and the school will coordinate this provision to best meet the needs of the child. This need and provision will also be reported on Provision Mapper. These children may be held at SEND Support or have an EHCP depending on how significant the disability or medical condition is and how able the child is to manage that need. In these cases, the SEND Code of Practice (2014) is followed. This process will allow the school to plan to prevent disadvantage or discrimination. We will always endeavour to make reasonable adjustments and provide resources that will allow a child to flourish and succeed.

14.3. Any intimate care tasks should be recorded on Microsoft FORMS or a paper document (see Appendix), and if necessary parents must be informed of any incidents or actions taken.

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# Record of Intimate Care Intervention

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Child’s name: | | | Class/year group: | | |
| Name of support staff: | | | | | |
| Date: | | | Review date: | | |
| **Date** | **Time** | **Procedure** | | **Staff signature** | **Second signature** |
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**Toilet Management Plan**

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| --- | --- |
| Pupil’s name: | Class/year group: |
| Name of key adult(s): | |
| Date: | Review date: |
| **Area of need** | |
|  | |
| **Equipment required** | |
|  | |
| **Locations of suitable toilet facilities** | |
|  | |
| **Support required** | **Frequency of support** |
|  |  |

**Working towards independence**

|  |  |  |  |
| --- | --- | --- | --- |
| **Pupil will try to** | **Key Adult will** | **Parents/carers will** | **Target achieved date** |
|  |  |  |  |

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Parent/carer

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Key Adult

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Second member of staff

**Agreement between Child and Key Adult (as appropriate)**

Child’s name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Class/year group: \_\_\_\_\_\_\_\_

Name of support staff involved: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Review date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Support staff**

As the key adult helping you with intimate care, you can expect me to do the following:

* When I am the identified person, I will stop what I am doing to help you. I will avoid all unnecessary delays.
* When you use our agreed emergency signal, I will stop what I am doing and come and help.
* I will treat you with respect and ensure privacy and dignity at all times.
* I will ask permission before touching you or your clothing.
* I will check that you are as comfortable as possible, both physically and emotionally.
* If I am working with a colleague to help you, I will ensure that we talk in a way that does not embarrass you.
* I will listen carefully if there is something you would like to change about your Intimate Care Plan.

**Pupil**

As the pupil who requires help with intimate care, you can expect me to do the following:

* I will try, whenever possible, to let you know a few minutes in advance that I am going to need help with intimate care, so that you can make yourself available and be prepared to help me.
* I will try to use the toilet at break time, or at the agreed times.
* I will only use the agreed emergency signal for real emergencies.
* I will tell you if I want you to stay in the room or stay with me in the toilet.
* I will tell you straight away if you are doing anything that makes me feel uncomfortable or embarrassed.
* I may talk to other trusted people about how you help me. They too will let you know what I would like to change.