

The Drive Community Primary School



Intimate Care Policy

Date: Autumn 2026

Review Date: Autumn 2027

Statement of Intent

At The Drive Community Primary School and Nursery, we are committed to safeguarding and promoting the welfare, dignity, health and independence of every child.

We recognise that some children may require support with intimate care tasks, including toileting, personal hygiene, changing clothes following accidents, or assistance relating to a medical condition or disability. We believe all children have the right to be treated with sensitivity, respect and dignity whilst receiving intimate care.

This policy outlines how intimate care will be provided safely, respectfully and consistently while maintaining children's privacy and wellbeing.

Definition of Intimate Care

Intimate care involves any personal care activity that a child cannot reasonably carry out independently and which may involve contact with intimate parts of the body.

Examples include:

- Nappy changing.
- Pull-up and continence product changing.
- Cleaning a child after toileting.
- Assisting with toileting.
- Changing clothing following toileting accidents.
- Washing intimate areas.
- Supporting a child with continence needs.
- Personal care associated with a medical condition or disability.

Principles

The Drive Community Primary School and Nursery will ensure that:

- Children's dignity, privacy and independence are respected at all times.
- Intimate care is provided in a safe, supportive and caring manner.
- Children are encouraged to develop independence appropriate to their age and stage of development.
- Parents and carers are involved in planning and supporting intimate care arrangements.
- Staff understand their safeguarding responsibilities.
- The welfare and best interests of the child remain paramount.

Equality and Inclusion

The school will not discriminate against any child requiring intimate care support.

Reasonable adjustments will be made in accordance with the Equality Act 2010 to ensure all children can access education safely and with dignity.

Children's Voice and Consent

Staff will explain intimate care procedures in an age-appropriate manner and seek the child's cooperation wherever possible.

Children will be encouraged to express their preferences, choices and concerns. Their views, wishes and feelings will be considered whenever practicable.

Intimate care will always be provided in a way that respects the child's dignity, feelings and right to privacy.

Working in Partnership with Parents and Carers

We recognise the importance of working closely with families.

Before a child starts nursery or when a need is identified, we will discuss:

- The child's individual care needs.
- Current toileting routines.
- Any medical conditions.
- Preferred terminology used by the family.
- Methods that support the child's independence.
- Any cultural or religious considerations.

Parents and carers will be kept informed of significant issues, concerns, accidents or changes relating to intimate care.

Where ongoing support is required, an Individual Intimate Care Plan may be developed.

Parents/carers must ensure that they provide all relevant information to school as soon as possible so that the needs of their child can be met. This includes the nature of their child's needs, details of any healthcare professionals involved, including specialist nurses, and any changes in medication, care or condition.

Parents/carers must work towards their child achieving the maximum possible level of independence at home.

Parents/carers should work with school staff to develop and agree a care plan.

Parents/carers must ensure that school always has the required equipment available for their child's intimate care or toileting needs.

Parents/carers must ensure that school always has up-to-date emergency contact details.

Promoting Independence

We encourage children to become increasingly independent in managing their own personal care.

Staff will:

- Encourage children to attempt tasks independently where appropriate.
- Offer verbal prompts and reassurance.
- Support children sensitively when needed.
- Celebrate progress and achievements.
- Avoid doing tasks for children that they can safely manage themselves.

Children will never be rushed, criticised or made to feel embarrassed about accidents.

Nappy Changing and Pull-Up/Continence Product Changing

Children requiring nappies or pull-ups will be checked regularly throughout the day and changed promptly whenever necessary to ensure comfort, dignity and wellbeing.

Staff will:

- Follow appropriate hygiene procedures.
- Use designated changing facilities.
- Wear disposable gloves and aprons.
- Clean and disinfect changing areas after use.
- Dispose of waste safely.

Changing will be carried out in a calm, respectful and reassuring manner.

Staff will explain what they are doing throughout the process and involve the child wherever possible.

Toileting Accidents

We understand that occasional accidents are a normal part of child development.

When a toileting accident occurs, staff will:

- Respond calmly and sensitively.
- Reassure the child.
- Help the child clean and change as required.
- Encourage independence wherever possible.
- Maintain the child's dignity and privacy.

Parents/carers will be informed if accidents become frequent or if there are concerns about a child's health or wellbeing.

Safeguarding

All staff understand that intimate care involves responsibilities for safeguarding both children and adults.

Staff will:

- Follow safeguarding procedures at all times.
- Report any concerns immediately to the Designated Safeguarding Lead (DSL).
- Record any unusual marks, injuries or concerns observed during intimate care.
- Maintain professional boundaries.
- Ensure children's welfare remains the priority.

If a child makes a disclosure during intimate care, staff will follow the school's safeguarding procedures immediately.

Staffing Arrangements and Safe Practice

Wherever practicable, intimate care will take place in a designated area that allows privacy for the child whilst maintaining appropriate safeguarding arrangements.

Staff will inform colleagues when intimate care is being provided and will follow agreed safeguarding procedures at all times.

The child's privacy will be respected while ensuring appropriate levels of visibility, supervision and safeguarding.

Intimate Care for Children with Additional Needs

Some children may require ongoing assistance due to:

- Medical conditions.
- Physical disabilities.
- Developmental delay.
- Special Educational Needs and Disabilities (SEND).

Where regular intimate care is required, an Individual Intimate Care Plan will be developed in partnership with:

- Parents and carers.
- Relevant healthcare professionals.
- SEND staff where appropriate.

The plan will outline:

- The child's specific needs.
- Agreed procedures.
- Equipment required.
- Staff responsibilities.
- Risk assessments where necessary.

Health and Safety

To maintain high standards of hygiene:

- Disposable gloves and aprons will be worn when appropriate.
- Hands will be washed before and after providing intimate care.
- Children will be encouraged to wash their hands afterwards.
- Changing areas and equipment will be cleaned regularly.
- Soiled clothing will be double-bagged and returned to parents/carers.

Parents are asked to provide spare clothing where appropriate.

Confidentiality

Information relating to a child's intimate care needs will be treated as confidential and shared only with staff who need the information to support the child safely and effectively.

Personal and sensitive information will be stored and processed in accordance with data protection requirements and the school's policies and procedures.

Record Keeping

Records will be kept in accordance with the child's needs and care plan.

Written records will always be maintained where:

- A child requires an Individual Intimate Care Plan.
- Ongoing intimate care support is being provided.
- There are safeguarding concerns.
- An injury or unusual mark is identified.
- A significant incident occurs.

Information will be stored securely and handled in accordance with data protection requirements.

Staff Training

Staff involved in intimate care will receive appropriate safeguarding and intimate care guidance and will be familiar with:

- This policy.
- Relevant risk assessments.
- Individual Intimate Care Plans.
- Health and safety procedures.
- Safeguarding requirements.

Training and guidance will be refreshed as required.

Staff Responsibilities

- We will work with parents/carers to promote toilet training unless there are medical reasons why this is not appropriate.
- Where children are not able to be fully continent, we will ensure that a care plan is written to ensure their needs are clarified and met.
- The child will be included in discussions about the care plan unless this is clearly inappropriate, as will their family. Relevant healthcare professionals, including the school nurse, may also be consulted.
- The care plan will be reviewed at least annually or sooner if the child's needs change.
- School will ensure that anyone who undertakes intimate care is an employee of the school and has had appropriate safeguarding checks.
- Only those staff named on the Individual Intimate Care Plan will be involved in providing support with intimate care for a child.
- School will ensure that sufficient staff are named on care plans and available to provide the required support in all foreseeable circumstances.
- If, in exceptional circumstances, none of the named staff members are available, school will contact the family for consent to involve a different member of staff.
- Only in an emergency would staff undertake intimate care that has not been agreed with parents/carers.
- Any emergency care provided will be reported to a senior member of staff and parents/carers as soon as possible. The reasons for this and the care undertaken will be documented.

- A written record will be kept of all support with intimate care. This will include the date and time of care, who was present and any care given that differed from the agreed care plan, together with the reason for this.
- Any changes in a child's behaviour or appearance will be documented and reported to a senior member of staff in line with safeguarding procedures.
- Staff will communicate carefully with children using their usual communication methods to discuss their needs and preferences.
- Wherever possible, the child's wishes and preferences will be taken into account.
- School will consider the religious views, beliefs and cultural values of the child and their family whenever possible when undertaking intimate care.
- School will promote positive self-esteem, body image and independence in self-care as far as appropriate and practical.
- School will ensure that all staff understand the need for confidentiality.
- School will act in accordance with safeguarding policies and procedures if there are any concerns regarding a child's wellbeing.

Complaints

Any concerns regarding intimate care should initially be raised with the Nursery Teacher or Headteacher.

Complaints will be investigated in line with the school's Complaints Policy.

Example of Intimate Care Plan

To be completed by Head Teacher and parent/carer & shared with all staff who are involved in supporting the child.

Name of Child or Young Person	Class Teacher/Responsible staff member
Staff Involved [including support staff, school nurse, specialist staff] 1. 2. 3. 4. 5.	
Nature of Intimate Care provide [including changing, toileting, feeding, medical intervention, first aid, physical education]	
1.	
2.	
3.	
4.	
5.	
Parental Permission agreed [please tick] Yes No	
Special arrangements for changing [please include number of personnel involved and indicate whether this is agreed by parents or is a Child Protection or Moving & Handling requirement]	
Special arrangements for toileting [please include number of personnel involved and indicate whether this is agreed by parents or is a Child Protection or Moving & Handling requirement]	
Other Special arrangements [please included any other intimate care not shown above]	

Signature of Head Teacher/Responsible Staff Member.....

Signature of Parent/Carer: