



Bristol Drive

Lincoln

LN6 7UE

Intimate Care Policy

January 2025

This policy aims to give all members of the school community clear guidance with regard the rationale, principles, strategies and expectations of providing intimate care to our pupils, protecting their rights and dignity, and safeguarding them from any form of harm, abuse or neglect.

Policy Owner	Designated Safeguarding Lead / EYFS Lead
Governing Body Committee	Development
Date Approved by Governors	5 th February 2025
Next Review Date	September 2026

Updates to the policy:

Date	Changes
23.01.2025	Page 5 - Addition of guidance for Agency / Supply Staff Page 11 - Appendix 6 added

Intimate Care Policy

This policy represents the agreed principles for intimate care throughout the school. This policy has been agreed by all staff and governors within the school.

Definition

Intimate care may be defined as any activity required to meet the personal care needs of each individual child
Intimate care can include:

- Supporting a pupil with dressing/undressing when they cannot do this themselves
- Providing comfort or support for a distressed pupil
- Assisting a pupil requiring medical care
- Cleaning a pupil who has soiled him/herself, has vomited or feels unwell
- Dressing/undressing
- Toileting / Toilet training
- Treatments such as care of stoma bags, feeding tubes etc.
- Menstruation
- First Aid

Purpose

The purpose of this policy is:

- To safeguard the rights and promote the best interests of all the children in our care
- To ensure children are treated with sensitivity, respect and in such a way that their experience of intimate care is a positive one
- To safeguard adults required to operate in sensitive situations
- To raise awareness and provide a clear procedure for intimate care
- To inform parents/carers in how intimate care is administered
- To ensure parents/carers are consulted in the intimate care of their children

Our approach to best practice

The management of all children with intimate care needs will be carefully planned. The child who requires intimate care is 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 Health and Safety training in Moving and Handling) and are fully aware of best practice. Apparatus will be provided to assist with children who need special arrangements following assessment from physiotherapist / occupational therapist as required.

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 he/she can. This may mean, for example, giving the child responsibility for washing themselves.

Individual intimate care plans will be drawn up for particular children as appropriate to suit the circumstances of the child.

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 is toileted. Where possible, one child will be catered for by one adult, but a second adult should be made aware that intimate care is taking place. Wherever possible the same child will not be cared for by the same adult on a long-term basis. This will ensure, as far as possible, that over-familiar relationships are discouraged from developing, whilst at the same time guarding against the care being carried out by a succession of completely different carers.

Intimate care arrangements will be discussed with parents/carers and recorded in a care plan. The needs and wishes of children and parents will be taken into account wherever possible within the constraints of staff and equal opportunities legislation.

Introduction

Intimate care is any care which involves washing, touching or carrying out an invasive procedure (such as cleaning up a pupil after they have soiled themselves) to intimate personal areas. In most cases such care will involve cleaning for hygiene purposes as part of a staff member's duty of care. In the case of a specific procedure only a person suitably trained and assessed as competent should undertake the procedure.

The issue of intimate care is a sensitive one and will require staff to be respectful of the child's needs. The child's dignity should always be preserved with a high level of privacy, choice and control. There shall be a high awareness of child protection issues. Staff behaviour must be open to scrutiny and staff must work in partnership with parents/carers to provide continuity of care to children/young people wherever possible.

Supporting dressing/undressing

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 independently.

Providing comfort or support

Children may seek physical comfort from staff (particularly children in Early Years or children in distress). Where children require physical support, staff need to be aware that physical contact must be kept to a minimum and be child initiated. When comforting a child or giving reassurance, the member of staff's hands should always be seen. If physical contact is deemed to be appropriate, staff must provide care which is suitable to the age, gender and situation of the child. If a child touches a member of staff in a way that makes him/her feel uncomfortable this can be gently but firmly discouraged in a way which communicates that the touch, rather than the child, is unacceptable.

Medical procedures / First Aid

First Aid will only be administered by a trained first aider and any treatment/care given will be recorded and shared with parents / carers (either by phone if necessary, or in person at the end of the day). It may also be placed in the school main accident record especially if a child has left the school to visit a doctor or hospital to receive first aid. The main school Accident Book is kept centrally in school main office.

If it is necessary for a child to receive medicine during the school day parents must fill out a permission form from the school office and discuss their child's needs with the class teacher before the school agrees to administer medicines or medical care. This medication should be prescribed. If a member of staff is not comfortable with administering the medication, clarification must be sought from a member of Senior Leadership. It must be made clear to parents that staff administration of medicines is voluntary.

Any member of staff giving medicine to a pupil should check:

- The pupil's name
- Written instructions provided by parents or doctor
- Prescribed dose
- Expiry date

Particular attention should be paid to the safe storage, handling and disposal of medicines.

The Headteacher has prime responsibility for the safe management of medicines kept at school. This duty derives from the Control of Substances Hazardous to Health Regulations 2002 (COSHH). Medicines should generally be kept in a secure place, not accessible to pupils but arrangements must be in place to ensure that any medication that a pupil might need in an emergency is readily available. (for example, EpiPens and Epilepsy medication)

In the event of intimate care being given for medical conditions such as care of Stoma bags, feeding tubes etc, this will only be administered by staff who have received full and up to date training.

Soiling / Wetting in Key Stage 1 and 2

Intimate care for soiling and wetting in Key Stage 1 and 2 should only be given to a child after the parents have given permission for staff to clean and change the child. Parents / care of children beyond Early Years that require regularly help from an adult changing will be asked to sign a permission form so that the staff can clean and change their child in the event of the child soiling themselves (Appendix 1). In most cases staff will just support the children to change without physical contact. If the parents/carers or emergency contact

wishes to attend and is able to come within a few minutes, the child is comforted and kept away from the other children to preserve dignity until the parent arrives. A child will not be left on his/her own whilst waiting for a parent to arrive, an adult will stay with him/her, giving comfort and reassurance.

The child will be dressed at all times and never left partially clothed. If a parent/carer or emergency contact cannot be contacted or cannot attend, the Head Teacher or Designated Safeguarding Lead will be consulted. If necessary, staff will act appropriately and may need to come into some level of physical contact in order to aid the child. All incidents of intimate care provision will be recorded, and parents informed (Appendix 2).

If a child requires changing having soiled or wet themselves, or vomited, 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 ensure that:

- If staff feel it is needed a second member of staff is present or in the vicinity (with the exception of children who have an EHC Plan)
- 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 flushed down the toilet or placed in a bin with a lid
- Any soiling that can be, is flushed down the toilet
- Soiled clothing is put in a plastic bag, unwashed, and sent home with the child
- Parents are informed (either by phone or at the end of the day), that their child has been changed and the reason for this.

Intimate Care in Early Years

We recognise in Early Years younger children may require more regular support with toileting and staff will support children in line with this policy. Where possible staff with support without physical contact but if regular intimate care is required e.g. nappy changing, soiling of underwear or changing of clothing staff will complete a 'Personal Care Plan for Intimate Care and Toilet' in consultation and agreement of parents / carers (Appendix 3). This will also be signed by the parents / carers. Staff will inform parents/carers of toileting accidents via message or speaking to them at collection time.

Toilet Training in Early Years

An agreement is to be made between home and school to work together to support a child to become fully toilet trained (Appendix 4). Training is not the sole responsibility of school, but staff will support the needs of the children and parents/carers to achieve this. Information to be shared and discussed with parents/carers can be found in the 'Intimate Care in Early Years Guide' (Appendix 5).

Menstruation

Girls who are in the early stages of puberty may need support from a female member of staff. Where such assistance is required, girls will be provided with sanitary towels and treated sensitively.

Hygiene

All staff must be familiar with normal precautions for avoiding infection, must follow basic hygiene procedures and have access to protective, disposable gloves. They must ensure that they use anti-bacterial hand wash afterwards to avoid the spread of germs.

Suncream Application

We understand the significance of safeguarding against sun exposure. Parents/carers will be encouraged to ensure their child arrives at school with sunscreen already applied. If reapplication becomes necessary during the day, children will be supervised in a manner appropriate for their individual needs or age. School staff will refrain from applying sunscreen to a child unless it is explicitly stated in their individual care plan and with the written consent of parents/carers.

Support for Parents / Carers and Other Services

Should any parents and carers ask the school for support with the toileting needs of their child the school would firstly refer the parents / carers to their child's GP or Health Care Visitor. If further support is needed staff would make contact with the consent of parents / carers to the CYPN (Children and Young People's Nursing Team).

Protection for Staff

Members of staff need to have regard to the danger of allegations being made against them and take precautions to avoid this risk. These should include:

- Gaining a verbal agreement from another member of staff that the action being taken is necessary
- Allow the child, wherever possible, to express a preference to choose his/her carer and encourage them to say if they find a carer to be unacceptable
- Allow the child a choice in the sequence of care
- Be aware of and responsive to the child's reactions

If a member of staff has concerns about another member of staff's care for a child, they should immediately report this to the Designated Safeguarding Lead and follow procedures in the school's Whistleblowing Policy.

Agency / Supply Staff

The intimate care of children within our school setting should be undertaken by staff who are directly employed by the school. In instances where a child, or a group of children, is under the supervision of a supply member of staff and requires intimate care, this responsibility must be fulfilled by a member of the school staff. Alternatively, intimate care can be performed on a 1:2 basis, involving both a supply staff member and a school staff member. In this instance the supply staff or school staff member can carry out the intimate care depending on who has the best relationship with the child, but the other person must be in the room at all times.

In cases where a member of supply staff has been with the school and working with a child long-term, if the adult is familiar to the child and has provided support for a sufficient duration, and where school staff are assured of the positive relationship between the child and the adult, then it may be permissible to allow 1:1 intimate care. Such arrangements must involve the agreement of the supply member of staff, senior leadership, and the child's parents (in consultation with the supply agency). Notably, parental consent must be obtained in writing and appropriately logged in CPOMs (See Appendix 6).

Furthermore, a detailed written log of all intimate care provided must be maintained. This record should be consistently updated by the class teacher on CPOMs, ensuring that all parties are informed of the care provided, including the adults involved. This protocol upholds the safeguarding of children while promoting transparent communication within the school.

Safeguards for children

There is an obligation on schools to ensure that staff who have substantial, unsupervised access to children undergo police checks.

- All staff at Sir Francis Hill Primary School have up to date DBS checks and if continuity in care means that this is not immediately possible, a Risk Assessment will be made, and the staff will not provide changing without supervision
- It is not appropriate for students (teaching or work experience) or volunteers to carry out intimate care procedures

This Policy will be reviewed every 2 years or earlier if necessary.

Last reviewed: September 2024
Next review: September 2026
Updated: January 2025

Appendix 1



Permission form for Intimate Care Provision (Key Stage 1 or 2)

Should your child have an accident (soil or wet themselves) in school and require changing, we are willing, with your permission to clean and change your child as required. We will follow the procedures outlined in our "Intimate Care Policy". This role will always be undertaken by a member of staff (teacher or teaching assistant) and you will be informed that an incident has taken place.

In such an event please indicate below how you would like us to proceed.

- In the event of my child having an accident in school and needing to be cleaned and changed, I give permission for a member of staff (teacher or classroom assistant) to clean and change him / her.

Child's Name _____

Class _____

Year Group _____

Parent / Guardian Name _____

Parent / Guardian Signed _____

Date _____

OR

- In the event of my child having an accident in school and needing to be cleaned, I would like to be contacted so that I can proceed to school.

I accept that if you are unable to contact myself or someone on the emergency contact list, you will proceed to clean and change him / her as based on the procedures outlined in the "Intimate Care Policy"

Child's Name _____

Class _____

Year Group _____

Parent / Guardian Name _____

Parent / Guardian Signed _____

Date _____

Appendix 2



Record of Intimate Care Provision (Key Stage 1 or 2)

Name of Child	
Date of Incident	
Brief Description	
Member of Staff involved with child.	

Signed _____

(Member of Staff)

Signed _____

(Headteacher / SLT / DSL)



Record of Intimate Care Provision

Name of Child	
Date of Incident	
Brief Description	
Member of Staff involved with child.	

Signed _____

(Member of Staff)

Signed _____

(Headteacher / SLT / DSL)

Appendix 3

Sir Francis Hill Primary School - Personal Care Plan (Intimate Care and Toileting)					
Child's Name:	Date of Birth:	Year / Class:	Class Teacher:	Date of Plan:	Proposed Date of Review:
Medical Condition/s:		Facilities and Equipment: <i>(Clarify responsibility for provision of supplies e.g. parents/carers / school / other)</i>		Staffing: <i>(Name / days and time available to support / back up)</i>	
Details of Assistance Required:					
Staff Training Needs:		Plan written by (Staff): Name: Role: Date: Signature:		Plan agreed by (Parent / Carer): Name: Relationship to child: Date: Signature:	

Appendix 4



Toilet Training Agreement

Parent / Carer and School Agreement

At Sir Francis Hill Primary School we are committed to working in partnership with parents/carers to support toilet training their child/children. In order for your child to feel safe and secure during this process and reinforce the consistency between school and home, we ask that you read and sign this agreement.

Child's Name	
Child's Date of Birth	
Class	
Class Teacher	

School staff will ensure that we follow the following points:

- We will encourage, support and praise all success that your child achieves during their toilet training experience, taking them to the toilet at regular intervals during the day or on demand when necessary.
- We will do our best to expect accidents and ensure that your child is not made to feel uncomfortable about them.
- We will ensure that all staff in the room are aware your child is toilet training.
- We will watch for and identify signals that may help us make it on time next time, as well as encourage children to be independent in changing their own clothes.
- We will communicate to parents / carers daily regarding our bathroom experiences.
- We will never expect your child to sit on the toilet for long periods of time.
- If your child becomes distressed or disinterested in toilet training, we will discuss this with you and it could result in us agreeing to stop for a while and revisit at a later date.

Parents / Carers will agree to the following points:

- We/I will communicate with school staff on how our/my child is progressing with toilet training at home.
- We/I will supply changes of clothing and underwear, taking home the wet or soiled clothes, replacing them on a daily basis.
- We/I will supply wipes and nappies for my child if required.
- We/I will understand that our/my child may have a difficult day and may not be interested in using the toilet.
- We/I will discuss with school staff, if our/my child is not progressing well and if we should stop the training and start again in a few weeks' time when they may be more interested.
- We/I understand that toilet training is not the sole responsibility of school staff and parents/carers will support the training progress at home.

Parent / Carer Name		
Relationship to Child		
Parent / Carer Signature		Date
Staff Signature		Date

Appendix 5



Intimate Care in Early Years Guide

Guidance for staff and discussion / agreement with parents / carers

**Staff relates to school employed staff only not volunteers or students working in the school.*

Toilet Training

- Staff to discuss and agree with parents / carers to support toilet training their child at home. This can not be the sole responsibility of school staff.
- Whilst toilet training if necessary if a child walks to nursery and parents / carer feel their child need to wear a nappy for the journey to school. Parents / carer will be asked to ensure their child is changed and in a clean nappy before starting the school day.
- Parents / carers to be encouraged for their child to wear pants on top of their nappy so staff can support toilet training.
- To support toilet training staff will help the child to get into the bathroom and settled into a cubicle. Once there staff will encourage a child to pull down their own clothing and sit on the toilet to try to go to the toilet. Nappies will be removed and disposed of.
- Adults will take / ask the child to go the toilet regularly throughout the session / day.

Wetting Accidents

- Staff will help the child to get into the bathroom and settled into a cubicle. Once there staff will encourage a child to pull down their own clothing and sit on the toilet to try to go to the toilet.
- Children who have wet accidents will be encouraged to remove shoes, socks and wet clothes themselves and to put them into a plastic bag.
- Staff use a change of clothes from the child's bag or from spare school clothing if no clothes are provided.
- Staff may encourage the child to clean their legs and bottom with a wet wipe.
- Where possible the staff will encourage the child to dress themselves by explaining and modelling.
- The child's soiled clothes will be tied in a plastic bag and put on child's peg / into their bag and a text message will be sent home using the text template to ensure parents / carer know soiled clothing will be sent home.

Soiling Accidents

- Staff will help the child to get into the bathroom and settled into a cubicle. Staff will wear rubber gloves and support child to pull down clothing and sit on the toilet to finish their toileting.
- Staff to clean the child's bottom using toilet paper and wipes if necessary (placing wipes in a nappy bag).
- Solid faeces will be tipped into the toilet and pants put in a nappy bag, heavily soiled pants will be put straight into a nappy bag.
- Staff use a change of clothes from the child's bag or from spare school clothing if no clothes are provided.
- Staff may encourage the child to clean their legs and bottom with a wet wipe.
- Where possible the staff will encourage the child to dress themselves by explaining and modelling.
- The child's soiled clothes will be tied in a plastic bag and put on child's peg / into their bag and a text message will be sent home using the text template to ensure parents / carer know soiled clothing will be sent home.

Nappies

- Staff will wear rubber gloves, collect the child's bag or clothes and take the child to the designated area for nappy changing.
- Staff to clean the child's bottom using wipes provided by the parents / carers (placing wipes in a nappy bag).
- Staff to put the nappy on the child and support the child to change clothes if necessary.
- Where possible the staff will encourage the child to dress themselves by explaining and modelling.
- The child's soiled clothes will be tied in a plastic bag and put on child's peg / into their bag.
- If toilet training the children to be moved to the toilets and settled into a cubicle to sit on the toilet, nappy put back on once finished.
- Soiled nappies to be disposed of.

Appendix 6



Parent / Carer Agreement Form for Intimate Care by a Long Term Supply Staff Member

Should your child experience an accident resulting in soiling or wetting themselves during school hours, it is necessary to have a clear procedure in place. With your consent, a long-term supply member of staff will be available to assist in cleaning and changing your child as required. We will strictly adhere to the guidelines set forth in our "Intimate Care Policy," ensuring that this action is initiated only when the school leader deems it appropriate, specifically where a positive rapport between the supply staff member and your child has been established.

The long-term supply staff will be required to sign an agreement acknowledging our school's policy on intimate care. Additionally, a record of this agreement, along with your permission, will be communicated to the supply agency and documented within our school records for reference.

*Child's Name	
Year / Class	
Supply's Name	
Agency	
Supply's Signature	
*Parent / Carer's Name	
*Parent / Carer's Signature	
Senior Leader's Name / Role	
Senior Leader's Signature	
Date	

*When complete digital copy to be stored on CPOMs in school and *a redated digital copy to be send to the supply agency.*