Holyport CE Primary School

INTIMATE CARE POLICY

HOLYPORT CE PRIMARY SCHOOL	
ADOPTED AND SIGNED ON BEHALF OF THE SCHOOL GOVERNING BODY ON: 18th September 2025	SIGNATURE OF GOVERNING BODY REPRESENTATIVE: *P Mew*
Name of Headteacher: Amanda Featherstone	Signature of Headteacher: *A Featherstone*
Presented to: STAFF 3.9.25 Presented to: FGB on Governor Hub 1.9.25	Policy to be next reviewed: September 2026

Guiding Principles

All children at Holyport CE Primary have the right to be safe and be treated with dignity, respect and privacy at all times so as to enable them to access all aspects of school life. This policy sets out clear principles and guidelines on supporting intimate care with specific reference to toileting. It should be considered in line with our CP and Safeguarding Policy, Health and Safety Policies, SEND and Supporting Pupils with Medical Conditions policy.

This policy is issued to all parents when their child joins the school. It is reissued as and when needed eg. it may be issued again and discussed with a family if a toileting need arises as the child moves through the school. Holyport CE Primary School's foremost concern is to address the needs of all children to help them achieve their full potential, to be fully included in their school community and to experience success. We work in partnership with families and encourage and support the involvement and inclusion of individual children, and it is for this reason that we have an Intimate Care Policy.

What this looks like in our school

Intimate care can be defined as care tasks of an intimate nature, associated with bodily functions, body products and personal hygiene. At Holyport CE Primary 'intimate care' might involve helping a child to manage their personal hygiene, for example following a wetting or soiling accident. As children reach puberty it might be necessary to support girls with personal hygiene products. There might also be instances where children with specific medical needs require support with personal care.

Rationale and Definition

It is our intention to develop independence in each child, however there will be occasions when help is required.

Our Intimate Care policy has been developed to safeguard children and staff. It is one of a range of specific policies that contribute to our safeguarding of pupils.

The principles and procedures apply to everyone involved in the intimate care of children. Children are generally more vulnerable than adults and staff involved with any aspect of pastoral care need to be sensitive to their individual needs.

Intimate care may be defined as any activity that is required to meet the personal needs of an individual child on a regular basis or during a one-off incident. Such activities can include:

- toileting including continence management/menstruation;
- feeding;
- oral care;
- washing;
- changing clothes (dressing and undressing, including underwear);
- Changing nappies
- first aid and medical assistance; and
- supervision of a child involved in intimate self-care.

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.
The Governing Body recognises its duties and responsibilities in relation to the Disability Discrimination Act which require that any child with an impairment that affect their ability out carry out normal day-to-day activities must not be discriminated against.

Aims of the policy:

- To safeguard the rights and promote the welfare of children and young people
- To provide guidance and reassurance to staff whose duties include intimate care
- To ensure children are treated with sensitivity and respect, and in such a way that their experience of intimate care is a positive one
- To inform parents/carers how intimate care is administered

This intimate care policy should be read in conjunction with the schools' policies as below:

- Safeguarding and Child Protection policy and procedures and Whistleblowing policy;
- Staff professional code of conduct/confidentiality policy;
- Health and safety policy and procedures;
- Special Educational Needs and Disabilities (SEND) policy
- Supporting pupils with medical conditions policy

Child-focused Principles of Intimate Care

The following are the fundamental principles of intimate care upon which our policy guidelines are based. In line with our 'UNCRC Convention on the Rights of the Child, we believe that every child has the right to:-

- be safe;
- personal privacy;
- be valued as an individual;
- be treated with dignity and respect;
- be involved and consulted in their own intimate care to the best of their abilities;
- express their views on their own intimate care and to have such views taken into account; and
- have levels of intimate care that are appropriate and consistent.

School Responsibilities

All members of staff working with children are checked and vetted to ensure they are safe to do so. Only those members of staff who are familiar with the intimate care policy and all school safeguarding documentation are involved in the intimate care of children. Anticipated intimate care arrangements which are required on a regular basis are agreed between the school and parents and, when appropriate and possible, by the child.

Only in an emergency would staff undertake any aspect of intimate care that has not been agreed by the parents. This act of intimate care would be reported to a member of staff and parents at the earliest possible time following the event.

Guidelines for Good Practice - Safeguarding and Child Protection

The Governors and staff at Holyport CE Primary School recognise that pupils with special needs are particularly vulnerable to all types of abuse. The school's child protection procedures will be adhered to. From a child protection perspective, it is acknowledged that intimate care involves risks for children and adults as it may involve staff touching private parts of a pupil's body. In this school best practice will be promoted and all adults will be encouraged to be vigilant at all times, to seek advice where relevant and take account of safer working practice to protect all members of the school community.

All staff are trained on the signs and symptoms of child abuse which are in line with our Local Safeguarding Children's Board guidelines. If a member of staff is concerned about any physical or emotional changes, such as marks, bruises, soreness, distress etc they will inform the Designated Safeguarding Lead (DSL) immediately. The Safeguarding Policy will then be implemented.

The following guidelines are designed to safeguard children and staff. They apply to every member of staff involved with the intimate care of children.

If a staff member has concerns about a colleague's intimate care practice, he or she must report this to the Headteacher.

All children have the right to be safe and to be treated with dignity and respect.

Young children and children with special educational needs can be especially vulnerable.

Staff involved with their intimate care need to be particularly sensitive to their individual needs.

Members of staff also need to be aware that some adults may use intimate care, as an opportunity to abuse children.

It is important to bear in mind that some forms of assistance can be open to misinterpretation.

Therefore, at Holyport, we:

1. Involve the child in the intimate care

   Try to encourage a child's independence as far as possible in his or her intimate care. Where a situation renders a child fully dependent, talk about what is going to be done and, where possible, give choices. Check your practice by asking the child or parent about any preferences while carrying out the intimate care.

2. Treat every child with dignity and respect and ensure privacy appropriate to the child's age and situation.

   Care should not be carried out by a member of staff working alone with a child.

3. Make sure practice in intimate care is consistent.

   As a child may have multiple carers a consistent approach to care is essential. Effective communication between all parties ensures that practice is consistent.

   Are aware of our own limitations

   Only carry out activities you understand and feel competent with. If in doubt, ask. Some procedures must only be carried out by members of staff who have been formally trained and assessed.

4. Promote positive self-esteem and body image.

   Confident, self-assured children who feel their bodies belong to them are less vulnerable to sexual abuse. The approach you take to intimate care can convey lots of messages to a child about their body worth. Your attitude to a child's intimate care is important. Keeping in mind the child's age, routine care can be both efficient and relaxed.

5. Report any concerns, if we have them

   If you observe any unusual markings, discolouration or swelling report it immediately to the Designated Teacher for Child Protection. If a child is accidentally hurt during intimate care or misunderstands or misinterprets something, reassure the child, ensure their safety and report the incident immediately to the designated teacher. Report and record any unusual emotional or behavioural response by the child. A written record of concerns must be made available to parents and kept in the child's personal file.

If a pupil, or any other person, makes an allegation against an adult working at the school this should be reported to the Headteacher (or to the Chair of Governors if the concern is about the Headteacher) who will consult the Local Authority Designated Officer in accordance with the school's policy. It should not be discussed with any other members of staff or the member of staff the allegation relates to. Similarly, any adult who has concerns about the conduct of a colleague at the school or about any improper practice will report this to the Headteacher or to the Chair of Governors, in accordance with the child protection procedures and 'whistle-blowing' policy.

Best Practice

When a child has an accident or requires support with intimate care, they will be taken to a safe, discreet place where their dignity can be maintained. This will usually be the Disabled Toilet where sufficient space is provided to comfortably meet their needs. A member of the office staff will be informed that the toilet is being used by a child, the door will be left slightly ajar and office staff will ensure others are aware that the room is in use.
When intimate care is given, the member of staff explains fully each task that is carried out to the child using appropriate language and the reason for it. Staff will encourage children to do as much for themselves as they can and lots of praise and encouragement will be given to the child for achieving new milestones. Members of staff must be given the choice as to whether they are prepared to provide intimate care to pupils.

Parents/Carers may be asked to supply any of the following as appropriate: -

- Spare nappies
- Wipes, creams, nappy sacks etc
- Spare Clothes
- Spare underwear
- Sanitary products

All children will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each individual pupil to do as much for his/herself as possible. Every child's right to privacy and modesty will be respected. Careful consideration will be given to each child's situation to determine who and how many carers might need to be present when they need help with intimate care. Wherever possible, the child's wishes and feelings should be sought and taken into account.

Pupils who require regular assistance with intimate care have individual health care plans (IHPs) agreed by staff, parents/carers and any other professionals actively involved, such as school nurses or physiotherapists. Ideally the plan should be agreed at a meeting at which all key staff and the pupil should also be present wherever possible/appropriate. Any historical concerns (such as past abuse) should be taken into account.
The plan should be reviewed as necessary, but at least annually, and at any time of change of circumstances, e.g. for residential trips or staff changes (where the staff member concerned is providing intimate care). They should also take into account procedures for educational visits/day trips.
Where relevant, it is good practice to agree with the pupil and parents/carers appropriate terminology for private parts of the body and functions and this should be noted in the plan. Where a care plan is not in place, parents/carers will be informed the same day if their child has needed help with meeting intimate care needs (eg has had an 'accident' and wet or soiled him/herself).

Communication

It is recommended practice that information on intimate care should be treated as confidential and communicated in person by telephone or by sealed letter, not through the home/school diary.
Where an intimate care plan is not in place, parents/carers will be informed the same day if their child has needed help with meeting intimate care needs (e.g. has had an 'accident' and wet or soiled him/herself). It is recommended practice that information on intimate care should be treated as confidential and communicated in person and as privately as possible at handover or by telephone. In Key Stage 2 parents should be contacted by telephone to inform them of incident. Parents of pupils in the EYFS will be asked to sign a permission form for intimate care that covers that year.

Supporting dressing/undressing
Sometimes it will be necessary for staff to aid a child in getting dressed or undressed particularly in the Foundation Stage Unit. Staff will always encourage children to attempt undressing and dressing unaided. However, if help is needed this will be done in a sensitive manner so as not to embarrass the child.

Soiling
It is generally accepted that most children will be toilet trained and out of nappies before they begin school or nursery. However, it is inevitable that from time to time some children will have accidents and need to be attended to. In addition to this an increasing number of children and young people with disabilities and medical conditions are being included in mainstream settings. A significant number of these pupils require adult assistance for their personal and intimate care needs.

In order to help the children to become aware of their bodily needs and respond to them, those who wish to go to the toilet are always allowed to go, although they are encouraged as they progress through the school to use the toilet during break times. The school undertakes to attempt to support any training programme requested by a child's GP and/or parent.

Permission is sought as children enter the Foundation Stage Unit and slips are kept on record. (Appendix 1)
All FSU staff are informed of those children where no permission is given. Where a child has continuing incontinence problems (both within the FSU and in later years) parents are expected to provide a complete set of spare clothes in a plastic bag and 'wet wipes'. The school also keeps a stock of spare clothes for children in the younger year groups.

If a parent does not give consent, the school will contact the parents or other emergency contact giving specific details about the necessity for cleaning the child. If the parents/carers or emergency contact 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. Children are not left alone on their own whilst waiting for a parent to arrive, an adult will stay with them, 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 attend, the school seeks to gain verbal consent for staff to clean and change the child. This permission will be sought on each occasion that the child soils themselves unless the school receives a signed form.

If the parent/carer and emergency contacts cannot be contacted the Head Teacher will be consulted. If put in an impossible situation where the child is at risk, staff will act appropriately and may need to come into some level of physical contact in order to aid the child.

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.

At all times the member of staff pays attention to the level of distress and comfort of the child. If the child is ill then the member of staff telephones the parent/carer. In the event a child is reluctant and finally refuses, the parent/carer will be contacted immediately.

It is intended that the child will only positive encouragement and praise for their efforts to master this necessary skill. It is always our intention to avoid drawing attention to such events and positively to encourage the child in their efforts to gain these skills.

Procedures:
All staff carrying out intimate care must be aware and follow the procedures outline below:

- Adults who assist pupils with intimate care should be employees of the school, not students or volunteers, and therefore have the usual range of safer recruitment checks, including enhanced DBS checks.
- The staff member should ensure that they are aware of the child protection policy and procedures in place within the school. If concerned about a child's actions or comments whilst carrying out intimate care, staff should record this on the child's intimate care log (Appendix 3) and discuss with the school's designated person for child protection.

- All staff should be aware of the school's confidentiality policy. Sensitive information will be shared only with those who need to know.
- Children who need changing during lesson time or during lunch/break times due to a toileting accident should be changed in the nearest appropriate toilet or the disabled toilet to allow for privacy and/or supervision.
- If parents have supplied 'wet wipes' then they should only be used with that child
- Use the nature of the accident/incident and the knowledge of the child to make a judgement on how many adults should be involved in intimate care. In some cases, it can be advisable to have two adults in attendance. This could be in cases where the child is identified as being vulnerable, is on the child protection register or where knowledge of the child or family indicates there could be difficulties/allegations could be made.
- Consider the dignity of the child and allow them to make a decision on how they are assisted. The following could be asked, if appropriate/relevant:
    - Would you like some help?
    - Would you like me to help you?
    - Would you like me to come with you and wait outside the door in case you need any help?
- A child's refusal to allow themselves to be changed will result in an immediate telephone call to inform parents/carers who can choose to visit the school to change their child or take them home to change and then return to school.
- Ensure that another member of staff, preferably the class teacher, if during lesson time, knows that you are withdrawing the child and why.
- Ensure that protective gloves and a disposable apron are worn
- The procedure is discussed in a friendly and reassuring way with the child throughout the process
- The child is encouraged to care themselves 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
- If necessary, inform the caretaker if any cleaning is needed
- Any soiling that can be, is flushed down the toilet
- Spoiled clothing is put in a plastic bag, unwashed, and sent home with the child.
- A letter is sent to the parents/carers informing them of the need to change their child (Appendix 2) and the Intimate Care record sheet is completed (Appendix 3)
- Confidentiality should be maintained at all times between child, school and parent/carer
- Staff with concerns over any aspect of intimate care should discuss these with a member of the safeguarding team.

Regular Occurrences

If a child has an ongoing problem that requires intimate care a member of SLT should be informed so arrangements can be made with the parent/carer for long term resolution of the difficulties.

Children with special medical needs who need changing on a daily basis will have a separate record where the date and time is noted and the signature of the staff member is kept on record. Parents of these children will be aware of the procedure and will not receive a note every day.

Equipment Provision

Where a child is in nappies, parents/carers will be responsible for ensuring the school has a supply of nappies, wipes and nappy bags. Parents of children who regularly soil themselves will be required to provide a change of clothes in a named bag on a daily basis. Parents will be supported with toilet training by school staff and the school nurse, through an Early Help Referral. The school will be responsible for providing gloves, plastic aprons, a bin and liners to dispose of any soiled nappies on site.

Equal Opportunities

Holyport CE Primary School values diversity in its community and is committed to providing equal opportunities for all, whether they are a job applicant, teacher, member of the non-teaching staff, pupil, parent or governor. Through equal opportunities the school will strive to provide for everyone equally, regardless of ethnic background, faith, gender, age, sexual orientation, Special Educational Needs or disability. All governing body policies will operate within and be implemented with regard to this framework.

Appendix 1

Holyport CE Primary School and Foundation Unit

Date:

Dear Parents/Carers,

I am writing to you regarding occasions when your child may need support with intimate care routines. If a child wets or soils themselves while that are at school, it is important that measures are taken to have them changed (and it necessary cleaned) as quickly as possible. We have drawn up the attached 'Intimate Care' Policy to ensure that your child's needs are met in a professional and dignified manner at all times.

I would be grateful if you could sign and return the slip below once you have read the policy and agree to the school carrying out 'intimate care' procedures when necessary.

Yours sincerely,

Headteacher

I have read the School's 'Intimate Care' Policy

I agree to the school carrying out 'intimate care' on my child when necessary.

Signed: _____

Name: _____

Name of child: _____

Date: _____

Appendix 2

Holyport CE Primary School and Foundation Unit

Date:

Dear (name of parents/carers),

Re: Informing parents of an intimate care issue for (name of child)

This is a courtesy letter to inform you that your child had a toileting accident today at school. The matter was dealt with swiftly and sensitively by _____ and _____ in accordance with our Intimate Care Policy.

We have returned the clothing for washing. Please wash and return any items borrowed from school at your earliest convenience. If you wish to discuss the matter further please contact either your child's teacher or myself.

Yours sincerely

Classteacher/Staff Member

Appendix 3

Holyport CE Primary School

Intimate Care Record

Child's name:
Date of Birth:
Daily/regular intimate care requirement (if appropriate):

Date	Time	Staff member(s)	Comments (if required)	letter