

ETTINGTON C of E PRIMARY SCHOOL

Reviewed November 2025



Learning for Fullness of Life
Trust-Respect - Love

INTIMATE CARE POLICY

As a school, we aspire to live out God's plan for all to flourish.

We believe in providing our children with opportunities to use and develop the gifts and talents they have been blessed with, to ensure they embrace 'Life in its fullness' (John 10:10) following the teachings of Jesus.

Our vision is to place the child at the heart of everything we do, Learning for the Fullness of Life'. It is to work together, where everyone is a partner in learning; providing a safe, happy, caring and stimulating community, where children are given opportunities to reach their true potential.

Introduction

Ettington C of E Primary recognises that all children develop at different rates and have differing needs. Most children achieve continence before starting full time school however, we are aware that some pupils may require assistance from members of staff for personal care, including toileting, either due to the age and development level of the pupil, or as a result of a disability or medical need. This could mean support is required either for a short or longer term or in some circumstances on a permanent basis. The achievement of continence can be seen as the most important single self-help skill, improving the person's quality of life, independence and self-esteem.

The stigma associated with incontinence can cause enormous stress and embarrassment to the children and families concerned and can severely inhibit a child's inclusion in school and the community. Children with toileting problems who receive support and understanding from those who act in loco parentis are more likely to achieve their full potential.

We are committed to ensuring that all pupils are able to access the whole curriculum and are able to be included in all aspects of school life. Through hard work, staff endeavour to build up trusting relationships with parents and carers of the children attending Ettington C of E Primary School. Any need a child may have will be dealt with sensitively and appropriately, working with parents/carers to ensure that reasonable adjustments are in place and each child is seen as an individual and to enable them to access the curriculum.

Any child who has intimate personal care needs will be attended to in a designated area within school, by designated staff. Parents will be contacted for support where soiling is severe and/or linked to illness e.g. sickness and diarrhoea, or when a child refuses to let a member of staff help change their clothing.

Aims

The aims of this policy are:

- To safeguard the rights and promote the welfare of children and young people.
- To provide guidance and reassurance to staff whose contracts include intimate personal care.
- To ensure the safety and dignity of all pupils who need support with intimate personal care.
- To assure parents and carers that staff are knowledgeable about intimate personal care and that their individual concerns are taken into account.
- To remove barriers to learning and participation, protect from discrimination.
- To ensure inclusion for all children and young people.

Related documents:

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

- Safeguarding policy and child protection procedures
- Code of Conduct
- Health and safety policy and local arrangements
- Policy for the administration of medicines
- Special educational needs policy and schools local offer

The Governing Body

The Governing Body recognises its duties and responsibilities in relation to the Equality Act 2010 which requires that any pupil with an impairment that affects his/her ability to carry out day-to-day activities must not be discriminated against.

The Governing Body will ensure that this policy will be monitored and be reviewed at least every 3 years.

Definition of intimate care

Intimate care can be defined as any care which involves washing, touching or carrying out a procedure to intimate areas which most people usually carry out themselves but some pupils are unable to do because of their developmental stage, physical difficulties or other special needs. Examples include care associated with continence and menstrual management as well as more ordinary tasks such as help with washing, toileting or dressing. Help may also be required with changing colostomy or ileostomy bags, managing catheters, stomas or other appliances.

Intimate care tasks include:

- Dressing and undressing (underwear)
- Helping someone use the toilet
- Changing nappies and pull ups (urine and faeces)
- Washing intimate parts of the body

It also includes supervision of pupils involved in intimate self-care.

Definition of personal care

Personal care, although it may often involve touching another person, the nature of this touching is more socially acceptable, as it is less intimate and usually has the function of helping with personal presentation and hence is regarded as social functioning. These tasks do not invade conventional personal, private or social space to the same extent as intimate care.

Those personal care tasks include:

- Skin care/applying external medication
- Feeding
- Administering oral medication
- Hair care
- Dressing and undressing (clothing)
- Washing non-intimate body parts
- Prompting to go to the toilet

Personal care encompasses those areas of physical and medical care that most people carry out for themselves but which some are unable to do because of disability or medical need. Children and young people may require help with eating, drinking, washing, dressing and toileting.

Principles

Children and young people's intimate personal care needs cannot be seen in isolation or separated from other aspects of their lives. Encouraging them to participate in their own intimate personal care should therefore be part of a general approach towards facilitating participation in daily life. Intimate personal care can also take substantial amounts of time but it is important we get it right for the child and their family. It is essential that every child/young person is treated as an individual and that care is given as gently and as sensitively as possible. The child/young person should be encouraged to express choice and to have a positive image of his/her body.

- Ettington C of E Primary School is committed to ensuring that all staff responsible for the intimate personal care of children will undertake their duties in a professional manner at all times.
- The Governing Body is committed to ensuring that all staff responsible for the intimate personal care of pupils will undertake their duties in a professional manner at all times. It is acknowledged that these adults are in a position of great trust.
- This school takes seriously its responsibility to safeguard and promote the welfare of the children and young people in its care. Meeting a pupil's intimate personal care needs is one aspect of safeguarding.
- We recognise that there is a need to treat all pupils, whatever their age, gender, disability, religion, ethnicity or sexual orientation with respect and dignity when intimate personal care is given. The child/young person's welfare is of paramount importance and his/her experience of intimate personal care should be a positive one. It is essential that every pupil is treated as an individual and that care is given gently and sensitively: no pupil should be attended to in a way that causes distress or pain.

- Staff will work in close partnership with parent/carers and other professionals to share information and provide continuity of care.
- Where pupils with complex and/or long-term health conditions have an individual health care plan in place, the plan should, where relevant, take into account the principles and best practice guidance in this intimate personal care policy.
- The school will ensure sufficient numbers of staff are trained and fulfilling this role at all times so that a child/young person is not denied access to full involvement.
- All staff undertaking intimate care must be given appropriate training.
- This Intimate Care Policy has been developed to safeguard children and staff. It applies to everyone involved in the intimate personal care of children.

Child/young person focused principles of intimate care.

- The following are the fundamental principles upon which this Policy and guidelines are based:
- Every child/young person has the right to:
 - be safe
 - personal privacy
 - be treated as an individual
 - be treated with dignity and respect
 - be accepted for who they are, without regard to age, gender, ability, race, culture or beliefs
 - to be involved and consulted in their own intimate personal care to the best of their abilities
 - express their views on their own intimate care and to have such views taken into account
 - have levels of intimate personal care that are as consistent as possible
 - have an Intimate Care Plan designed to lead to independence

Best Practice

Pupils who require regular assistance with intimate personal care will have a plan (see Appendix B and C) agreed by staff, parents/carers and any other professionals actively involved. The plan should be reviewed as necessary, but at least 6 monthly, and at any time of change of circumstances, e.g. for residential trips or staff changes (where the staff member concerned is providing intimate personal care).

The written care plan will include:

- Who will change the child including back-up arrangements in case of staff absence
- Where changing will take place
- What resources and equipment will be used (cleansing agents used or cream to be applied) and clarification of who is responsible (parent or school) for the provision of the resources and equipment
- How the product, if used will be disposed of, or how wet or soiled clothes will be kept until they can be returned to the parent/carer
- What infection control measures are in place
- What the staff member will do if the child is unduly distressed by the experience or if the staff member notices marks or injuries
- Training requirements for staff
- Arrangements for school trips and outings

- Care plan review arrangements

Care Plan Agreements

In these circumstances it will also be appropriate for the school to set up an agreement that defines the responsibilities that each partner has, and the expectations each has for the other. (See Care Plan Agreement Appendix D).

This will include:

The parent:

- agreeing to ensure that the child is changed at the latest possible time before being brought to the setting/school
- providing the setting/school with spare nappies or pull ups and a change of clothing
- understanding and agreeing the procedures that will be followed when their child is changed at school – including the use of any cleanser or wipes
- agreeing to inform the setting/school should the child have any marks/rash
- agreeing to a 'minimum change' policy i.e. the setting/school would not undertake to change the child more frequently than if s/he were at home
- agreeing with the pupil and parents/carers the correct anatomical names for intimate body parts and functions
- agreeing to review arrangements

The school:

- agreeing to change the child during a single session should the child soil themselves or become uncomfortably wet
- agreeing how often the child would be changed in a full day
- agreeing to monitor the number of times the child is changed in order to identify progress made
- agreeing to report should the child be distressed, or if marks/rashes are seen
- Keeping accurate records when a child requires assistance with intimate personal care; (See Appendix E) these can be brief but should, as a minimum, include full date, times and any comments such as changes in the child's behaviour. It should be clear who was present in every case. These records will be kept in the child's file and available to parents/carers on request
- will encourage each individual pupil to do as much for his/herself as possible
- agreeing to review arrangements

This kind of agreement should help to avoid misunderstandings that might otherwise arise, and help parents feel confident that the setting/school is taking a holistic view of the child's needs.

Should a child with complex continence needs be admitted, the school will consider the possibility of special circumstances and/or provision being made. In such circumstances, an appropriate health care professional will be closely involved in forward planning, prior to admission.

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 (e.g. has had an 'accident' and wet or soiled him/herself). Information on intimate care will be treated confidentially and communicated in person, by telephone or by sealed letter (see Appendix F).

There is no written legal requirement that two adults must be present. However, in order to completely secure against any risk of allegation, a second member of staff may be present where resources allow.

The religious views, beliefs and cultural values of children/young people and their families should be taken into account, particularly as they might affect certain practices or determine the gender of the carer. The care needs of the child/young person should be paramount.

Health and Safety Procedures

When dealing with personal care and continence issues, staff will follow agreed health and safety procedures to protect both the child and the member of staff. (See Appendix G)

Child Protection

The normal process of changing continence or wet/soiled clothes should not raise child protection concerns, and there are no regulations that indicate that a second member of staff must be available to supervise the changing process to ensure that abuse does not take place. An individual member of staff should inform another appropriate adult when they are going alone to assist a pupil with intimate personal care. If there is known risk of false allegation then a single practitioner will not undertake changing. Adults who assist pupils with intimate personal 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. Where ever possible, the same member of staff will change named children. This reduces the risk to the child and promotes their dignity. The care plan will outline back up or contingency measures in the event that the named member of staff is not available.

Monitoring and Review

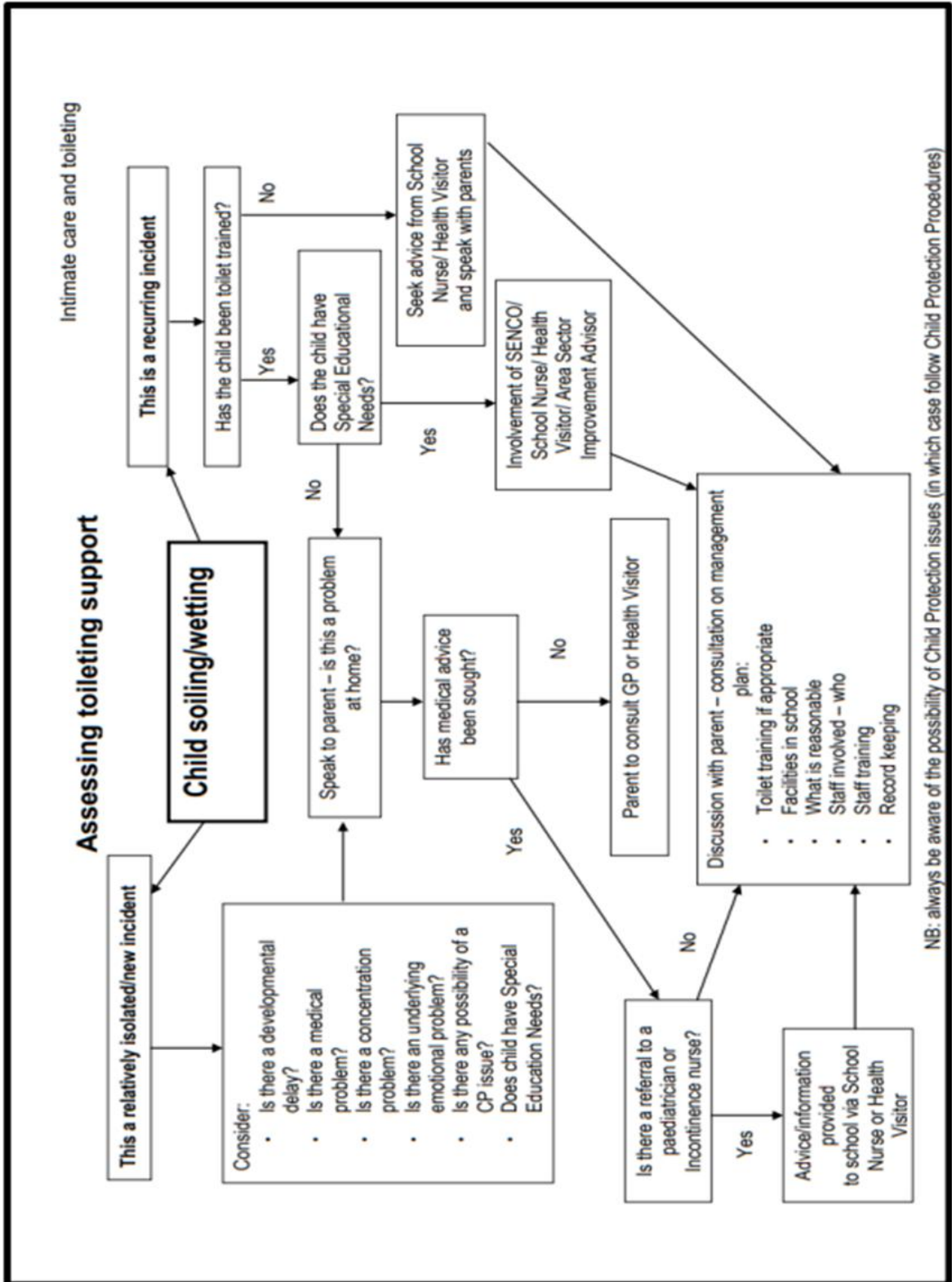
The Headteacher will take responsibility for monitoring that agreed procedures are being followed and are meeting the needs of children and families. It is the Headteacher's responsibility to ensure that all practitioners follow the school policy. Any concerns that staff have about child protection issues will be reported to the Designated Safeguarding Lead (DSL) for further referral if appropriate.

This policy runs alongside other school policies, particularly Child Protection/Safeguarding Children, Inclusion, and Health and Safety.

Appendices

- Appendix A - Assessing Toileting Support
- Appendix B - Intimate Care Plan
- Appendix C - Toileting Plan
- Appendix D - Intimate Care Agreement
- Appendix E - Record of Intimate Personal Care Intervention
- Appendix F – Courtesy Letter
- Appendix G - Personal Care procedures and Health and Safety procedures

APPENDIX A: Assessing Toileting Support



Intimate Care Plan

Child's/young person's details

Child's name	
Date of Birth	
Year group	

Date of plan:

Planned review date:

(The plan should be reviewed at least every 6 months or more frequently if the child's situation changes)

Name of person(s) completing plan and their role:

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Health contacts

Specialist nurse	
Consultant	
General Practitioner	
Health Visitor/School nurse	

Education contacts

Class teacher	
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Special Needs coordinator (if relevant)	
Other support staff in school	

Description of child

Give brief details of child's interests, behaviour and relevant conditions, e.g. speech and language, mobility.

Medication

Details of medication. If any medication needs to be taken in school refer to the school's medical policy and follow school procedures.

Management and description of routine

e.g. details of drinking, toileting and changing routines, aides used and any reward schemes

Details of help required for personal care, who will provide this, where and how

Arrangements for sporting activities, school visits/trips etc

Details of staff training needed/undertaken

Include who has been trained, the training given, by whom with dates and signatures of trainer and staff member

A member of staff will contact the parent/carer for support if:

- the child is unduly distressed
- soiling is severe
- soiling is linked to illness e.g. sickness and diarrhoea
- the child refuses to let a member of staff help change their clothing.

*If the above-named member of staff is not available due to illness or staff training, then another person, familiar to the child will attend to the child's needs.

Name of parent/carer

Signature of parent/carer **Date**

Name of school representative

Role/job title of school representative

Signature of school representative **Date**

Name of child/young person

Signature of child/young person **Date**

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Record of Discussion with parents/carers

Record of Discussion with parents/carers		
Child's Name	Date of Birth	Date Agreed
	Details	Action
<p>Working towards independence:</p> <p>Such as taking child/young person to toilet at timed intervals, using sign or symbol, any rewards used</p>		
<p>Arrangements for nappy/pad changing:</p> <p>Such as who, where, arrangements for privacy</p>		
<p>Level of assistance needed:</p> <p>Such as undressing, dressing, hand washing, talking/signing to child/young person</p>		
<p>Infection control:</p> <p>Such as wearing disposable gloves, nappy disposal</p> <p>Include arrangement for soiled clothes and underwear, provision or new/spare equipment eg catheters).</p>		

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<p>Sharing information:</p> <p>Such as if the child/young person has a nappy rash or any marks, any family customs/cultural practice</p>		
<p>Resources needed: Such as special seat, nappies/pull-ups, creams, disposable sacks, change of clothes, toilet step, gloves</p>		
<p>Signed</p>	<p>Parent/carer</p>	<p>Headteacher</p>
<p>Review Date</p>		

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Intimate Care Plan Agreements

The parent:

- I agree to ensure that the child is changed at the latest possible time before being brought to the setting/school
- I will provide the setting/school with spare nappies or pull ups and a change of clothing
- I understand and agree the procedures that will be followed when my child is changed at school – including the use of any cleanser or wipes
- I agree to inform the setting/school should the child have any marks/rash
- I agree to a ‘minimum change’ policy
- I agree to use the correct anatomical names for intimate body parts and functions with the child.
- I agree to review arrangements on a periodic basis

Signed: (parent/carer)

Date:

The school:

- We agree to change the child during a single session should the child soil themselves or become uncomfortably wet
- We agree to how often the child would be changed in a full day
- We agree to monitor the number of times the child is changed in order to identify progress made
- We agree to report should the child be distressed, or if marks/rashes are seen
- We agree to keep accurate records when a child requires assistance with intimate personal care. These can be brief but should, as a minimum, include full date, times and any comments such as changes in the child’s behaviour. It should be clear who was present in every case. These records will be kept in the child’s file and available to parents/carers on request.
- We will encourage each individual pupil to do as much for his/herself as possible.
- We agree to review arrangements on a periodic basis

Signed: Headteacher

Date:

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Courtesy Letter

Dear

Re: Informing parents of an intimate care issue for.....

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.....in accordance with our Intimate Care Policy.

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

Yours sincerely

Mrs Sherrel Brown
Deputy Head Teacher/SENDco

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Personal Care Procedures and Health and Safety Procedures

The staff at Ettington Primary School will follow agreed procedures:

- Give strong clues that enable the child/young person to anticipate and prepare for events, for example show the clean nappy/pad to indicate the intention to change, or the sponge/flannel for washing.
- Speak to the child/young person by name and ensure they are aware of the focus of the activity.
- Give explanations of what is happening in a straightforward and reassuring way.
- Change the child's clothing as appropriate, as soon as possible
- Use agreed terminology for parts of the body and bodily functions and encourage children/young people to use these terms appropriately.
- Respect a child's preference for a particular sequence of care.
- Encourage the child to undertake as much of the procedure for themselves as possible, including washing intimate areas and dressing/undressing.
- Use appropriate cleaning products and adhere to health and safety procedures
- Report any marks or rashes to parents and Head Teacher if appropriate
- Inform parent/carer that a continence issue has arisen during the session
- Contact a parent/carer to request support where soiling is severe and/or linked to illness e.g. sickness and diarrhoea, or when a child refuses to let a member of staff help change their clothing.
- Place a 'Do not enter' sign (visually illustrated) on the toilet door to ensure that privacy and dignity are maintained during the time taken to change the child.
- Keep accurate records of any need to give intimate care, responses and changes in behaviour

When dealing with personal care and continence issues, staff will follow agreed health and safety procedures:

- Staff to wear disposable gloves and aprons while dealing with the incident
- Soiled continence product used to be double wrapped, or placed in a hygienic disposal unit (identified bin in adult toilets)
- Changing area to be cleaned after use
- Hot water and liquid soap available to wash hands as soon as the task is completed
- Paper towels available for drying hands