SS Simon & Jude
Church of England Primary School

Intimate Care Policy

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Document written by	Katie Jones
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‘I can do all things through him who strengthens me’
Philippians 4:13

Our Vision:

We strive to build a community which nurtures positive relationships that permeate through all aspects of life. A community where barriers do not define us, but instead offer opportunity for growth. No matter our background, through our faith, we will find the strength and courage to flourish as citizens of the future.

Our Mission:

Empowering individuals to flourish together in the image of God.

Our Values:



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Statement of intent

SS Simon and Jude CE Primary School understands the importance of its responsibility to safeguard and promote the welfare of pupils. Pupils may require assistance with intimate care as a result of their age or due to having SEND. In all instances, effective safeguarding procedures are of paramount importance.
The welfare, dignity, safety and best interests of the child will be paramount at all times. The school recognises that pupils requiring intimate care may have SEND, medical needs or disabilities and will make reasonable adjustments to ensure all pupils are supported safely, respectfully and inclusively.

This policy has been developed to ensure that all staff responsible for providing intimate care undertake their duties in a professional manner at all times and treat children with sensitivity and respect.

The school is committed to providing intimate care for children in ways that:

- maintain their dignity.
- are sensitive to their needs and preferences.
- maximise their safety and comfort.
- protect them against intrusion and abuse.
- respect the child's right to give or withdraw their consent.
- encourage the child to care for themselves as much as they can.
- protect the rights of all others involved.

Legal framework

This policy has due regard to the relevant legislation, including, but not limited to, the following:

- Equality Act 2010
- Safeguarding Vulnerable Groups Act 2006
- Childcare Act 2006
- Education Act 2002
- Education Act 2011
- Health Act 2006
- The Control of Substances Hazardous to Health Regulations 2002 (as amended in 2004)

This policy has due regard to the relevant statutory guidance, including, but not limited to, the following:

- DfE (2026) 'Keeping children safe in education'

This policy operates in conjunction with the following school policies:

- Health and Safety Policy
- Medical Policy
- First Aid Policy
- Safeguarding and Child Protection Policy
- Whistleblowing Policy
- Supporting Pupils with Medical Conditions Policy

What is intimate care?

For the purpose of this policy, "intimate care" is the hands-on, physical care in personal hygiene, as well as physical presence or observation during such activities. The provision of personal care will always be deemed to be regulated activity regardless of frequency and whether they are supervised or not.
Intimate care includes the following:

- helping a pupil with eating and drinking for reasons of illness or disability
- body bathing other than to the arms and face, and to the legs below the knee
- application of medical treatment other than to the arms and face, and to the legs below the knee
- toileting, wiping and care in the genital and anal areas
- dressing and undressing

Health and safety

The Health and Safety Policy lays out specific requirements for cleaning and hygiene, including how to deal with spillages, vomit and other bodily fluids.
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.
Staff will wear disposable aprons and gloves while assisting a pupil in the toilet or while changing a nappy, incontinence pad or medical bag.
Soiled nappies, incontinence pads and medical bags will be disposed of appropriately.

Roles and responsibilities

The Executive Headteacher / Head of School is responsible for:

- ensuring that intimate care is conducted professionally and sensitively.
- ensuring that the intimate care of all pupils is carefully planned, including the creation of individual plans following discussions with the parent and the child, with input from the SENCO.
- communicating with parents in order to establish effective partnerships when providing intimate care to children.

- handling any complaints about the provision of intimate care in line with the school's Complaints Policy.
- organising annual training for the provision of intimate care.
- providing suitable equipment and facilities to assist pupils who need special arrangements. This may include the following:
    - changing table with accessible steps
    - adaptable toilet seat
    - hoist
    - disposable gloves/aprons
    - nappies, pads and medical bags
    - tissue rolls
    - antiseptic cleanser
    - clinical waste disposal

All members of staff who provide intimate care are responsible for:

- undergoing annual training for the provision of intimate care.
- undertaking intimate care practice respectfully, sensitively and in line with the guidelines outlined in this policy.

Staff will explain intimate care procedures in an age-appropriate manner and seek the pupil's agreement wherever possible. Staff will respect a pupil's privacy, wishes and feelings whilst ensuring that necessary care is provided safely and appropriately.
Staff must maintain professional boundaries at all times and ensure that all intimate care is undertaken respectfully and only to the extent necessary to meet the pupil's needs.

Parents are responsible for:

- liaising with the school to communicate their wishes in regard to their child's intimate care.
- providing their consent to the school's provision of their child's intimate care.
- adhering to their duties and contributions to their child's intimate care plan, as outlined in this policy.

The school is responsible for ensuring that the privacy and dignity of any pupil who requires intimate care will be respected at all times. A qualified member of staff will change the pupil, or assist them in changing themselves if they become wet, or soil themselves. 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.

Members of staff will react to accidents in a calm and sympathetic manner. Accurate records of times, staff, and any other details of incidents of intimate care will be kept in a Record of Intimate Care log. Arrangements will be made for how often the pupil should be routinely changed if the pupil is in school for a full day, and the pupil will be changed by designated members of staff. Parents will be contacted if the pupil refuses to be changed, or becomes distressed during the process, after consulting the Senior Leadership Team. Excellent standards of hygiene will be maintained at all times when carrying out intimate care.

Procedures for intimate care

Staff who provide intimate care will follow the Intimate Care Parental Consent form which will be adhered to at all times.

A record of intimate care will be kept in the provision. This will be shared with parents at the end of each day via the parent notification form.

Staff who provide intimate care will conduct intimate care procedures in addition to the designated changing times if it is necessary; no pupil will be left in wet/soiled clothing or nappies.

Each pupil using nappies/pull ups will have a clearly labelled box allocated to them in which there will be clean nappies, wipes and any other individual changing equipment necessary provided by the parents.

Staff check changing supplies such as nappies, wipes etc on a daily basis. Parents will be informed via the parent notification form if supplies are running low.

Wherever practicable, intimate care will be undertaken by one trained member of staff with another colleague aware that care is taking place and available to provide assistance if required. To protect the privacy and dignity of the pupil, staff should notify others discreetly. Where risk assessments identify additional safeguarding, behavioural, medical or moving and handling concerns, two members of staff may be required.

The changing area is checked daily for any tears and if identified this is addressed immediately.

Before changing a pupil's nappy, members of staff wash hands in staff sink and dry using disposable paper towels, prior to putting on disposable gloves and aprons.

Disposable blue roll is placed on the changing table, ensuring it is warm and comfortable for pupils and private from others.

Soiled nappies are wrapped in a nappy sack / plastic bag before disposal in the nappy bin. This is monitored by the staff and emptied when needed into outside general waste. The blue roll is disposed of in general waste unless soiled.

Any spillages of faeces or urine is cleaned immediately, wearing PPE (disposable gloves and apron). Paper towels are used to clean up body fluid spills and are disposed of immediately in a plastic bag. The area is then cleaned with cleaning fluids which fight against both bacteria and viruses. The disposable gloves, apron and disposable blue roll are added to the plastic bags and tied. Staff and pupil(s) wash hands in soapy water. The tied plastic bag is disposed of immediately in the nappy bin or outside bin.

Soiled clothing will be placed in a tied plastic bag and placed in the pupil's personal bag ready to be returned to parents at the end of the session. Parents are informed on the parent notification form.

There is a constant supply of hot water, liquid soap, paper towels, gloves, aprons and blue roll. This is checked by staff on a daily basis.

If a pupil requires cream or other medicine, such as for a nappy rash, this will be provided in accordance with the Intimate Care Parental Consent form.

Members of staff will use the Toilet Introduction Procedures, as outlined in the appendices of this policy, to get pupils used to using the toilet and encourage them to be as independent as possible. This is shared with parents as part of their induction meeting.

Toilet paper is available in each cubicle and is checked on a regular basis. This is recorded on the toilet checking chart. Disposable paper towels are available for pupils and staff to dry their hands. This is also checked during the toilet check.

Pupils will be reminded and encouraged to wash their hands after using the toilet, following the correct procedures for using soap and drying their hands.

Pupils Not Subject to an Intimate Care Plan

Where a pupil who does not normally require intimate care experiences a toileting accident, staff will provide support in a manner that preserves the pupil's dignity and privacy. Parents/carers will be informed on the same day. In this situation, two staff members will be present. The incident will be recorded on CPOMS under the 'Pastoral Support' category.

Toilet introduction procedures

At SS Simon and Jude CE Primary School we encourage all pupils to achieve continence when they exhibit signs that they are ready. Parents will also follow these procedures at home. This is shared with parents during the initial induction meeting.

As children develop bladder control, they will pass through the following three stages:

1. The child becomes aware of having wet and/or soiled nappy.
2. The child knows that urination/defecation is taking place and can alert a member of staff
3. The child realises that they need to urinate/defecate and alerts a member of staff in advance

During these stages, members of staff or parents will assess the child over a period of two weeks to determine:

- if there is a pattern to when the child is soiled/wet.
- the indicators that the child displays when they need the toilet, e.g. facial expressions.

Staff and parents will implement the following strategies to get children used to using the toilet and being independent:

- Familiarise the child with the toilet, washing their hands, flushing the toilet and referencing other children/siblings as good role-models for this practice.
- Encourage the child to use the toilet when they are using their personal indicators to show that they may need the toilet.
- Take the child to the toilet at a time when monitoring has indicated that this is when they would usually need the toilet.
- Ensure that the child can reach the toilet and is comfortable doing so.
- Stay with the child and talk to them to make them more relaxed about using the toilet.
- Don't force the child to use the toilet if they don't want to, but still encourage them to do so using positive language and praise.
- Deal with any accidents discreetly, sensitively and without any unnecessary attention.
- Be patient with children when they are using the toilet and use positive language and praise to encourage them.

Members of staff providing care will inform another member of staff prior to taking a pupil to be changed or to use the toilet.

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.

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. Pupils' efforts will be reinforced by praise where appropriate.

Staff are required to ensure that soiled/wet nappies are changed as soon as possible.

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

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, in line with their intimate care parental consent form.

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

Parents are consulted on the approach to toilet training their pupil to ensure there is support and 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, this will be discussed with the pupil's parents.

Swimming

Pupils in Year 6 who participate in swimming lessons: during these lessons, pupils are entitled to privacy when changing; however, some pupils may need to be supervised during changing.
Parental consent will be obtained before assisting any pupils in changing clothing before and after swimming lessons.
Details of any additional arrangements will be recorded in the pupil's individual intimate care plan.

Offsite visits

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.
Staff will apply all the procedures described in this policy during residential and off-site visits.
Consent from a parent will be obtained and recorded prior to any offsite visit.

Safeguarding

The school is committed to ensuring that all intimate care is provided safely, respectfully and in accordance with safeguarding and child protection requirements.

All staff receive annual safeguarding and child protection training, together with regular updates throughout the year, to ensure they remain alert to signs of abuse, neglect and wider welfare concerns. Staff involved in intimate care must understand their safeguarding responsibilities and follow the school's safeguarding procedures at all times.

Intimate care constitutes a regulated activity. Therefore, only appropriately recruited staff who have undergone all required safer recruitment checks, including an enhanced DBS check with a children's barred list check, may undertake intimate care duties.

Where practicable, staff who provide regular intimate care will not be responsible for delivering relationships, sex and health education to the same pupils. This serves as an additional safeguard for both pupils and staff and helps maintain clear professional boundaries.

Where a pupil requires ongoing intimate care support, an Individual Intimate Care Plan will be developed in partnership with parents/carers and, where appropriate, the pupil. The plan will identify the pupil's specific care needs, arrangements for support, staffing requirements, dignity considerations and safeguarding measures.

The dignity, privacy and wellbeing of every pupil will be paramount. The level of supervision and number of adults involved in intimate care will be determined on an individual basis, taking account of the pupil's age, developmental needs, vulnerability, safety and level of independence. Wherever possible, pupils will be encouraged and supported to develop independence in managing their personal care.

Staff must remain professionally curious and vigilant when undertaking intimate care. Any injuries, marks, bruising, soreness, rashes, behavioural changes, distress, signs of neglect, or disclosures made by a pupil during intimate care must be recorded immediately and reported without delay to the Designated Safeguarding Lead (DSL) in line with the school's Safeguarding and Child Protection Policy.

Concerns arising during intimate care must never be dismissed as being related solely to a pupil's medical condition or care needs. Staff must consider whether the concern may indicate abuse, neglect, self-harm or unmet welfare needs and seek advice from the DSL where there is any uncertainty.

If a member of staff has concerns about a pupil's presentation, wellbeing or safety, they must complete the school's safeguarding reporting procedures immediately and inform the DSL. All concerns will be recorded, monitored and acted upon in accordance with statutory safeguarding guidance and the school's safeguarding arrangements.

Any allegation, concern or complaint relating to a member of staff involved in intimate care will be managed in accordance with the school's safeguarding procedures, allegations management process and whistleblowing policy. The welfare and safety of the pupil will remain the primary consideration at all times.

Parental engagement

The school will liaise closely with parents to complete the Intimate Care Parental Consent Form for each child, which will set out the following:

- what care is required
- number of staff needed to carry out the care
- any additional equipment needed
- The pupil's preferred means of communication, e.g. visual/verbal, and the terminology to be used for parts of the body and bodily functions.
- The pupil's level of ability, i.e. what procedures of intimate care the child can do themselves.
- Any adjustments necessary in respect to cultural or religious views.
- The procedure for monitoring and reviewing the intimate care plan.

The information concerning the pupil's intimate care plan will be stored confidentially in the setting, and only the parents and the designated staff responsible for carrying out the pupil's intimate care will have access to the information.

The parents of the child are required to sign the Intimate Care Parental Consent Form to provide their agreement to the plan; no intimate care will be carried out without prior parental consent.
In respect of the above, if no parental consent has been given and the pupil does not have an intimate care plan, but the pupil requires intimate care, parents will be contacted by phone in order to gain consent. This will be witnessed by two members of staff.

Any changes that may need to be made to a pupil's intimate care plan will be discussed with the parents to gain consent and will then be recorded in the written intimate care parent consent form.
Parents will be asked to supply the following items for their pupil's individual storage bag:

- spare nappies
- wipes, creams etc.
- spare clothing
- spare underwear

Monitoring and review

This policy will be reviewed annually by the Executive Headteacher / Head of School, Assistant Headteacher and Designated Safeguarding Lead, who will make any changes necessary and communicate these to all members of staff.
The next scheduled review date is September 2027.
All members of staff are required to familiarise themselves with this policy as part of their induction programme.

SS Simon and Jude CE Primary School
Intimate Care Parental Consent Form

Pupil's name		Date	
Parent's name		Provision Leader	

What is intimate care?	Tick area of need
Nappy changing (wiping and care in the genital and anal areas)	
Dressing and undressing	
Toilet introduction procedures	
Helping a pupil with eating and drinking for reasons of illness or disability (a separate individual medical health care plan will need to be completed with the school's SENDCo)	
Body bathing other than to the arms and face, and to the legs below the knee	
Application of medical treatment other than to the arms and face, and to the legs below the knee (a separate individual medical health care plan will need to be completed with the school's SENDCo)	

As a parent I give my consent for intimate care to be provided for my child linked to their area of need. I am aware that I will be notified of any intimate care through the parent notification form.

If anything changes linked to my child's intimate care, the consent form will be amended.

Signed Parent/Carer

Signed by Induction staff member

Date

Consent form amended

Signed Parent/Carer

Signed by staff member

Date

SS Simon and Jude CE Primary School
Parent Notification Form

Name of child:		
Dear Parents,		
Your child's nappy has been changed at		
Your child's clothes have been changed at		
We need you to provide:		
nappies	wipes	cream
spare clothing	spare underwear	
Additional notes (if required)		

Name of child:		
Dear Parents,		
Your child's nappy has been changed at		
Your child's clothes have been changed at		
We need you to provide:		
nappies	wipes	cream
spare clothing	spare underwear	
Additional notes (if required)		

Name of child:		
Dear Parents,		
Your child's nappy has been changed at		
Your child's clothes have been changed at		
We need you to provide:		
nappies	wipes	cream
spare clothing	spare underwear	
Additional notes (if required)		

Record of Intimate Care

Date	Name of pupil	Time	Need	Changed by	Additional notes