



The Newlands CofE Federation

A partnership of Shere and Clandon Schools

Intimate Care Policy

Safety, privacy and dignity

1. Aims

Intimate care refers to any care that involves toileting, washing, changing, or touching children's intimate personal areas, for example when changing a nappy or changing a child after a toileting accident, or providing first aid. X

The school will provide appropriate support to pupils who require assistance with menstrual hygiene, ensuring privacy, dignity and sensitivity at all times.

This policy aims to ensure that:

- Intimate care is conducted properly by staff, in line with any agreed plans.
- The dignity, rights and wellbeing of children are safeguarded.
- Pupils who require intimate care are not discriminated against, in line with the Equality Act 2010.
- Parents/carers are assured that staff are knowledgeable about intimate care and that the needs of their children are considered.
- Staff conducting intimate care work do so within guidelines (i.e., health and safety, manual handling, safeguarding protocols awareness and hygiene) that protect themselves and the pupils involved.

2. Legislation and statutory guidance

This policy complies with [statutory safeguarding guidance](#).

3. Role of parents/carers

3.1 Seeking parental permission.

For children who need routine or occasional intimate care (e.g., for, nappy changing, toileting, or toileting accidents), parents/carers will be asked to sign a consent form.

For children whose needs are more complex, or for children who are not fully toilet trained by their fourth birthday and who need support outside of what is covered in the permission form, an intimate care plan will be created by teachers, in discussion with parents/carers (see section 3.2 below).

Where there is not an intimate care plan or parental consent for routine care in place, parental permission will be sought before performing any intimate care procedure.

If the school is unable to contact parents/carers and an intimate care procedure urgently needs to be conducted, the procedure will be conducted to ensure the child is comfortable, and the school will inform parents/carers afterwards.

3.2 Creating an intimate care plan.

Where an intimate care plan is required, it will be agreed in discussion between the school, parents/carers, the child (when possible) and any relevant health professionals.

The school will collaborate with parents/carers and take account of their preferences to make the process of intimate care as comfortable as possible, dealing with needs sensitively and appropriately.

Subject to their age and understanding, the preferences of the child will also be considered. If there's doubt whether the child can make an informed choice, their parents/carers will be consulted.

The plan will be reviewed twice a year, even if no changes are necessary, and updated regularly, as well as whenever there are changes to a pupil's needs.

See appendix 1 for a blank template plan to see what this will cover.

3.3 Sharing information

The school will share information with parents/carers as needed to ensure a consistent approach. It will expect parents/carers to also share relevant information regarding any intimate matters as needed.

4. Role of staff

4.1 Which staff will be responsible.

Any roles who may conduct intimate care will have this set out in their job description. This includes all classroom-based staff. Bank staff may conduct intimate care at the discretion of the headteacher.

No other staff members can be required to provide intimate care.

All staff at the school who conduct intimate care will be subject to an enhanced Disclosure and Barring Service (DBS) with a barred list check before appointment, as well as other checks on their employment history.

4.2 How staff will be trained.

Staff will receive:

- Training in the specific types of intimate care they undertake.
- Regular safeguarding training

- If necessary, manual handling training enables them to remain safe and for the pupil to have as much participation as possible.

They will be familiar with:

- The control measures set out in risk assessments conducted by the school.
- Hygiene and health and safety procedures

They will also be encouraged to seek further advice as needed.

5. Intimate care procedures

5.1 Nappy or Soiled Underwear Changing Procedure

One member of authorised staff can complete intimate care in our settings; this is to protect the privacy and dignity of the child. However, a member of staff may call a colleague to assist them as appropriate. You must notify another member of staff (discreetly) immediately before providing intimate care. We seek consent from the child before providing intimate care.

Staff will encourage pupils to undertake as much of their own personal care as possible, appropriate to their age, development and individual needs. Support will be provided in a way that promotes dignity, privacy and independence.

Prepare the area:

- Check that the changing area is clean.
- Wash hands with warm water and soap. Dry with a paper towel.
- Gather changing items including nappies, wipes, cotton wool and warm water, nappy sacks, barrier cream and spare clothes (if necessary).
- Put on gloves. A new pair of gloves must be used for each child.

Change the child:

- Lift the child onto the changing mat or support the child to walk/climb up to the area if appropriate.
- Remove the child's nappy or soiled underwear.
- Wash and dry the child with wipes/warm water and cotton wool. Always wipe the genital area from front to back.
- Apply any barrier cream if necessary. (Prior consent is required from parents/carers.)
- Never leave a child unattended on a changing mat.

- If the child is toilet training, offer them the opportunity to sit on the potty/toilet. If they would like to use this, lift, or support the child off the changing mat/unit and support and encourage them in their use of the potty/toilet.
- Put a clean nappy/underwear on the child and refasten their clothing. If clothes are soiled, change and double bag in nappy sacks.
- Lift or support the child off the changing mat/unit if they have not used the toilet.
- Dispose of the nappy once the child is safely down from the mat (see below).

Promote good hygiene:

- Dispose of the used nappy in the provided bin or, for re-usable nappies and soiled clothing, double bag in nappy sacks. Return all clothing, nappies, and resources to appropriate locations.
- Clean the changing area with provided cleaning materials. Ensure the mat is cleaned between each nappy change.
- Wash hands with warm water and soap. Dry with a paper towel.
- The nappy bins must be emptied daily; nappies must not be left in the bin overnight.
- Wash the child's hands or support the child to do so independently.

Staff must ensure the nappy changing area is clean and tidy throughout the day.

Monitoring, documenting, and communicating.

- If any marks, rashes, or unusual bowel movements have been witnessed, report these accordingly.
- Document the time of the nappy change and whether the child's nappy was wet, soiled, or dry on the nappy change records.
- There should be interaction throughout the changing process, e.g., through gestures, conversation, and songs.
- All team members and supervisory staff will monitor the implementation of this procedure. All team members have a duty of care to report any witnessed or suspected breaches of policy and procedure.

For pupils needing routine intimate care, the school expects parents/carers to provide, when necessary, a good stock (at least a week's worth in advance) of necessary resources, such as nappies, wipes, underwear and/or a spare set of clothing.

Any soiled clothing will be contained securely, clearly labelled, and discreetly returned to parents/carers at the end of the day. Staff will use their discretion in determining whether to dispose of clothes.

5.2 Toilet Training Procedure

Toilet training is a particularly important milestone for every child. Each child requires reassurance and guidance at every step to make sure they are fully supported and encouraged during this stage of their development. It is equally important that we ensure effective partnership and communication with parents to give the child continuity between their home and nursery or school.

The following procedure will be followed:

- Senior staff must ensure that ALL staff in the team are fully aware of the child's stage of toilet training.
- Staff will work in partnership with parents working with them at each stage.
- We encourage children to take an interest in using the toilet.
- Children who are toilet training will be supervised and supported in a manner appropriate to their age, stage of development and individual needs."
- Reassurance and praise should be given at every step.
- Our toilets are designed for small children; therefore we will only introduce a potty when required as a reasonable adjustment.
- Children should be advised and supported to wash their hands with soap and water and to dry them thoroughly.
- All visits to the toilet will be recorded and during handover parents will be informed of their child's progress on that day by their Key Person for nursery or class teacher/teaching assistant in school.
- If any child is struggling with standard toilet training techniques, then this will be discussed with the senior team and between staff and the child's parents.
- Older children access the toilet when they have the need to and are encouraged to be independent.

5.3 Safeguarding Concerns

If a member of staff conducting intimate care has concerns about physical changes in a child's appearance (e.g., marks, bruises, soreness) they will report this using the school's safeguarding procedures.

If a child is hurt accidentally or there is an issue when conducting the procedure, the staff member will report the incident immediately to the Headteacher or head of school.

If a child makes an allegation against a member of staff, the responsibility for intimate care of that child will be given to another member of staff as quickly as possible and the allegation will be investigated according to the school's safeguarding procedures.

All staff have a duty to report any breach of this policy and procedure and/or any concern about the conduct of staff to the Head teacher or Head of School. This includes self-referral or a concern about a colleague. Staff should direct their concern via email to the Head teacher or Head of School.

6. Review

The Governing Body first adopted this policy in September 2021. It will be reviewed biennially as necessary.

The Safeguarding Committee is responsible for the review of this policy. This policy is based on a template from the Key for School Leaders.

Date of last review: Summer 2026

Date for next review: Summer 2028

Appendix 1: template intimate care plan

PARENTS/CARERS	
Name of child	
Type of intimate care needed	
How often care will be given	
What training staff will be given	
Where care will take place	
What resources and equipment will be used and who will provide them	
How procedures will differ if taking place on a trip or outing	
Name of senior member of staff responsible for ensuring care is conducted according to the intimate care plan	
Name of parent or carer	
Relationship to child	
Signature of parent or carer	
Date	
CHILD	
How many members of staff would you like to help?	
Do you mind having a chat when you are being changed or washed?	
Signature of child	
Date	

This plan will be reviewed twice a year.

Next review date:

Appendix 2: template parent/carers consent form

PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE	
Name of child	
Date of birth	
Name of parent/carers	
Address	
I give permission for the school to provide appropriate intimate care to my child (e.g., changing soiled nappies, clothing, washing and toileting)	☐
I will advise the school of anything that may affect my child's personal care (e.g., if medication changes or if my child has an infection)	☐
I understand the procedures that will be conducted and will contact the school immediately if I have any concerns	☐
I do not consent to my child being given intimate care (e.g., to be washed and changed if they have a toileting accident). Instead, the school will contact me, or my emergency contact, and I will organise for my child to be given intimate care (e.g., be washed and changed). I understand that if the school cannot reach me or my emergency contact, if my child needs urgent intimate care, staff will need to provide this for my child, following the school's intimate care policy, to make them comfortable and remove barriers to learning.	☐
Parent/carers signature	
Name of parent/carers	
Relationship to child	
Date	

Please note if your child requires medical treatment in the course of their intimate care, for example a medicated cream, you must complete a medicine form which can be obtained from the School Office.