

# ST MARY'S CE PRIMARY SCHOOL

# Intimate Care Policy



**2026-27**



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SHEFFIELD  
ACADEMIES  
TRUST

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| Last reviewed on:   | September 2026 |
| Next review due by: | September 2027 |

# Intimate Care Policy

## Introduction

At St Mary's CE Academy, we recognise that all children have different rates of development and differing needs during their time at school. Most children achieve continence before starting full-time school. With the development of more early years' education and the drive towards inclusion, however, there are many more children in mainstream educational establishments who are not fully independent. Some children remain dependent on long-term support for personal care, while others progress slowly towards independence.

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 wetting and soiling accidents can cause enormous stress and embarrassment to the children and families concerned. Difficulties with continence 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. This includes providing suitable changes of clothing and attending to continence needs of our pupils where necessary.

## Aims

### 1. Aims

This policy aims to ensure that:

- Intimate care is carried out properly by staff, in line with any agreed plans
- The dignity, privacy, rights and wellbeing of every child 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 child are taken into account
- Staff carrying out intimate care work do so within guidelines (i.e. health and safety, manual handling, safeguarding protocols awareness) that protect themselves and the pupils involved

Intimate care refers to any care that involves toileting, washing, changing, touching or carrying out an invasive procedure to children's intimate personal areas.

### 2. Legislation and statutory guidance

This policy complies with the Department for Education (DfE) statutory safeguarding guidance:

- [Keeping Children Safe in Education](#)
- [Early Years Foundation Stage \(EYFS\) statutory framework](#)

### **3. Role of parents/carers**

#### **3.1 Seeking parental permission**

For children who need routine intimate care (e.g. for nappy changes or toileting accidents), parents will be asked to:

- Sign a consent form
- Provide an adequate supply of necessary items (e.g. nappies, wipes, creams, changes of clothing)

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

For children whose needs are more complex or who need particular support outside of what's covered in the consent form (if used), an intimate care plan will be created in discussion with parents/carers (see section 3.2 below).

Where there isn't 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 get in touch with parents/carers and an intimate care procedure urgently needs to be carried out, the procedure will be carried out 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 (where possible) and any relevant health professionals.

The school will work with parents/carers and take their preferences on board 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 taken into account. If there's doubt whether the child is able to 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 whenever there are changes to a pupil's needs.

See Appendix A for a template plan.

#### **3.3 Sharing information**

The school will share information with parents/carers as needed to ensure a consistent approach. Parents/carers are expected 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 carry out intimate care will have this set out in their contract or job description. This includes teachers and teaching assistants.

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

All staff at the St Mary's CE Primary who carry out intimate care will have been 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.

The EYFS Lead will:

- Oversee the implementation of this policy
- Ensure staff receive appropriate training and support
- Oversee the development of individual intimate care plans
- Act as a point of contact for parents/carers/staff regarding intimate care concerns

## **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 that 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 carried out by the school
- Hygiene and health and safety procedures

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

## **5. Intimate care procedures**

During nappy changes, toileting and any intimate care procedure, St Mary's CE Primary will balance children's privacy with safeguarding and support needs.

### **5.1 Staffing**

All members of staff performing intimate care procedures have an enhanced DBS with barred list check.

In general, 1 member of staff will be present with each child, except for circumstances where:

- 2 members of staff are needed to
  - Safely handle a child who need to be assisted
  - Use equipment such as a hoist
- There is a known risk of false allegations by the pupil

In cases where a pupil needs regular intimate care, where possible, the same member of staff will assist the same pupil each time they need support. We will train 2-3 members of staff per child to cover absences, emergencies and school trips. Where possible, we will ensure that these backup members of staff are also people known to the child.

At St Mary's CE Primary male members of staff may be allocated to change female pupils or vice versa. The decision to allocate a member of staff of a different gender to the pupil will be discussed with the parents/carers and pupil, if appropriate.

### **5.2 Arrangements**

Procedures will be carried out in the Foundation Unit cloakroom.

Before going to perform intimate care on a child, the member of staff allocated to that child will inform another member of staff of where they are going, and leave doors open as much as privacy allows. Where possible, they should be within earshot of

other members of staff, but the comfort and care of the child should be the priority when choosing a location.

When carrying out procedures, the school will provide staff with protective gloves, cleaning supplies, changing mats and hazardous waste bins.

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, 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.

### **5.3 Concerns about safeguarding**

If a member of staff carrying out 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.

Any concerns about the safety or welfare of a pupil will be reported immediately to the local authority's children's social care team.

If a child is hurt accidentally or there is an issue when carrying out the procedure, the staff member will report the incident immediately to the EYFS Lead.

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.

Where the school notices an increasing pattern of soiling instances, it will first hold a meeting with parents/carers and with any other relevant individuals, such as medical professionals involved with the child to discuss why this might be occurring, and how to help the child. If the pattern continues, the school's designated safeguarding lead (DSL) will be notified. If there is other evidence which indicates a safeguarding concern, the DSL may contact the local authority designated officer (LADO), who will consider whether there is a safeguarding issue.

### **5.4 Specific procedures for nappy changing in nursery/early years**

Insert brief explanation of your procedures here, including:

- Preparation and hygiene precautions (e.g., use of disposable gloves, aprons, handwashing)
- Location
- Changing and disposal of soiled items
- Record keeping

### **5.5 Specific procedures for toileting accidents**

Where pupils are starting school without having been toilet-trained, staff will work with the pupil's parents/carers to agree on a care plan

The school will record the number of soiling incidents in school, and liaise with the pupil's parent/carers about:

- The outcomes of relevant medical appointments attended by the child
- Whether there is a change in the pattern of soiling incidents, at home or at school

- Whether the current plan is working

## **5.6 Management of menstrual care**

All staff will be sensitive to the fact that:

- Girls at our school may start to menstruate
- While there is no shame or stigma attached to this, those pupils may wish to deal with it discreetly

The school will offer sensitive and practical information to pupils about:

- Where the sanitary products are
- How to use and dispose of them correctly

Period products available to pupils can be found in the second floor girls' toilet and in the school office.

Products available include sanitary towels

Staff will not directly assist with the physical act of changing sanitary products unless specifically requested by the child and agreed with parents/carers in an individual care plan due to specific needs.

Age-appropriate education on puberty and menstrual hygiene will be provided as part of the PSHE curriculum

## **6. Monitoring and Review**

- The SENCO will take responsibility for monitoring that agreed procedures are being followed and are meeting the needs of children and families.
- It is the SENCO'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) / Head Teacher for further referral if appropriate.
- This policy runs alongside other school policies, particularly: Safeguarding, SEND and Health and Safety.

## **7. Links with other policies**

This policy links to the following policies and procedures:

- Accessibility plan
- Child protection and safeguarding
- Health and safety
- SEND
- Supporting pupils with medical conditions
- PSHE policy.

## APPENDIX A

# Intimate Care Plan

|                                                                                                                    |  |
|--------------------------------------------------------------------------------------------------------------------|--|
| Name of child:                                                                                                     |  |
| Name of the person(s) to change the child:                                                                         |  |
| Name of person(s) to change the child if main adult unavailable:                                                   |  |
| Where changing will take place:                                                                                    |  |
| What resources and equipment will be used:                                                                         |  |
| Who will provide the resources and equipment that will be used:                                                    |  |
| Training requirements for staff:                                                                                   |  |
| Disposal of product in:                                                                                            |  |
| Infection control measures:                                                                                        |  |
| Special arrangements for trips/ outings:                                                                           |  |
| If the child is unduly distressed, a member of staff will contact the parent / carer. Parent/carer Name & contact: |  |
| When will the plan be reviewed:                                                                                    |  |
| Review comments:                                                                                                   |  |
| Staff involved in the creation of the Care Plan:                                                                   |  |
| Date:                                                                                                              |  |
| SENCO approval:                                                                                                    |  |
| Date:                                                                                                              |  |

## APPENDIX B

# Intimate Care Plan Agreement

### 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.e. the school will not undertake to change the child more frequently than if s/he were at home.
- I agree to review arrangements should this be necessary.

Signed: .....  
(parent/carer)

### The school:

- We agree to change the child during a single session should the child soil themselves or become uncomfortably wet
- 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 review arrangements should this be necessary.

Signed: .....(school member of staff)

Name: ..... (school member of staff)

Role in school: .....

Date: .....

## **APPENDIX C**

# **Intimate Care Procedures**

The staff at St Mary's CE Primary School will follow agreed procedures:

- Change the child's clothing as appropriate, as soon as possible
- Use appropriate cleaning products and adhere to health and safety procedures (see Appendix D)
- 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 only 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.
- ensure that privacy and dignity are maintained during the time taken to change the child.

## **APPENDIX D**

# **Health & Safety Procedures**

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 disabled toilet)
- 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.