

Intimate care policy

Approval Body:	Mulberry Wood Wharf and Mulberry Canon Barnett LGB
Approval Date:	June 2026
Implementation Date:	June 2026
Review Date:	June 2027

1. Aims

This policy aims to ensure that:

- Intimate care is carried out properly by staff, in line with any agreed plans
- The dignity, 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 [statutory safeguarding guidance](#) and NSPCC guidance [Intimate care of children | NSPCC Learning](#)

This policy must be read in conjunction with other policies the school holds;

- Safeguarding Policy
- Whistle-blowing Policy
- Special Educational Needs Policy
- Manual Handling Policy
- Health & Safety Policy
- Medical Policy
- Staff Code of Conduct, including adherence to confidentiality

3. Role of parents/carers

3.1 Seeking parental permission

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 permission 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 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 carry out intimate care will have this set out in their job description. This includes, class teachers, teaching assistants, midday supervisors and office administrators.

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

All staff at the school 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.

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

5.1 How procedures will happen

Agreed practices

There must be careful communication with each pupil who needs help with intimate care in line with their preferred means of communication (verbal, symbolic, etc.) to discuss their needs and preferences. Where the pupil is of an appropriate age and level of understanding, permission should be sought before starting an intimate procedure.

Staff who provide intimate care must speak to the pupil personally by name, explain what they are doing and communicate with all children in a way that reflects their age and stage of development.

The religious views, beliefs and cultural values of children and their families should be taken into account, particularly as they might affect certain practices or determine the gender of the carer.

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. All staff should be aware of the school's confidentiality policy. Sensitive information will be shared only with those who need to know. No member of staff will carry a mobile phone, iPad, camera or similar device whilst providing intimate care.

Staff will be supported to adapt their practice in relation to the needs of individual pupils taking into account developmental changes such as the onset of puberty and menstruation.

1:1 care/support

Where possible, intimate care should be provided by one member of staff to protect the child's privacy and dignity. However, in some circumstances, two members of staff may need to be present to ensure the safety and wellbeing of the child and staff member, for example when using specialist equipment such as a hoist or where an individual risk assessment identifies this as necessary.

The school is committed to ensuring that all intimate care is provided in a manner that respects each child's privacy, dignity, safety and wellbeing.

Children:

- Have the right to assistance that respects their privacy and dignity.
- Have the right to feel safe and comfortable with the adults providing their care.
- Should be encouraged to participate in the care procedure, understand what is happening, and be asked for their consent or agreement at each stage, where appropriate to their age, understanding and communication needs.
- Have the right to have their feelings, preferences and concerns recognised and respected.
- Should be encouraged and supported to develop independence in their intimate care wherever possible.

All staff must undertake a dynamic risk assessment prior to leaving the classroom with a child to provide intimate care, for example when accompanying a child to the bathroom. Staff should consider:

- Will all other children and staff remain safe and appropriately supervised if I leave the room with this child?
- An individual member of staff should inform another appropriate adult when they are going alone to assist a pupil with intimate care.
- Is it safe for me to complete the task without assistance from a colleague?
- Do I have all the relevant equipment and resources available to complete the task or procedure safely and effectively?
- Have I considered the child's communication needs, preferences and level of participation in the care procedure?

Where appropriate, children should be given opportunities to complete aspects of their intimate care independently, with staff providing support, encouragement and supervision according to individual needs and care plans. Staff should communicate clearly throughout the process, explaining what they are doing and seeking the child's cooperation and agreement wherever possible.

Procedures will be carried out in the toilet near the office reception.

When carrying out procedures, the school will provide staff with:

- Protective gloves
- cleaning supplies (wipes)
- changing mats
- 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.

5.2 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.

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 Headteacher or another member of the Senior Leadership Team.

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.

6. Monitoring arrangements

This policy will be reviewed by Lindsay Carbonneau annually. At every review, the policy will be approved by the headteacher.

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 carried out 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:

To be reviewed by:

Appendix 2: parent/carer consent form

PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE	
Name of child	
Date of birth	
Name of parent/carer	
Address and contact details	
I give permission for the school to provide appropriate intimate care to my child (e.g. changing soiled 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 carried out and will contact the school immediately if I have any concerns	☐
<p>I do not give consent for my child to be given intimate care (e.g. to be washed and changed if they have a toileting accident).</p> <p>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).</p> <p>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.</p>	☐
Parent/carer signature	
Name of parent/carer	
Relationship to child	
Date	

Intimate Care Procedure



- 1   Put on protective gloves.

- 2     Tell the child what is going to happen using language, signs, symbols or communication methods they understand.

- 3   Reassure the child and encourage them to participate as much as possible such as undressing, removing soiled nappies or pullups.

- 4      Adults to support with placing soiled nappies or pullups in bag.

- 5    Encourage the child to wipe and clean themselves

 independently

where possible.

6



6. Encourage the child to dress themselves where possible and



wash their hands.

7



7. Record the care provided and report any concerns, including skin



soreness, injuries, changes in presentation or safeguarding concerns, in



line with school procedures.

Intimate Care Routine Cards/display



Go to the bathroom



Pull pants down



Sit on toilet



Poo or wee in toilet



Wipe



Pull pants up



Flush toilet



Turn tap on



Wash hands with soap



Turn tap off



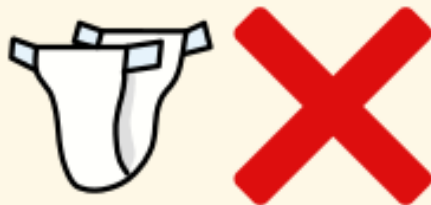
Dry hands



Leave bathroom



Pull trousers down



Nappy off



Get on changing table



Nappy on



Pull trousers up



Wash Hands



Dry hands



Leave bathroom



Pull trousers down



Pad down



wipe



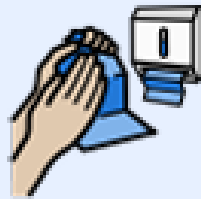
Pad up



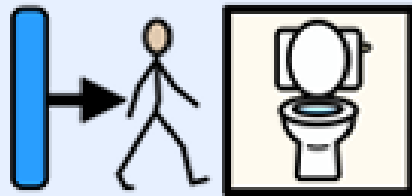
Pull trousers up



wash hands



dry hands



leave bathroom