Intimate Care Policy

Table of Contents

1. INTRODUCTION 2
2. DEFINITION OF INTIMATE CARE 3
3. LEGISLATION AND STATUTORY GUIDANCE 3
4. AIMS 3
5. PARTNERSHIP WITH PARENTS 4
6. PERSONAL CARE PLANS 4
7. TOILETING AND PERSONAL CARE PROCEDURES 5
8. SAFEGUARDING 5
9. RECRUITMENT 6
10. MONITORING AND REVIEW 6
APPENDIX A 7
APPENDIX B 8
APPENDIX C 9
APPENDIX D 9
APPENDIX E 10

Prepared By	Lisa Welch
Approved By	Academy Committee
Approval Date	September 2026
Policy Review Date	September 2027

HISP Multi Academy Trust
Tanners Brook Primary School
Intimate Care Policy

Document Control

Date	September 2026 (reviewed)	Author	C Anderson
Date of next review	September 2027	Version	2
Approved by	Academy Committee	Status	

Summary of Changes (September 2026)

- Section 3: Updated guidance documents
- Section 8: Added section 8.1a
- Section 8.2: Included more guidance on how the staffing needed to provide intimate care can be affected by safeguarding concerns
- Section 9.1: Added reference to Keeping Children Safe in Education (2026)

HISP Multi Academy Trust
Tanners Brook Primary School
Intimate Care Policy

1. INTRODUCTION

1.1 The Intimate Care Guidelines apply to everyone involved in the intimate care of children.

1.2 These guidelines should be read in conjunction with other policies the school may hold, for example:

- Child Protection and Safeguarding Policy
- Health & Safety Policy

1.3 The term parent/s is used to refer to parents, carers and legal guardians.

2. DEFINITION OF INTIMATE CARE

2.1 Intimate care is any care which involves washing, touching or carrying out an invasive procedure that most children carry out for themselves but which some are unable to do due to physical disability, special educational needs associated with learning difficulties, medical needs or needs arising from the child's stage of development. Care may involve help with drinking, eating, dressing and toileting. Help may also be needed with changing colostomy bags and other such equipment. It may also require the administration of rectal medication.

2.2 In most cases intimate care will involve procedures to do with personal hygiene and the cleaning of equipment associated with the process. In the case of a specific procedure only a person suitably trained and assessed as competent should undertake the procedure.

3. LEGISLATION AND STATUTORY GUIDANCE

This policy is based on the Department for Education's statutory guidance, Keeping Children Safe in Education (2026) and Working Together to Safeguard Children (2026). We comply with this guidance and the procedures set out by our local safeguarding arrangements.

4. AIMS

All children have the right to be safe, to be treated with courtesy, dignity and respect and to be able to access all aspects of the educational curriculum and Tanners Brook Primary School will work:

- To ensure that pupils with continence difficulties are not discriminated against in line with the Equalities Act 2010
- To provide help and support to pupils in becoming fully independent in personal hygiene
- To treat continence issues sensitively so as to maintain the self-esteem of the child
- Work with parents in delivering a suitable care plan where necessary
- To ensure that staff dealing with continence issues work within the guidelines that protect themselves and the pupils involved (as set out in Health & Safety Policy and Child Protection & Safeguarding Children Policies)

5. PARTNERSHIP WITH PARENTS

5.1 The staff work hard to build effective relationships with parents of children attending Tanners Brook Primary School. Partnership is particularly necessary in relation to children needing intimate care.

5.2 Any particular needs a child may have will be dealt with sensitively and appropriately, working with parents to ensure that each child can access the curriculum.

5.3 Parents will only be contacted in extreme cases 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.

5.4 Staff will work collaboratively with parents to encourage toilet training where pupils do not have any medical conditions.

6. PERSONAL CARE PLANS

6.1 Where a child has particular needs (e.g. wearing nappies or pull-ups regularly or has continence difficulties which are more frequent than the odd 'accident'), staff will work with parents to set out a care plan to ensure that the child is able to attend daily.

6.2 Personal care plans will be signed by all who contribute and reviewed on an agreed basis.

6.3 The written care plan (Appendix A) 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 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
- How the child will be involved in the procedure / level of participation
- 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
- Arrangements for school trips or outings
- Care plan review arrangements

6.4 In these circumstances it may be appropriate for the school to set up an agreement that defines the responsibilities that each partner has, and the expectation each has for the other (see Appendix B). This will include:

The parent:

- Agreeing to ensure that the child is changed at the latest possible time before being brought to school
- Providing school with spare nappies or pull-ups, wipes, bags and a change of clothing

- Understanding and agreeing the procedures that will be followed when their child is changed at school
- Agreeing to inform school should the child have any marks/rash
- Agreeing to a 'minimum change policy' i.e. school would not undertake to change the child more frequently than if s/he were at home
- Agreeing to review arrangements should this be necessary

The school:

- Agreeing to change the child should they soil themselves or become uncomfortably wet
- Agreeing how often the child would be changed should the child be staying for the 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/rash are seen
- Agreeing to review arrangements should this be necessary

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

6.5 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 (e.g. school nurse) will be closely involved in forward planning.

7. TOILETING AND PERSONAL CARE PROCEDURES

7.1 Staff will follow agreed procedures (see Appendix C) when attending to the care or continence needs of any pupil within school, whether this be a child with a care plan agreement or a child who has had an occasional 'accident'.

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

7.3. Working in partnership with parents and exchanging information with parents is essential; parents should be encouraged to work with staff to ensure a consistent approach.

8. SAFEGUARDING

8.1 It is essential that all staff are familiar with the school's Child Protection and Safeguarding policies and procedures.

8.1a Staff must report any safeguarding concern arising during intimate care to the DSL or deputy DSL without delay, in accordance with the school's Child Protection and Safeguarding Policy. Concerns and actions taken should be recorded appropriately.

8.2 The normal process of changing continence or wet/soiled clothes should not in itself raise child protection concerns and there is no requirement for a second member of staff to be present during routine intimate care. However, intimate care arrangements should take account of the individual child's needs and any identified safeguarding risks. Where there is a known safeguarding risk, or where circumstances indicate that additional staff should be present, appropriate arrangements will be made in accordance with the school's safeguarding procedures.

8.3 DBS checks will be carried out for all staff to ensure the safety of children.

8.4 A student on placement will not change a child unsupervised.

8.5 If a child is hurt accidentally, he or she should be immediately reassured, and the adult should check that he or she is safe, and the incident reported immediately to the designated line manager.

8.6 Action should be taken immediately should there be a discrepancy of reports between a child and the personal assistant, particularly with reference to time spent alone together.

8.7 It is advised that the support role be changed as quickly as possible, should such a discrepancy occur and then reviewed on a regular basis.

8.8 Where there is an allegation of abuse, the guidelines in the Child Protection procedures should be followed.

9. RECRUITMENT

9.1 Recruitment and selection of all candidates for posts follows the DBS procedure, equal opportunities and employment rights legislation, and the safer recruitment requirements set out in Keeping Children Safe in Education (2026).

9.2 Candidates should be made fully aware of what will be required and detailed in their job description before accepting the post.

9.3 Enquiries should be made into any restrictions the candidate may have which will impede their ability to carry out the tasks involved. This will enable employers to identify and provide necessary support and adjustments that are practical.

9.4 No employee can be required to provide intimate care.

10. MONITORING AND REVIEW

10.1 The SENCO/Inclusion leader will take responsibility for monitoring that agreed procedures are being followed and are meeting the needs of children and families.

10.2 It is the SENCO/Inclusion leader’s responsibility to ensure that all practitioners follow the school policy.

10.3 Any concerns that staff have about child protection issues will be reported to the DSL and subsequently the Head of School for further referral if appropriate.

HISP Multi Academy Trust
Tanners Brook Primary School
Intimate Care Policy

APPENDIX A

Tanners Brook Primary School Personal Care Plan

Name of child:	
Name of 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:	
How will wet/soiled clothes and nappies/pull-ups be dealt with?	
How will the child be encouraged to participate?	
Infection control measures:	
Special arrangements for trips/outings:	
Any other comments, e.g. medical information:	
When will the plan be reviewed:	
Review comments:	

If the child is unduly distressed, a member of staff will contact the parent.

**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.*

SENCO/ Inclusion Leader approval: Date:

HISP Multi Academy Trust
Tanners Brook Primary School
Intimate Care Policy

APPENDIX B

Tanners Brook Primary school

Personal Care Plan Agreements

The parent:

- I agree to ensure that the child is changed at the latest possible time before being brought to the school.
- I will provide the school with spare nappies/pull-ups, wipes, bags and a change of clothing.
- I will ensure that the school has sufficient spare changing materials at all times.
- I understand and agree the procedures that will be followed when my child is changed at school.
- I agree to inform the school should my child have and rash/marks.
- I agree to a 'minimum change' policy i.e. the school will not undertake to change my 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 should they 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)

Date: ……

APPENDIX C

Personal Care Procedures

The staff at Tanners Brook 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 of School if appropriate
- Inform parent that a continence issue has arisen during the session
- Contact a parent 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

APPENDIX D

Health and 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 toilet block)
- 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

HISP Multi Academy Trust
Tanners Brook Primary School
Intimate Care Policy

APPENDIX E

Record of Personal care Intervention

Child's name_____ Class_____

Name(s) of staff involved _____

Date	Time	Procedure	Staff signature