



WYBUNBURY DELVES

C of E Primary School

Towards the Light ~ Matthew 5: 16 'Let your light Shine.'

Policy for Intimate Care

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Please note school also has an EY Intimate Care Policy

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Statement of intent



Wybunbury Delves C of E Primary School takes the health and wellbeing of its pupils very seriously. As described in the Supporting Pupils with Medical Conditions Policy, the school aims to support pupils with physical disabilities and illnesses to enable them to have a full and rich academic life whilst at school.

The governing board recognises its duties and responsibilities in relation to the Equality Act 2010, which states that any pupil with an impairment affecting their ability to carry out normal day-to-day activities must not be discriminated against.

Pupils will always be treated with care and respect when intimate care is given, and no pupil will be left feeling embarrassed.

1. Legal framework

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

- Children and Families Act 2014
- Education Act 2011
- Health Act 2006
- Equality Act 2010
- DfE (2024) 'Keeping children safe in education'

1.2. This policy will be implemented in conjunction with the school's:

- *Health and Safety Policy*
- *Supporting Pupils with Medical Conditions Policy*
- *First Aid Policy*
- *Child Protection and Safeguarding Policy*
- *Staff Code of Conduct*
- *Whistleblowing Policy*
- *Administering Medication Policy*

2. Definitions

2.1. For the purpose of this policy, intimate care is defined as any care which may involve the following:

- Washing
- Touching
- Carrying out an invasive procedure
- Changing a child who has soiled themselves
- Providing oral care
- Feeding
- Assisting in toilet issues
- Providing comfort to an upset or distressed pupil

2.2. Intimate care tasks are associated with bodily functions, body products and personal hygiene that demand direct or indirect contact with, or exposure of, the genitals.

2.3. Examples of intimate care include support with dressing and undressing (underwear), changing incontinence pads, nappies or medical bags such as colostomy bags, menstrual hygiene, helping someone use the toilet, or washing intimate parts of the body.

2.4. Pupils may be unable to meet their own care needs for a variety of reasons and will require regular support.

3. Health and safety

3.1. The Health and Safety Policy lays out specific requirements for cleaning and hygiene, including how to deal with spillages, vomit and other bodily fluids.

- 3.2. 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.
- 3.3. Staff will wear disposable aprons and gloves while assisting a pupil in the toilet or while changing a nappy, incontinence pad or medical bag.
- 3.4. Soiled nappies, incontinence pads and medical bags will be securely wrapped and disposed of appropriately.
- 3.5. Where one pupil requires intimate care/toileting, nappies, incontinence pads and medical bags will be disposed of in an ordinary bin, as per health and safety guidelines.
- 3.6. The changing area or toilet will be left clean.
- 3.7. Hot water and soap will be available to wash hands.
- 3.8. Paper towels will be available to dry hands.

4. Staff and facilities

- 4.1. Staff members who provide intimate care are trained to do so, and are fully aware of best practice.
- 4.2. Suitable equipment and facilities will be provided to assist pupils who need special arrangements following assessment from a physiotherapist or occupational therapist. This may include the following:
 - Adjustable bed
 - Changing mat
 - Non-slip step
 - Cupboard
 - Adapted toilet seat or commode seat
 - Disposable gloves/aprons
 - Nappies, pads and medical bags
 - Tissue rolls (for changing mat/cleansing)
 - Supply of hot water
 - Soap
 - Barrier creams
 - Antiseptic cleanser for staff
 - Antiseptic cleanser for the changing bed/mat
 - Clinical waste bag
 - Spillage kit
- 4.3. The school has one changing area in the Preschool Toilets.
- 4.4. Mobile pupils will be changed while standing up.
- 4.5. Pupils who are not mobile will be changed on a purpose-built changing bed or changing mat on the floor.

- 4.6. 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 or menstruation.

5. School responsibilities

- 5.1. Arrangements will be made with a multi-agency to discuss the personal care needs of any pupil prior to them attending the school.
- 5.2. Pupils who require intimate care will be involved in planning for their own healthcare needs wherever possible.
- 5.3. In liaison with the pupil and parents, an individual intimate care plan will be created to ensure that reasonable adjustments are made for any pupil with a health condition or disability.
- 5.4. Regular consultations will be arranged with all parents and pupils regarding toilet facilities.
- 5.5. The privacy and dignity of any pupil who requires intimate care will be respected at all times.
- 5.6. A qualified member of staff will change the pupil, or assist them in changing themselves if they become wet, or soil themselves.
- 5.7. 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.
- 5.8. Members of staff will react to accidents in a calm and sympathetic manner.
- 5.9. Accurate records of times, staff, and any other details of incidents of intimate care will be kept in a Record of Intimate Care Intervention.
- 5.10. 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 a designated member of staff.
- 5.11. A minimum number of changes will be agreed.
- 5.12. The family's cultural practices will always be taken into account for cases of intimate care.
- 5.13. Where possible, only same-sex intimate care will be carried out.
- 5.14. Parents will be contacted if the pupil refuses to be changed, or becomes distressed during the process.
- 5.15. Excellent standards of hygiene will be maintained at all times when carrying out intimate care.

6. Parental responsibilities

- 6.1. Parents will change their child, or assist them in going to the toilet, at the latest possible time before coming to school.
- 6.2. Parents will provide spare nappies, incontinence pads, medical bags, wet wipes and a change of clothing in case of accidents.
- 6.3. A copy of this policy will be read and signed by parents to ensure that they understand the policies and procedures surrounding intimate care.
- 6.4. Parents will inform the school should their child have any marks/rashes.
- 6.5. Parents will come to an agreement with staff in determining how often their child will need to be changed, and who will do the changing.

7. Safeguarding

- 7.1. Staff members working directly with children will receive safeguarding training as part of their mandatory induction, in line with the Child Protection and Safeguarding Policy.
- 7.2. Intimate care is a regulated activity; therefore, only members of staff who have an enhanced DBS certificate with a barred list check are permitted to undertake intimate care duties.
- 7.3. Wherever possible, staff involved in intimate care will not be involved in the delivery of sex education to the pupils in their care as an extra safeguard to both staff and pupils involved.
- 7.4. Individual intimate care plans will be drawn up for pupils as appropriate to suit the circumstances of the pupil.
- 7.5. Each pupil's right to privacy will be respected. Careful consideration will be given to each pupil's situation to determine how many carers will need to be present when the pupil requires intimate care.
- 7.6. If any member of staff has concerns about physical changes to a pupil's presentation, such as marks or bruises, they will report the concerns to the DSL immediately.
- 7.7. Special consideration will be taken to ensure that bullying and teasing does not occur.

8. Swimming

- 8.1. Pupils in Key Stage 2 participate in swimming lessons at Nantwich Swimming Pool: during these lessons, pupils are entitled to privacy when changing; however, some pupils will need to be supervised during changing.
- 8.2. Parental consent will be obtained before assisting any pupils in changing clothing before and after swimming lessons.

- 8.3. Details of any additional arrangements will be recorded in the pupil's individual intimate care plan.

9. Offsite visits

- 9.1. 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.
- 9.2. Staff will apply all the procedures described in this policy during residential and off-site visits.
- 9.3. Meetings with pupils away from the school premises, where a chaperone is not present, will not be permitted, unless approval has been obtained by the headteacher.
- 9.4. Consent from a parent will be obtained and recorded prior to any offsite visit.

10. Toilet training

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

Where potties are used, they will be emptied immediately and cleaned with an anti-bacterial spray. The potty or toilet is checked to assess whether it is clean before use and toilet paper is well stocked.

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 and will not make negative facial expressions or negative comments. Pupils' efforts will be reinforced by praise where appropriate.

Staff are required to ensure that soiled/wet nappies are changed as soon as possible. Where pupils are left in soiled nappies and/or clothes, this will be dealt with in line with the school's Disciplinary Policy and Procedure.

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.

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 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, e.g. a rash, this will be discussed with the headteacher and the pupil's parents.

11. Monitoring and review

- 11.1. This policy is reviewed every **two years** by the **headteacher** and the **DSL**.
- 11.2. All changes are communicated to relevant stakeholders.
- 11.3. The scheduled review date for this policy is **September 2026**.

INTIMATE CARE STATEMENT

Treat everyone with dignity and respect and ensure privacy appropriate to age and situation.

The issue of privacy is an important one and everyone has a right to it. Some aspects of intimate care, of necessity, are carried out by a single adult. Having an adult working alone does increase the opportunity for possible abuse, but this has to be balanced by the loss of privacy and lack of trust implied if two people have to be present at all times. However, you must inform a member of staff.

Children's dignity will be preserved and a high level of privacy, choice and control will be provided to them. Staff who provide intimate care to children have a high awareness of child protection issues. Staff behaviour is open to scrutiny and staff at Wybunbury Delves work in partnership with parents/carers to provide continuity of care to children wherever possible.

As far as possible, involve the child or adult in their own intimate care.

Always avoid doing things for the child if they are able to do it alone or for themselves. There is careful communication with each child who needs help with intimate care in line with their preferred means of communication (verbal, symbolic, etc.) to discuss the child's needs and preferences. The child is aware of each procedure that is carried out and the reasons for it.

If they are able to help, encourage them to do so. If the child is dependent on you for help, talk to them about what you are doing and offer choices where this is possible.

An Intimate Care Plan is agreed where regular support is provided.

Be aware and responsive to the person's reactions.

Always check what you are doing by involving the child. Ask questions such as 'Can you wash there?', 'How do you normally do that?', 'Is it all right to do it like this?'

If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution. Staffing schedules will be altered until the issue(s) are resolved so that the child's needs remain paramount. Further advice will be taken from outside agencies if necessary.

Team practice in intimate care should be as consistent as possible.

Ensure that as a team you have a consistent approach to the intimate care of children. This does not mean that everything should be done in an identical fashion, but it is important that approaches are not markedly different between different adults who are providing the care.

Never do something unless you are sure you know how to do it.

Intimate medical care procedures may be carried out only by nursing or medical staff unless staff have been trained and assessed as competent to carry out such procedures. If you are not sure about something, ask; if you are still unsure or need to be shown something again, ask again. Never put children or yourself at risk through lack of knowledge.

Reporting incidents

If whilst attending to the intimate care of a child you accidentally hurt them, or notice that they are sore or tender in the genital area, report this at once. If the child becomes sexually aroused because of your actions, misunderstands or misrepresents something or has an emotional reaction without apparent cause, report it immediately by speaking to Designated Safeguarding Lead (Miss McCurrie). Make a written report of the incident as soon as possible.

Seek to encourage children to have a positive image of their bodies.

The way we respond to the handling of intimate care procedures will convey lots of messages to the child. We want them to value themselves and their bodies. Children and all with disabilities who are confident and feel their bodies belong to them are less vulnerable to sexual abuse.

A child's right to object or say 'no' must always be fully respected.

Permission for School to provide Intimate Care

Child's name

DOB

- I give permission for School to provide appropriate intimate care support to my child,
- eg changing soiled clothing, washing and toileting.
- I will advise the Head teacher of any medical reason my child may have which affects issues of intimate care.
- I understand that intimate care may be provided at school on a one-to-one basis.
- I understand that member(s) of staff providing intimate care for my child have been DBS checked and received appropriate training, including Safeguarding.
- I have read and understood the school's intimate care policy

Name (please print)

Signature

Relationship to child

Date

	I can already: Adult support (AS) /Verbal prompt (VP) /Independent(I)	date	review
Communicate that I want a wee			
Communicate that I am pooing			
Pull pants down			
Undo nappy			
Sit on toilet			
Nappy on – pull from back to front			
Pull up trousers			
Flush toilet			
Place nappy in bin			
Wash hands			
Dry hands			

Aim – I/We will try to:

Progress will be reviewed termly.

Parent signature Date

Staff signature Date

Toilet Management Plan

Pupil's name:	Class/year group:
Name of personal assistant:	
Date:	Review date:
Area of need	
Equipment required	
Locations of suitable toilet facilities	
Support required	Frequency of support

Working towards independence

Pupil will try to	Personal assistant will	Parents will	Target achieved date

Signed _____ Parent

Signed _____ Personal assistant

Signed _____ Second member of staff

Signed _____ Pupil (where appropriate)

Agreement between Pupil and Personal Assistant (Older Pupils)

Pupil's name: _____ Class/year group: _____

Name of support staff involved: _____

Date: _____ Review date: _____

Support staff

As the personal assistant helping you with intimate care, you can expect me to do the following:

- When I am the identified person, I will stop what I am doing to help you. I will avoid all unnecessary delays.
- When you use our agreed emergency signal, I will stop what I am doing and come and help.
- I will treat you with respect and ensure privacy and dignity at all times.
- I will ask permission before touching you or your clothing.
- I will check that you are as comfortable as possible, both physically and emotionally.
- If I am working with a colleague to help you, I will ensure that we talk in a way that does not embarrass you.
- I will listen carefully if there is something you would like to change about your Intimate Care Plan.

Pupil

As the pupil who requires help with intimate care, you can expect me to do the following:

- I will try, whenever possible, to let you know a few minutes in advance that I am going to need help with intimate care, so that you can make yourself available and be prepared to help me.
- I will try to use the toilet at break time, or at the agreed times.
- I will only use the agreed emergency signal for real emergencies.
- I will tell you if I want you to stay in the room or stay with me in the toilet.
- I will tell you straight away if you are doing anything that makes me feel uncomfortable or embarrassed.
- I may talk to other trusted people about how you help me. They too will let you know what I would like to change.

Signed: _____ Personal assistant

Signed: _____ Pupil