Walthamstow Primary Academy
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Walthamstow Primary Academy

Intimate Care Policy

This policy document contains:

1. Introduction
2. Statutory Framework and other guidance
3. Links to other policies
4. Key principles
5. Best practice and implementation
6. Roles and responsibilities

Date of last review	Oct 2026	Review period	2 years
Date of next review	Oct 2028	Owner	SENCO
Type of policy	Non-Statutory	Approval	LGB

1. Introduction

1.1 Walthamstow Primary Academy takes seriously its responsibility to safeguard and promote the welfare of the children and young people in its care. Meeting a pupil's intimate care needs is one aspect of safeguarding. This policy applies to everyone involved in the intimate care of children.

1.2 We recognise that there is a need to treat all pupils, whatever their age, gender, disability, religion, ethnicity or sexual orientation with respect and dignity when intimate care is given. The child's welfare is of paramount importance and his/her experience of intimate and personal care should be a positive one. It is essential that every pupil is treated as an individual and that care is given gently and sensitively: no pupil should be attended to in a way that causes distress or pain.

1.3 Intimate care can be defined as any care which involves washing, touching or carrying out a procedure to intimate personal areas which most people usually carry out themselves, but some pupils are unable to do because of their young age, physical difficulties or other special needs. Examples include care associated with continence and menstrual management as well as more ordinary tasks such as help with washing, toileting or dressing. It also includes supervision of pupils involved in intimate self-care.

2. Statutory framework and other guidance

2.1 This policy complies with the guidance contained within

- Section 175 of the Education Act 2002.
- UK Equality Act 2010.
- 'Safeguarding Children and Safer Recruitment in Education' (2014)
- 'Keeping Children Safe in Education' (2016).

3. Links to other policies and practice

3.1 The Intimate Care Policy should be read in conjunction with the following areas of School policy:

- Safeguarding and Safer Recruitment Policy
- Health and Safety Policy and procedures
- Special Educational Needs and Disability Policy
- Single Equality Plan
- 'Whistle-blowing'

4. Principles

4.1 The following are the fundamental principles upon which the Policy and Guidelines are based:

- Every child has the right to be safe.
- Every child has the right to personal privacy.
- Every child has the right to be valued as an individual.
- Every child has the right to be treated with dignity and respect.

- Every child has the right to be involved and consulted in their own intimate care to the best of their abilities.
- Every child has the right to express their views on their own intimate care and to have such views considered.
- Every child has the right to have levels of intimate care that are as consistent as possible.

5. Best practice and implementation

5.1 Pupils who require regular assistance with intimate care have written Education, Health and Care Plans or Care Plans agreed by staff, parents/carers and any other professionals actively involved, such as school nurses or physiotherapists. The plan should be agreed at a meeting at which all key staff and the pupil should also be present wherever possible/appropriate. The plan should be reviewed as necessary, but at least annually, and at any time of change of circumstances, e.g. for residential trips or staff changes (where the staff member concerned is providing intimate care). They should also consider procedures for educational visits. Where relevant, it is good practice to agree with the pupil and parents/carers appropriate terminology for private parts of the body and functions and this should be noted in the plan. Where pupils with complex and/or long-term health conditions have an Education, Health and Care Plan in place, the plan should, where relevant, take into account the principles and best practice guidance in this intimate care policy.

5.2 Due to the developmental stages of the children that we work with in the EYFS, we support them with their personal care (i.e. reminding children to go to the toilet, helping them to manage own hygiene, helping to change clothes) to develop their independence and management of hygiene. In the EYFS, all parents sign the Parental Consent for Intimate Care (Appendix 1), prior to their child starting school, giving permission to a member of staff to attend to the intimate care of their child. Only in an emergency would staff undertake any aspect of intimate care that has not been agreed by the parents.

5.3 On some occasions, children come to our setting in nappies. The procedure for changing nappies is clearly outlined on the 'Nappy Changing Poster' (Appendix 4). Children who are being toilet trained should only use a potty until they are able to sit on the toilet. A designated sink for cleaning potties (not a hand wash basin) should be sited in the area where potties are used. After use the contents of a potty should be flushed down the toilet, using household rubber gloves. The potty should be washed in hot soapy water, dried and stored inverted. The rubber gloves should be washed whilst wearing them and then wash and dry hands after taking them off.

5.4 Accurate records should also be kept when a child requires assistance with intimate care (including nappy changing); these can be brief but should, as a minimum, include full date, times and any comments such as changes in the child's behaviour. It should be clear who was present in every case. These records will be kept on file and available to parents/carers on request. At Walthamstow Primary Academy, we use a 'Record of Intimate Care' (Appendix 2) form to log all incidents where intimate care is provided. All pupils will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each individual pupil to do as much for his/herself as possible. Staff will complete a 'Clothing Changing Slip' (Appendix 3) to inform parents when a child has had their clothes changed during the school day and the reason why the child needed clothes to be changed.

5.5 Members of staff must be given the choice as to whether they are prepared to provide intimate care to pupils. Staff who provided appropriate training in intimate care including personal care (e.g. health and safety training in moving and handling) according to the needs of the pupil. Staff should be fully aware of best practice regarding infection control (Appendix 5), including the requirement to wear disposable gloves and aprons where appropriate, as well as washing hands after changing has been completed.

5.6 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 should speak to the pupil personally by name, explain what they are doing and communicate with all children in a way that reflects their ages.

5.7 Adults who assist pupils with intimate care should be employees of the school, not students, volunteers or daily supply staff, and therefore have the usual range of safer recruitment checks, including DBS checks. All staff should be aware of confidentiality. Sensitive information will be shared only with those who need to know. No member of staff will ever carry a mobile phone, camera or similar device whilst providing intimate care.

5.8 The Governors and staff at Walthamstow Primary Academy recognise that pupils with special needs and who are disabled are particularly vulnerable to all types of abuse. Walthamstow Primary Academy child protection procedures will be adhered to. From a child protection perspective, it is acknowledged that intimate care involves risks for children and adults as it may involve staff touching private parts of a pupil's body. At Walthamstow Primary Academy, best practice will be promoted and all adults (including those who are involved in intimate care and others in the vicinity) will be encouraged to be vigilant at all times, to seek advice where relevant and take account of safer working practice. Where appropriate, pupils will be taught personal safety skills carefully matched to their level of development and understanding.

5.9 Pupils who are disabled might require assistance with invasive or non-invasive medical procedures such as the administration of rectal medication, managing catheters or colostomy bags. These procedures will be discussed with parents/carers, documented in the Education, Health and Care Plan and will only be carried out by staff who have been trained to do so.

5.10 Pupils who require physiotherapy whilst at Walthamstow Primary Academy should have this carried out by a trained physiotherapist. If it is agreed in the Education, Health and Care Plan that a member of staff should undertake part of the physiotherapy regime (such as assisting children with exercises), then the required technique must be demonstrated by the physiotherapist personally, written guidance given and updated regularly. The physiotherapist should observe the member of staff applying the technique. Any concerns about the regime or any failure in equipment should be reported to the physiotherapist and Inclusion Leader. Under no circumstances should a member of staff devise and carry out their own exercises or physiotherapy programmes.

5.11 Massage is now commonly used with pupils who have complex needs and/or medical needs in order to develop sensory awareness, tolerance to touch and as a means of relaxation. Any adult undertaking massage for pupils must be suitably qualified and/or demonstrate an appropriate level of competence. If it is agreed in the Education, Health and Care Plan that a member of staff should perform such massages, then the required technique must be demonstrated by a specialist teacher personally, written guidance given and updated regularly. The specialist teacher should observe the member of staff applying the technique. Any concerns about the regime or any failure in equipment should be reported to the specialist teacher and Inclusion Leader. It is recommended that massage undertaken by school staff should be confined to parts of the body such as the hands, feet and face in order to safeguard the interest of both adults and pupils. Care plans should include specific information for those supporting children with bespoke medical needs.

6. Roles and responsibilities for Intimate Care Policy

Parents	Responsible for ensuring that: - The school is advised of any known intimate care needs relating to their child. - Provide spare clothes for their child throughout their time in the Early Years Foundation Stage. - Provide spare clothes and other items (i.e. nappies, cream, wipes) if their child requires regular assistance with intimate care. - Attend meetings related to the intimate care of their children.
Staff	Responsible for ensuring that: - They work in close partnership with parent/carers, other staff and other professionals to share information and provide continuity of care. - Provide exceptional care and well-being for each child in their care by noticing when child needs intimate care and supporting children with intimate care. - Use the 'Record of Intimate Care' form to log every incident of intimate care and informing parents/carers by using the changing slip every time a child had any intimate care. - Following infection guidance and protocol to minimise the spread of infection when involved in providing intimate care or cleaning blood and body fluid spillages. - Following the Intimate Care Policy and other policies related to ensure that all pupils at Walthamstow Primary Academy are provided exceptional care and well-being.
First Aid Team	- Responsible for ordering items necessary for intimate care and infection control including gloves, aprons, goggles, cleaning products, disposable sacks etc. - Ensuring that Walthamstow Primary Academy complies with all infection control guidance.
Principal	- Ensures all aspects of the Policy and practice are implemented consistently, and that all staff are aware of their responsibilities and given appropriate training and support and for taking appropriate action in any cases of unlawful discrimination, harassment or victimisation.
Local Governing Body	- The governing body is responsible for ensuring that the school complies with legislation, and that this policy and its related procedures and action plans are implemented and that arrangements are in place to deal with any concerns or unlawful action arises.

Appendices:

Appendix 1 Parental Consent Form for Intimate Care
Appendix 2 Record of Intimate Care Log
Appendix 3 Clothing Changing Slip
Appendix 4 Nappy Changing Poster

Appendix 5 Blood and Body Fluid Safety Poster

Appendix 1 – Parental Consent Form for Intimate Care

It is very important for a child's well-being and self-esteem that if a child wets or soils themselves during their time in school, action is taken to have them changed and cleaned as quickly and discreetly as possible. This will help minimise discomfort or distress that the child may feel. Our Early Years staff follow the procedures in our Intimate Care policy and they are experienced and trained at carrying out this task.

CHILD'S NAME _____CLASS _____

Please delete as appropriate:

- I give consent for my child to be changed and cleaned by Early Years' staff if they wet and /or soil themselves whilst in the care of Walthamstow Primary Academy.

- I DO NOT give consent for my child to be changed and cleaned if they wet and / or soil themselves. I understand the school will contact me or my emergency contact and I will organise for my child to be cleaned and changed. I understand that in the event that I (or my emergency contact) cannot be contacted the staff will act appropriately and may need to come into some level of physical contact in order to aid my child.

PARENTS SIGNATURE: _____

PARENTS NAME: _____

DATE:_____

Appendix 2 – Record of Intimate Care

1.1 Walthamstow Primary Academy Record of Intimate Care Year Group – Nursery / Reception						
Name of Child	**Date**	**Time**	**Support (Please tick)**	**Comments**	**Staff Involved**	**Signature**
			Independent ☐ Minimal support ☐ Some/a lot of support ☐			
			Independent ☐ Minimal support ☐ Some/a lot of support ☐			
			Independent ☐ Minimal support ☐ Some/a lot of support ☐			
			Independent ☐ Minimal support ☐ Some/a lot of support ☐			
			Independent ☐ Minimal support ☐ Some/a lot of support ☐			
			Independent ☐ Minimal support ☐ Some/a lot of support ☐			
			Independent ☐ Minimal support ☐ Some/a lot of support ☐			
			Independent ☐ Minimal support ☐ Some/a lot of support ☐			
			Independent ☐ Minimal support ☐ Some/a lot of support ☐			

Appendix 3 – Clothing Changing Slip

Date _____

Dear Parent/Carer of _____,

Th s letter is to inform you that your child's clothes have been changed today. Your child was change because.

Your child has been provided with

Please bring in some clean spare clothes to school tomorrow. This includes a vest, pair of pants and socks. If you wish to, you may bring in spare uniform clothes. If your child was changed into the school's spare uniform clothes, please wash them and bring them back to school as soon as possible.

Thank you.

_____(Staff Member Name)

Appendix 4 – Nappy Changing Poster

Blood and Body Fluid Safety



1. Spillages of blood, vomit, urine and faeces should be cleaned up as soon as possible. It is advisable to open the window when cleaning up body fluids and to keep people away from the spill until it has been cleaned. Blood, body fluids and soiled materials should never touch your skin.



2. Disposable plastic gloves and apron should always be worn. Goggles should be available when cleaning up larger spills. Disposable paper towels should be used when cleaning up spills.



3. Prepare a dilution of one part bleach to ten parts of water.* Carefully wipe up the spillage with disposable paper towels. Then, wipe the spillage with more disposable paper towels soaked in the bleach solution. Dispose of paper towels and waste in plastic bag. Ensure the floor is dry to avoid slipping accidents.



4. Put all soiled items such as children's clothing in a plastic bag to be sent home.



5. Dispose of paper towels, waste, apron and gloves in plastic bag. Tie bag securely to prevent leakage before disposing in a bin.



6. Wash hands thoroughly with soap and water and dry carefully. Wash the goggles in warm soapy water, if necessary.

* Don't use this solution on carpets and fabrics, as it will damage them. For cleaning carpets and fabrics, use a general purpose detergent and hot water. It may be necessary to arrange for the carpets and fabrics to be steam cleaned to prevent or remove staining.