



# Oswald Road Primary School

## Intimate Care Policy

Policy ratified by Governing Body: September 2024

Headteacher: Deborah Howard  
Chair of Governors: Peter Martin

**To be reviewed in 2 years: September 2026**

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## **Statement of intent**

Oswald Road 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, sensitivity and respect when intimate care is given, and no pupil will be left feeling embarrassed or as if they have created a problem.

## 1. Legal framework

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

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

This policy operates in conjunction with the following school policies:

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

## 2. Definitions

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

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.

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.

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

## 3. Health and safety

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

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.

Staff will have access to disposable aprons and gloves while assisting a pupil in the toilet or while changing a nappy, incontinence pad or medical bag.

Soiled nappies, incontinence pads and medical bags will be securely wrapped and disposed of appropriately.

The changing area or toilet will be left clean. Hot water and soap will be available to wash hands. Paper towels or a hand-dryer will be available to dry hands.

#### **4. Staff and facilities**

Staff members who provide intimate care will be suitably trained, and will be made aware of what is considered good practice.

Staff will only be required to administer intimate care if it is listed in their job description or contract of employment. If it is not, it will always be discussed with the staff member.

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
- Hoist
- Swivel mat
- 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

The school has specific areas which have the necessary facilities.

Mobile pupils will be changed while standing up. Pupils who are not mobile will be changed on a purpose-built changing bed or changing mat on the floor.

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**

Arrangements will be made with a multi-agency to discuss the personal care needs of any pupil prior to them attending the school.

Where possible, pupils who require intimate care will be involved in planning for their own healthcare needs wherever possible, with input from parents welcomed.

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.

Regular consultations will be arranged with all parents and pupils regarding toilet facilities.

The privacy and dignity of any pupil who requires intimate care will be respected at all times. A qualified member of staff will change the pupil, or assist them in changing themselves if they become wet, or soil themselves. 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.

Members of staff will react to accidents in a calm and sympathetic manner. Accurate records of times, staff, and any other details of incidents of intimate care will be kept in a Record of Intimate Care, and they will be stored in an appropriate space for access and also for sensitivity of this information.

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. A minimum number of changes will be agreed.

The family's cultural practices will be taken into account for cases of intimate care. Parents will be contacted if the pupil refuses to be changed, or becomes distressed during the process.

Excellent standards of hygiene will be maintained at all times when carrying out intimate care.

## **6. Parental responsibilities**

Parents will change their child, or assist them in going to the toilet, at the latest possible time before coming to school.

Parents will provide spare nappies, incontinence pads, medical bags, wet wipes and a change of clothing in case of accidents.

A copy of this policy will be available on the website so that parents understand the policies and procedures surrounding intimate care.

Parents will inform the school should their child have any marks or rashes.

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**

Staff members working directly with children will receive safeguarding training as part of their mandatory induction, in line with the Safeguarding and Child Protection Policy.

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.

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.

Individual intimate care plans will be drawn up for pupils as appropriate to suit the circumstances of the pupil.

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.

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.

Special consideration will be taken to ensure that bullying and teasing does not occur.

## **8. Swimming**

Pupils in Year 4 regularly participate in swimming lessons: during these lessons, pupils are entitled to privacy when changing; however, some pupils will need to be supervised during changing.

Parental consent will be obtained before assisting any pupils in changing clothing before and after swimming lessons.

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

## **9. Offsite visits**

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. Staff will apply all the procedures described in this policy during residential and off-site visits.

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.

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 available and the area should be prepared to ensure it is clean and suitable for use. Gloves are available for 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: Implementing this policy in school**

This document covers a number of possible scenarios that may occur in our school:

1. A child requires regular support with dressing/toileting and has a Personal Care Plan.
2. A child does not require regular support: is wet or soiled due to an 'accident'

Children in Nursery who have regular 'accidents' would not have an individual plan. Children in Reception who have fairly regular 'accidents' would not have an individual plan. Individual plans will be written for those children where there is more of a specific need. See Early Years Intimate Care Policy for more information

### **Year 1 upwards: Scenario for the child requiring regular dressing/toileting support**

Any child requiring regular dressing/toileting support will have a plan, which will be typed up by the Health Lead in conjunction with the class teacher and then sent home to be agreed. The plan will clearly outline the procedure, who is responsible for carrying out the procedure. The plan allows school and parents' to be aware of the complete procedure for the start.

School may ask the parent/carer to provide resources to support the toileting needs: nappies, pads, wipes etc.

The Personal Care Plan (appendix) may be used.

### **Scenario for the child who does not require regular dressing/toileting support**

In the event of a child becoming wet or soiled a member of staff will discreetly escort the child to the bathroom. An older child may be able to support themselves with the change of clothes. Some need the support to change, children will be



encouraged to use the tissue to clean themselves. They may need support with this in some circumstances and as professionals staff will assess this. If a child is soiled the procedure will be the same but the child may need a lot more support.

Soiled or wet clothes will be placed in a bag and sealed. At the end of the school day staff will discreetly pass the parent/carer the bag. Verbally they will feed back the details of the circumstances.

Relevant information will be logged on CPOMS under 'Health'.

<b>PERSONAL CARE NEEDS PLAN</b> <b>For Date of plan: Review Date:</b>		<b>CONFIDENTIAL</b>
<p>This plan has been discussed with parents/carers. Parents have agreed / consented for this plan to be followed during the school day. This plan is to be reviewed yearly/termly (or sooner if needs change) in consultation with parents/carers.</p>		<p>INSERT PHOTO OF CHILD HERE</p>
<p><b>Teacher:</b> <b>Staff involved in routinely meeting XXXX's personal care needs:</b></p>		
<p><b><u>Medical Information:</u></b> <b><u>Mobility</u></b> <b><u>Communication Skills:</u></b></p>		
Area of need:		
<p><b><u>Procedure:</u></b></p>		
<p><b><u>Facilities, Resources &amp; Equipment needed:</u></b></p>		<p><b><u>Location of suitable toilet facilities</u></b></p>
<p><b><u>Support required</u></b></p>		<p><b><u>Frequency of support</u></b></p>
<p><b><u>Pupil will try to</u></b></p>	<p><b><u>Staff will</u></b></p>	<p><b><u>Parents will</u></b></p>

Shared with Parents/Carers

Uploaded onto CPOMS for relevant staff members

## **EARLY YEARS INTIMATE CARE POLICY**

### **Statement of intent**

Oswald Road Primary School understands the importance of its responsibility to safeguard and promote the welfare of children.

Pupils may require assistance with intimate care as a result of their age or due to having SEND. In all instances, effective safeguarding procedures are of paramount importance.

This policy has been developed to ensure that all staff responsible for providing intimate care undertake their duties in a professional manner at all times and treat children with sensitivity and respect.

The school is committed to providing intimate care for children in ways that:

- Maintain their dignity.
- Are sensitive to their needs and preferences.
- Maximise their safety and comfort.
- Protect them against intrusion and abuse.
- Respect the child's right to give or withdraw their consent.
- Encourage the child to care for themselves as much as they can.
- Protect the rights of all others involved.

## 1. Legal framework

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

- Equality Act 2010
- Safeguarding Vulnerable Groups Act 2006
- Childcare Act 2006
- Education Act 2002
- Education Act 2011
- The Control of Substances Hazardous to Health Regulations 2002 (as amended in 2004)
- DfE 'Keeping children safe in education'

This policy operates in conjunction with the following school policies:

- Administering Medication Policy
- Complaints Procedures Policy
- Child Protection and Safeguarding Policy
- Whistleblowing Policy
- Allegations of Abuse Against Staff Policy

## 2. Definitions

For the purpose of this policy, “**intimate care**” is the hands-on, physical care in personal hygiene, as well as physical presence or observation during such activities.

Intimate care includes the following:

- Helping a child with eating and drinking for reasons of illness or disability
- Body bathing other than to the arms and face, and to the legs below the knee
- Application of medical treatment other than to the arms and face, and to the legs below the knee
- Toileting, wiping and care in the genital and anal areas
- Dressing and undressing

## 3. Roles and responsibilities

The headteacher is responsible for:

- Ensuring that intimate care is conducted professionally and sensitively.
- Ensuring that the intimate care of all children is carefully planned, including the creation of individual plans following discussions with the parent and the child, with input from the SENCO and Health lead.
- Communicating with parents in order to establish effective partnerships when providing intimate care to children.
- Handling any complaints about the provision of intimate care in line with the school's Complaints Procedures Policy.
- Organising training for the provision of intimate care where needed and ensuring staff are kept updated / refreshed on expectations.

All members of staff who provide intimate care are responsible for:

- Undertaking intimate care practice respectfully, sensitively and in line with the guidelines outlined in this policy.
- Undertaking any training or refreshers

Parents are responsible for:

- Liaising with the school to communicate their wishes in regard to their child's intimate care.
- Providing their consent to the school's provision of their child's intimate care.
- Adhering to their duties and contributions to their child's intimate care plan, as outlined in this policy.

#### **4. Procedures for intimate care**

Staff who provide intimate care will have a list of personalised changing times for the children in their care, which will be adhered to at all times and will be shared with parents daily.

For everyday accidents children will be changed as and when required, should they have an accident. Parents will be advised upon collection. Children will be encouraged to be independent when dressing/undressing.

Staff will only be required to administer intimate care if it is listed in their job description or contract of employment. If it is not, it will always be discussed with the staff member.

Staff who provide intimate care will conduct intimate care procedures as needed ; no child will be left in wet/soiled clothing or nappies.

Each child using nappies will have a clearly labelled box allocated to them in which there will be clean nappies, wipes and any other individual changing equipment necessary. For everyday accidents children will keep spare clothes in a bag on their peg in the classroom. Wipes, nappy sacks and spare clothing will be stored in the changing areas in trays/boxes.

Before changing a child's nappy / underwear/ clothes, members of staff will have disposable gloves and aprons available and the changing area will be cleaned appropriately.

The changing areas are warm and comfortable for the children and are private from others.

Hot water and liquid soap are available for staff to wash their hands before and after changing a nappy; the changing area will also be cleaned appropriately after use.

The changing area has a hand dryer and/or paper towels available for members of staff to dry their hands.

Any soiled clothing will be placed in a tied plastic bag in the child's personal bag and will be returned to parents at the end of the school day.

Any used nappies will be placed in a tied plastic bag and disposed of in accordance with local waste disposal procedures. Heavily soiled underwear will be placed in tied bag.

Any bodily fluids that transfer onto the changing area will be cleaned appropriately.

If a pupil requires cream or other medicine, such as for a nappy rash, this will be provided in accordance with the Administering Medication Policy, and full parental consent will be gained prior to this.

Older children and those who are more able will be encouraged to use the toilet facilities and will be reminded at regular intervals to go to the toilet.

Members of staff will use the Toilet Introduction Procedures, as outlined in the appendices of this policy, to get children used to using the toilet and encourage them to be as independent as possible where appropriate.

Children will be reminded and encouraged to wash their hands after using the toilet, following the correct procedures for using soap and drying their hands.

For children who have specific intimate care needs, the school will liaise with parents and consider a Personal Care Plan (appendix).

## **5. Parental engagement**

The school will liaise closely with parents to establish individual intimate care programmes for each child which will set out the following:

- What care is required
- Number of staff needed to carry out the care
- Any additional equipment needed
- The child's preferred means of communication, e.g. visual/verbal, and the terminology to be used for parts of the body and bodily functions
- The child's level of ability, i.e. what procedures of intimate care the child can do themselves
- Any adjustments necessary in respect to cultural or religious views
- The procedure for monitoring and reviewing the intimate care plan

Where a child has one, the information concerning the child's Personal Care Plan will be stored confidentially on CPOMS, and only the parents and the designated members of staff responsible for carrying out the child's intimate care will have access to the information.

This plan will be shared with parents/carers and agreed ahead of use. Agreement will be noted on CPOMS.

In respect of the above, if no parental consent has been given and/or the child does not have an intimate care plan, but the child requires intimate care, parents will be contacted by phone in order to gain consent.

Any changes that may need to be made to a child's intimate care plan will be discussed with the parents to gain consent and will then be recorded in the written intimate care plan.

Parents will be asked to supply the following items for their child's individual storage box:

- Spare nappies
- Wipes, creams, nappy sacks, etc.
- Spare clothing
- Spare underwear
- Training seat for the toilet

## **6. Safeguarding procedures**

The school adopts rigorous safeguarding procedures in accordance with the Safeguarding and Child Protection Policy and will apply these requirements to the intimate care procedures.

Intimate care is classified as regulated activity; therefore, the school will ensure that all adults providing intimate care have undergone an enhanced DBS check, which includes barred list information, enabling them to work with children.

Staff members working directly with children will receive safeguarding training as part of their mandatory induction, in line with the Safeguarding and Child Protection Policy.

All members of staff will receive safeguarding training on an annual basis, and receive child protection and safeguarding updates as required, but at least annually.

All members of staff are instructed to report any concerns about the safety and welfare of children with regards to intimate care, including any unusual marks, bruises or injuries, to the DSL in accordance with the school's Whistleblowing Policy.

Any concerns about the correct safeguarding of children will be dealt with in accordance with the Child Protection and Safeguarding Policy and the Allegations of Abuse Against Staff Policy.

Appendix A

<b>PERSONAL CARE NEEDS PLAN</b> <b>For Date of plan: Review Date:</b>		<b>CONFIDENTIAL</b>  INSERT PHOTO OF CHILD HERE
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<b>Teacher:</b> <b>Staff involved in routinely meeting XXXX's personal care needs:</b>		
<u><b>Medical Information:</b></u> <u><b>Mobility</b></u> <u><b>Communication Skills:</b></u>		
Area of need:		
<u><b>Procedure:</b></u>		
<u><b>Facilities, Resources &amp; Equipment needed:</b></u>		<u><b>Location of suitable toilet facilities</b></u>
<u><b>Support required</b></u>		<u><b>Frequency of support</b></u>
<u><b>Pupil will try to</b></u>	<u><b>Staff will</b></u>	<u><b>Parents will</b></u>

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## Appendix B

### Toilet Introduction Procedures

As children develop bladder control, they will pass through the following three stages:

1. The child becomes aware of having wet and/or soiled pants
2. The child knows that urination/defecation is taking place and can alert a member of staff
3. The child realises that they need to urinate/defecate and alerts a member of staff in advance

During these stages, members of staff will assess the child over an appropriate period of time to determine:

- If there is a pattern to when the child is soiled/wet.
- The indicators that the child displays when they need the toilet, e.g. facial expressions.

Staff will implement the following strategies to get children used to using the toilet and being independent:

- Familiarise the child with the toilet, washing their hands, flushing the toilet and referencing other children as good role-models for this practice
- Encourage the child to use the toilet when they are using their personal indicators to show that they may need the toilet
- Take the child to the toilet at a time when monitoring has indicated that this is when they would usually need the toilet
- Ensure that the child can reach the toilet and is comfortable doing so
- Stay with the child and talk to them to make them more relaxed about using the toilet
- Don't force the child to use the toilet if they don't want to, but still encourage them to do so using positive language and praise
- Deal with any accidents discreetly, sensitively and without any unnecessary attention
- Be patient with children when they are using the toilet, and use positive language and praise to encourage them