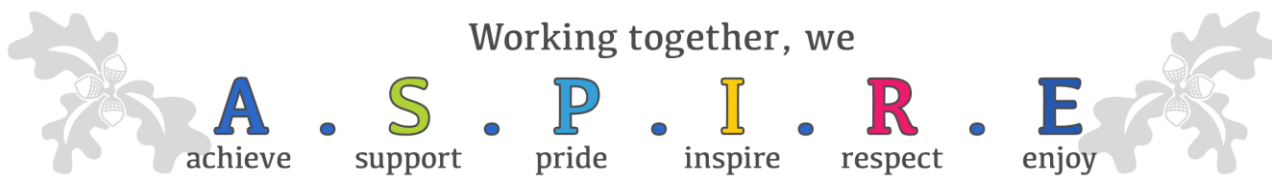




# Intimate Care Policy

Ratification by Headteacher	
Policy Updated:	October 2025
Date of next Review	October 2026
Signature (Headteacher):	H Brown





## 1. AIMS

This policy aims to ensure that:

- Intimate care is carried out properly by staff, in line with any agreed plans;
- The dignity, privacy, rights and wellbeing of every child are safeguarded;
- Children 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 Children involved;
- Children have their feelings about intimate care recognized and respected and children are encouraged to develop independence;

Intimate care refers to any care that involves toileting, washing, changing, touching or carrying out an invasive procedure to children's intimate personal areas and private parts of the body.

Personal care refers to any care that children receive to support them with their wellbeing. These are examples (not an exclusive list):

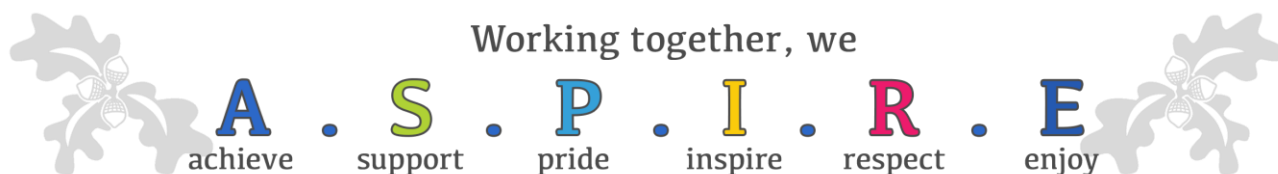
- Feeding
- Changing a level of clothing, e.g. removing a coat
- Washing non-intimate body parts
- Promoting children to go to the toilet
- Applying sun cream
- Hair care

Children should be made to feel safe and respected when receiving intimate or personal care which is always child-centered. Warrender staff take pride in the consistent approach provided for intimate and personal care to ensure children feel safe, protected, can trust adults around them, receive care in a dignified manner, provide the care and support both physically and emotional whilst our children are learning new life skills.

## 2. LEGISLATION AND STATUTORY GUIDANCE

This policy complies with the Department for Education (DfE) statutory safeguarding guidance:

- [Keeping Children Safe in Education](#)
- [Early Years Foundation Stage \(EYFS\) statutory framework](#).





## 3. ROLES OF PARENTS/CARERS

### 3.1 Parental Permission

All parents will be required to sign an online consent form as part of the admissions process for Nursery and Reception giving consent for occasional intimate care to be administered if their child has a toileting accident in the EYFS setting (Appendix 1). Where required, parents must provide an adequate supply of necessary items (e.g. nappies, wipes, creams, changes of clothing, nappy bags). Parents may be required to provide school with additional underwear or clothing if children are not comfortable wearing the spare clothing in school.

For children with more complex need, or who need particular support outside of what's covered in the consent form (if used), a written intimate care plan will be created in collaboration with parents/carers and Senior Leaders of the school (Section 3.2 and Appendix 2)

Parents will be informed by the school using a written slip or a telephone conversation when intimate care is administered.

During the admission process to Warrender, if parents do not give consent for intimate care to be administered, the school will seek permission before administering any personal or intimate care. If the school is unable to get in touch with parents/carers and an intimate care procedure is urgently required, this will be carried out to ensure the child is comfortable and to uphold the school's safeguarding obligations. This decision will be made by Senior Leaders and parents/carers will be informed afterwards.

### 3.2 Creating an intimate care plan

Where an intimate care plan is required, it will be agreed between the senior leaders, parents/carers, the child (where possible) and any relevant health professionals (where required).

The school will work with parents/carers to take personal preferences into consideration, in order to make the process of intimate care as comfortable as possible, dealing with needs sensitively and appropriately.

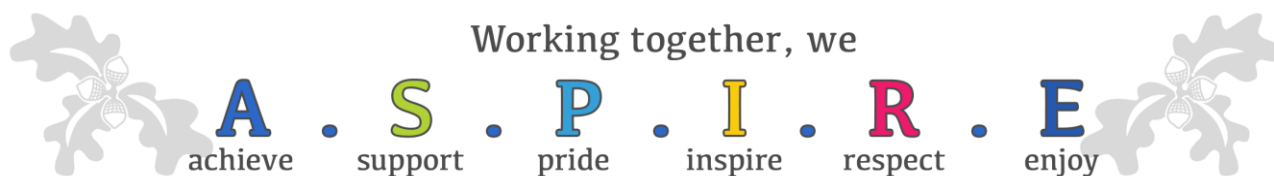
Subject to their age and understanding, the preferences of the child will also be taken into account. If there's doubt whether the child is able to make an informed choice, their parents/carers will be consulted.

The plan will be reviewed twice a year, even if no changes are necessary, and updated whenever there are changes to a pupil's needs.

A written intimate care plan (Appendix 2) will be created and signed by both school and parents. This plan will include: likes and dislikes of the child, clear routines, individualised support needs, specific named personnel and one additional member of staff, and a review date.

### 3.3 Sharing information

The school will share information with parents/carers as needed to ensure a consistent approach. Parents/ carers are expected to also share relevant information regarding any intimate matters as needed.





## 4. THE ROLES OF STAFF

### 4.1 Staff Responsibilities

Any personnel who may carry out intimate care will have this set out in their contract or job description. This includes Support Staff, Welfare Assistant(s) and Senior Leaders. No other staff members can be required to provide intimate care.

All staff at Warrender 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.

The Headteacher and Designated Safeguarding Lead will:

- Oversee the implementation of this policy;
- Ensure staff receive appropriate training and support;
- Oversee the development of individual intimate care plans;
- Act as a point of contact for parents/carers/staff regarding intimate care concerns.

### 4.2 Staff Training

Staff will receive:

- Training in the specific types of intimate care they undertake;
- Regular safeguarding training;
- Where relevant, 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 & PERSONAL CARE PROCEDURES

During nappy changes, toileting and any intimate care procedure, Warrender will balance children's privacy with safeguarding to support individual needs.

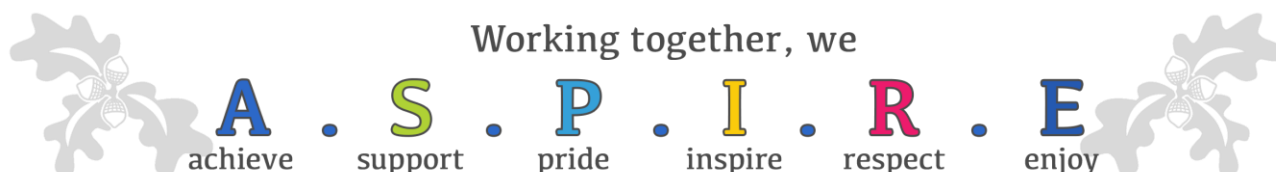
### 5.1 Staffing

All members of staff performing intimate care procedures have an enhanced DBS with barred list check.

One member of staff will be required if:

- A child has wet themselves and needs changing;
- An additional member of staff will remain in the vicinity to maintain good safeguarding practice;
- Staff will encourage the child to remove the wet garment themselves and support in putting on clean, dry clothing.

Two members of staff will be required if:





- A child soils themselves and staff need to support the child in wiping or cleaning private, intimate areas;
- A child requires assistance by maneuvering them to the toilet/changing area;
- Specialised equipment is required, such as a hoist for example;
- There is a known risk of false allegations by the pupil.

In cases where a pupil needs regular intimate care, where possible, the same member of staff will assist the same pupil each time they need support. We will train 2-3 members of staff per child to cover absences, emergencies and school trips. Where possible, we will ensure that these additional members of staff are also people known to the child.

At Warrender, female and male members of staff have been trained to administer intimate care. We will ensure that the child feels comfortable and safe with whoever supports your child with intimate care. There will be times when staff of the opposite gender will support with intimate care.

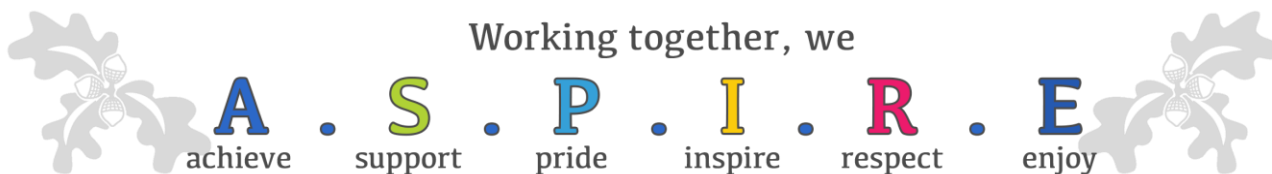
If there is an intimate care plan in place, the decision to allocate a member of staff of a different gender to the pupil will be discussed with the parents/carers and pupil, where appropriate.

## 5.2 Intimate & Personal Care Procedures and Arrangements

Intimate care procedures (wetting of garments) will be carried out in the Early Years toilet facilities for children in Nursery, Reception toilets for Reception classes and Year 1 and 2 toilets for Infant children in the Key Stage 2 toilet facilities (for Key Stage 2 children). If a child has soiled themselves (Nursery through to older children), intimate care procedures will be carried out in the shower room in the Key Stage 2 Junior building. Communication between staff will be done through the Walkie Talkie system.

Before supporting a child with intimate care, the allocated/ supporting member(s) of staff will:

1. Assess whether 1 or 2 members of staff will be required;
2. (If required) Liaise with the additional member of staff about the level of support required (assistance or observation) and allocate a suitable location to support from (within 'earshot', whilst prioritising the comfort and dignity of the child);
3. Ensure doors are left open whilst maintaining the maximum level of privacy;
4. Provide ongoing reassurance through dialogue (or another means of communication, if required), explaining what is happening and why it is necessary in a calming and non-threatening manner (e.g. "Let's change your knickers, they are wet and will make it uncomfortable for you");
5. Support the child with changing and/or cleaning, promoting independence where relevant;
6. Use protective gloves and cleaning material provided by the school (or parents, if stipulated in an intimate care plan);
7. The intimate or personal care is to be logged on CPOMS by the administering adult (the entry must include the date, time, location of the accident, whether physical contact was made, name of the additional adult, and any observations or notes. The supporting adult must be 'tagged' into the entry in order to verify accuracy, if required);
8. Inform the parent using a written Intimate/Personal Care note, or a phone call on the same day as the accident;
9. Log the accident on the Site Manager's online portal to ensure deep cleaning (wet vacuum) if for example a carpeted area absorbed bodily fluids.





For children who need routine intimate or personal 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, nappy bags, underwear and/or a spare set of clothing.

### 5.3 Parental Support

As part of the transition to school, the school will host a parent workshop in the Summer Term before a child starts attending school in September. This will be supported through the Children's Centre Local Hubs. The advice will support families in toilet training children before they attend school, and provide the opportunity to network with other families. Similar provision will be shared with parents at the start of the academic year in the form of online provision, facilitated by the Children's Center. Furthermore, leaflets and additional signposting will be made available to families in order to support with independent toileting life skills. If patterns arise, school staff will communicate with parents and discuss how best to support their child and whether an intimate care plan is needed.

**Parents should actively toilet train their child before starting Nursery at Warrender.**

### 5.4 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 accidentally hurt, or there is an issue when carrying out the intimate care procedures, the staff member will report the incident immediately to Designated Safeguarding Lead and the Headteacher.

If a child makes an allegation against a member of staff, the responsibility for intimate care of that child will be redirected to another member of staff as soon as possible, and the allegation will be investigated in line with the school's safeguarding procedures.

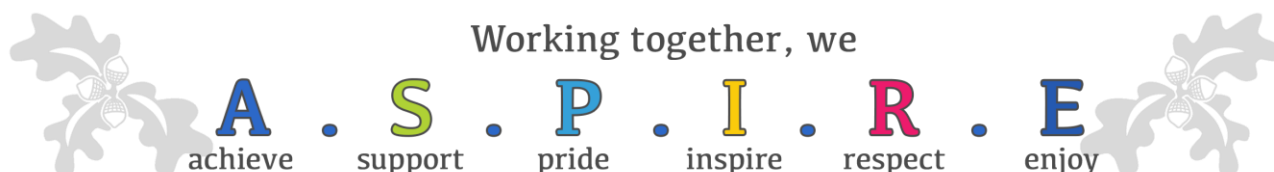
Where the school observes a pattern of increasing soiling or wetting instances, a meeting will be scheduled with parents/carers and any other relevant individuals, such as medical professionals involved with the child, to better understand the context and how to support the child. If the pattern continues, the school's Designated Safeguarding Lead will be notified. If there is evidence indicating a safeguarding concern, the DSL may contact the Local Authority Designated Officer (LADO), who will assess any safeguarding concerns, and act accordingly.

### 5.5 Children With Additional Needs

Where children with additional needs require the use of a nappy (or 'Pull-Ups'), staff will follow the intimate care plan in place.

In addition, further measure may include:

- (Where required) the use of 'widgets', or other visuals, to support with communication (Appendix 3);
- (Where required) the use of 'Now and Next' strategies, to support with communication;
- Staff will wash their hands prior to intimate care procedures, and take precautions to maintain high standards of hygiene for all parties (e.g., use of disposable gloves, aprons, handwashing);
- Change the child in the agreed toilet facilities (Section 5.2);
- Soiled and/or infected clothing to be placed in a secure bag and handed to parents at the end of the school day;





- Dirty pull-ups to be disposed of in the appropriate bin;
- A record of the intimate care to be entered on CPOMS by the administering adult (the entry must include the date, time, location of the accident, whether physical contact was made, name of the additional adult, and any observations or notes. The supporting adult must be 'tagged' into the entry in order to verify accuracy, if required);
- Staff to Inform the parent using a written Intimate/Personal Care note, or a phone call on the same day as the accident.

## 5.6 Management of menstrual care in older children

Staff will be sensitive to the fact that girls at our school may commence puberty and start their menstruation cycle(s). While there is no shame or stigma attached to this, children may wish to deal with it discretely and privately, to safeguard their dignity.

The school will offer sensitive and practical information to children about:

- Where sanitary products are located and how to access these;
- How to use and dispose of them correctly (if required).

Menstruation products (sanitary towels only) are available to children in school, and can be located in the welfare office (or 'medical room') and the downstairs disabled toilet in the Key Stage 2 (or 'junior') building, where children can access them independently.

Staff will not directly or practically assist with changing sanitary products unless specifically requested by the child, and in full-agreement with parents/carers in an Individual Care Plan because of specific individual needs.

Age-appropriate education on puberty and menstrual hygiene is covered as part of the school's PSHE curriculum.

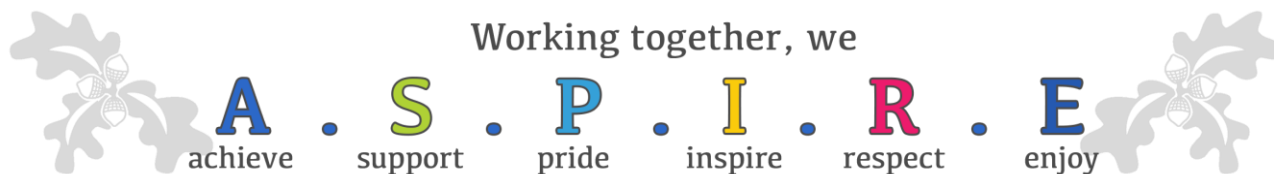
## 6. POLICY MONITORING

This policy will be reviewed and approved by the Headteacher on a yearly basis.

## 7. LINKS TO OTHER POLICIES

This policy links to the following policies and procedures:

- Accessibility plan
- Child protection and safeguarding
- Health and safety
- SEND
- Supporting Children with medical conditions
- Early Year Policy
- RSE policy





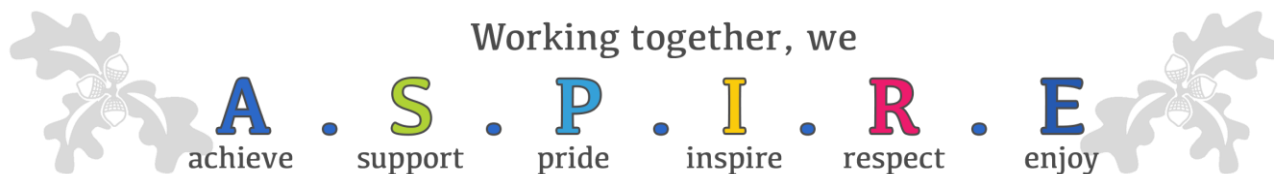
## Appendix 1: template of online parent/carer consent form

PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE	
Name of child	
Date of birth	
Class	
Name of parent/carer	
Relationship to child:	
Contact Number	
I give permission for the school to provide appropriate intimate care to my child (e.g. changing soiled clothing, washing and toileting)	<input type="checkbox"/>
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)	<input type="checkbox"/>
I understand the procedures that will be carried out and will contact the school immediately if I have any concerns	<input type="checkbox"/>
<p>I <b>do not</b> 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(s) 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(s), 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>	<input type="checkbox"/>
Date:	



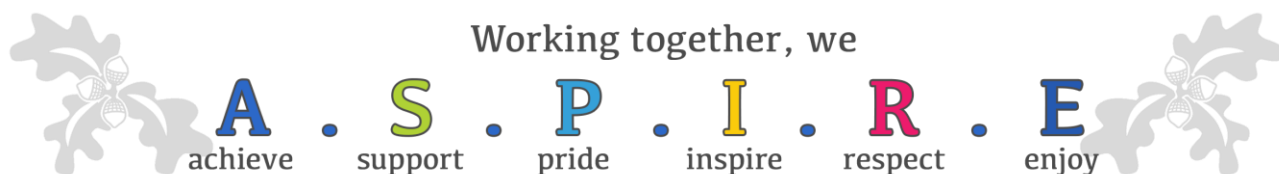
## Appendix 2: intimate care plan

Parent/Carer	
Name of child	
Type of intimate care needed	
Things my child likes when providing intimate care:	
Things my child dislikes when providing intimate care:	
Frequency of care:	
Specified staff member: Additional staff member:	
What resources and equipment will be used, and who will provide them	
Outline of Routine and individualised support (Include Location)	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> </ol>
How procedures will differ if taking place on a trip or outing	
Senior Leader responsible for ensuring care plan	
CHILD	
Who would you like to help you change?	
Who else can help you to change?	
Things I like when I have to change my pants or knickers	
Things I do not like when I change my pants or knickers	
What helps you more? Words talked by adults or symbols shown by adults?	





Parent/Carer	
SIGNATURES	
Child:	Parent/Carer:
Staff member:	Senior Leader:
Review Date:	Date:



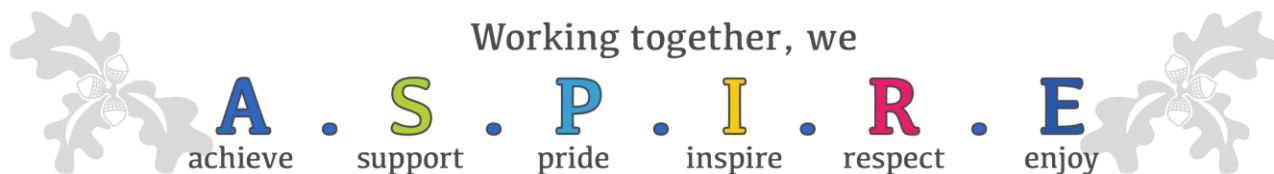


# The Warrender Way

## Intimate Care

1. Do I need 1 or 2 adults?
2. Which location do I need to go to? (normal toilets or KS2 shower room)
3. Maintain privacy and dignity for the child- they need to feel it is ok.
4. Talk through every step with the child as you go – reassure and explain the why
5. Support and encourage the child to do things independently – no physical contact at first
6. to wipe their bottom, start by showing them how to bend forward ("touch your toes") to reach better
7. For stability, they can hold onto their legs or a nearby support like a sink
8. demonstrate the front-to-back motion
9. Use wet wipes for an easier start
10. Always check their work with a clean wipe
11. Use gloves and materials provided by the school to support with soiling
12. Log on CPOMS
13. Tell the parents – note or call
14. Log anything that needs cleaning with Mr Taylor

Working together, we...



## Appendix 3: Example of 'widget' or pictorial communication support prompts

Warrender Nursery			
1	 pants down	2	 sit on toilet
3	 wee or poo	4	 wipe
5	 pants up	6	 flush toilet
7	 wash hands	8	 dry hands



## Warrender Nursery

1	 pants down	5	 pants up
2	 sit on toilet	6	 flush toilet
3	 wee or poo	7	 wash hands
4	 wipe	8	 dry hands

Working together, we

