Intimate Care Policy

Date adopted: January 2013

Review Period: 1 year

Next review: October 2027

History of most recent policy reviews:

Date	Review	Who is Responsible?
December 2013		Standards Committee
December 2014		Standards Committee
October 2025	Minor changes - clarifications around conflicts of interest, reporting of low-level concerns and signposting to other policies.	Finance Committee
September 2026	Changes – Additional linked policies. Clarification and updated legislation. Clarification of personnel involved in creation of plan. Clarification of safer recruitment of staff who	

	provide intimate care. Addition pointing out involvement of external professionals. Addition of summary of general care, menstrual care, toileting and continence, changing of nappies and clothing. Clarification of school trip procedures.	

Air Balloon Hill Primary Policy for Intimate Care

Introduction - Definitions

Intimate care is any care which involves washing, touching or carrying out an invasive procedure (such as cleaning up a pupil after they have soiled themselves) to intimate personal areas. In most cases such care will involve cleaning for hygiene purposes as part of a staff member's duty of care. In the case of a specific procedure only a person suitably trained and assessed as competent should undertake the procedure, (e.g. the administration of rectal diazepam.)

The issue of intimate care is a sensitive one and will require staff to be respectful of the child's needs. The child's dignity should always be preserved with a high level of privacy, choice and control. There shall be a high awareness of child protection issues. Staff behaviour must be open to scrutiny and staff must work in partnership with parents/carers to provide continuity of care to children/young people wherever possible.

Air Balloon Hill Primary School is committed to ensuring that all staff responsible for the intimate care of children will undertake their duties in a professional manner at all times. We recognise that there is a need to treat all children with respect when intimate care is given. No child should be attended to in a way that causes distress or pain.

This policy reflects statutory guidance and legislation relevant to intimate care in UK schools, including but not limited to:

- Keeping Children Safe in Education (latest version)
- Working Together to Safeguard Children
- SEND Code of Practice
- Equality Act 2010
- Data Protection Act 2018 / UK GDPR
- Health and Safety legislation and guidance
- Supporting Pupils with Medical Conditions guidance

Linked policies

Linked policies: Safeguarding and Child Protection; SEND; Supporting Pupils with Medical Needs; Behaviour; Data Protection (GDPR); Health & Safety; First Aid; Staff Code of Conduct; Lone Working; Whistleblowing; Attendance; Online Safety.

Our approach to best practice

The management of all children with intimate care needs will be carefully planned. A care plan will be written by the pupil's teacher or welfare staff and coordinated by the school SENDCO Lucy Hennessy or Deputy SENDCO Lisa Bush ~~school nurse or other health care professional~~, in conjunction with the child's parents or carers where necessary. The plan will be shared with the relevant support staff and training will be provided. The child who requires intimate care is treated with respect at all times; the child's welfare and dignity are of paramount importance.

Staff who provide intimate care are trained to do so (including Child Protection and Health and Safety training in lifting and moving) and are fully aware of best practice.
All staff who provide intimate care must be recruited and vetted in line with safer recruitment procedures (enhanced DBS with barred list checks as required).
ho provide intimate care must be recruited and vetted in line with safer recruitment procedures (enhanced DBS with barred list checks as required).
Supply/agency staff and volunteers will not provide intimate care.
All staff involved in intimate care will receive specific training on safeguarding related to intimate care, including recognising signs of abuse, appropriate boundaries, and professional conduct. Safeguarding refresher training is carried out on a yearly basis. Apparatus will be provided by the school or an agreed provider to assist with children who need special arrangements following assessment from physiotherapist/ occupational therapist as required. Parents will be expected to provide sanitary products such as wipes and diapers as agreed in the intimate care plan. The frequency of routine intimate care or toileting support will be regularly reviewed in consultation with parents, pupils, and healthcare professionals to ensure it meets the pupil's current needs without causing unnecessary interruption to learning.

Staff will be supported to adapt their practice in relation to the needs of individual children taking into account developmental changes such as the onset of puberty and menstruation. Wherever possible staff who are involved in the intimate care of children/young people will not usually be involved with the delivery of sex education to the children/young people in their care as an additional safeguard to both staff and children/young people involved.

In collaboration with parents and carers, the child will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Toilet training plans will prioritise developing pupils' independence and dignity, with clear targets agreed with parents and reviewed regularly Staff will encourage each child to do as much for him/herself as he/she can. This may mean, for example, giving the child responsibility for washing themselves. Each child's right to privacy will be respected. Careful consideration will be given to each child's situation to determine how many carers might need to be present when a child is toileted. Where possible one child will be catered for by one adult unless there is a sound reason for having more adults present. If this is the case, the reasons should be clearly documented.

Wherever possible we will have more than one adult trained to work with a child. This means there is backup if one person is not available and this will ensure, as far as possible, that over-familiar relationships are discouraged from developing, whilst at the same time guarding against the care being carried out by a succession of completely different carers.

Wherever possible staff should only care intimately for an individual of the same sex. However, in certain circumstances this principle may need to be waived where failure to provide appropriate care would result in negligence for example, a female staff member supporting a boy in our primary school, if no male staff are available.

Intimate care arrangements will be discussed with parents/carers on a regular basis and recorded on the child's care plan. This will take place at parents' evenings and as part of an inclusion review. The needs and wishes of children and parents will be taken into account wherever possible within the constraints of staffing and equal opportunities legislation. The policy will be made available in accessible formats and languages as needed to ensure all parents understand the procedures and can give informed consent.

The intimate care policy and practice will be monitored through regular audits of care plans and records, staff feedback, and pupil/parent consultations to ensure effectiveness and continuous improvement. Where needed, contributing advice will be sought from external professionals such as family support workers, school nurses and occupational therapists. For example, menstrual care guidance sessions are facilitated for pupils in Y5.

General expectations

- Obtain consent from parent/carer for routine intimate care (consent form kept on file). For older pupils, seek their consent where appropriate.
- Wherever possible, pupils should be encouraged to care for themselves; staff should support and teach self-care skills.
- Two adults should be present when intimate care is carried out. If this is not possible (urgent or exceptional circumstances), the reason must be recorded, and another adult informed immediately.
- Staff must follow single-sex care preferences where reasonably practicable. Where this is not possible, ensure another adult is present.
- Provide a modest, private location for intimate care with appropriate facilities (changing bed/chair at an accessible height, running water, soap, paper towels, and safe disposal bins). Ensure good ventilation and cleaning arrangements.
- Maintain dignity: use screens/curtains, cover the pupil as much as possible, speak to the pupil throughout, explain each action, and keep exposure to a minimum.
- Dispose of clinical waste according to school and local authority procedures. Provide PPE (gloves/aprons) for staff and follow infection control guidance.
- Record each episode of intimate care: date, time, staff involved, details of care given and any concerns. Securely store records in line with GDPR and safeguarding procedures.
- If a child becomes distressed or objects to care, stop, seek to resolve, inform the DSL and parents/carers. Never use force.

Menstrual care

- Provide access to sanitary products free of charge and private facilities to manage menstruation.
- Encourage pupils to manage menstrual hygiene independently where possible; staff may support if required in a respectful way.
- Ensure staff have guidance and training on supporting menstrual needs and understand confidentiality.

Toileting and continence

- For pupils with continence needs, provide an ICP and ensure staff have access to appropriate equipment and PPE.
- Provide clean spare clothes and a discreet system for requesting replacements.
- Ensure easy access to toilets during lessons and risk-assessed arrangements for off-site visits.

Changing of nappies, soiled clothing and spills

- Use gloves/aprons and follow infection control when changing nappies or soiled clothing.
- Use a purpose-built changing area where possible, with appropriate surfaces and disposal facilities.
- Ensure dignity and minimise exposure throughout.

Protection of Children

Education Child Protection Procedures and Inter-Agency Child Protection procedures will be adhered to.
All children will be taught personal safety skills carefully matched to their level of development and understanding.
If a member of staff has any concerns about physical changes in a child's presentation, e.g. marks, bruises, soreness etc. s/he will immediately report concerns to the appropriate manager/ designated person for child protection.

If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into by the Assistant Headteacher for

Inclusion and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution. Staffing arrangements will be altered until the issue is resolved. Staff providing comfort to pupils in distress should always seek to gain verbal or non-verbal consent before initiating physical contact, where possible. Clear guidance and training on appropriate touch and boundary setting will be provided to staff to minimise risks of misinterpretation.

If a child makes an allegation against a member of staff, then this is recorded and dealt with in line with the guidance in our Child Protection Policy.

Off-site visits, clubs and extra-curricular activities

- Ensure intimate care arrangements are considered in risk assessments for off-site visits and after-school clubs.
- Identify named staff authorised to provide intimate care during trips; ensure appropriate facilities, staffing ratios and consent arrangements are in place.
- School will not normally expect parents to provide intimate care during school trips. Where necessary, informed parental agreement must be obtained and recorded.

Complaints Procedure

If a parent wishes to complain about the provision or the policy, they should, in the first instance, raise it with their child's teacher or Inclusion Manager, who will try to resolve the situation.

If the issue cannot be resolved within 10 working days, the parent can submit a formal complaint to the Headteacher in writing or any other accessible format. The Headteacher will reply within 10 working days.

Any issues that remain unresolved at this stage will be managed according to the school's Complaints Policy. This is available, on request, from the school office.

Adopted: …… Date ……..
Head

Adopted: …… Date ……..
Chair of Governors

This policy will be reviewed annually.
Date for review: October 2027