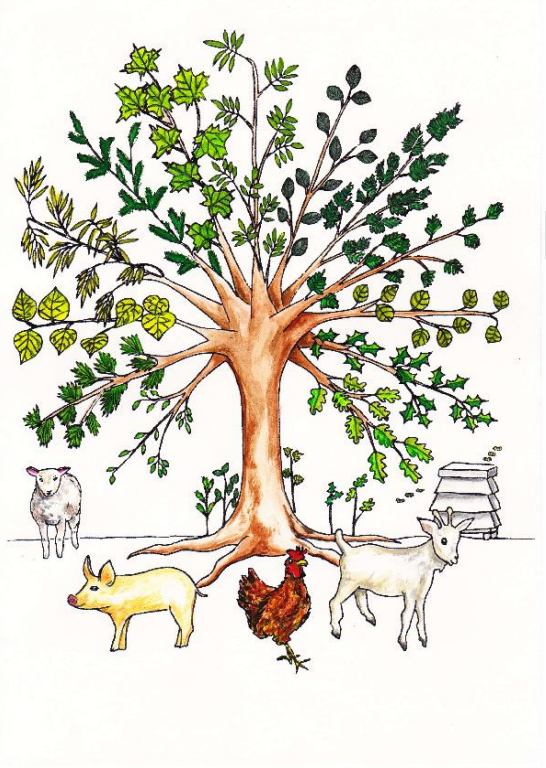
Edwalton Primary School



Intimate Care Policy 2026

Reviewed September 2026

Date of next review: September 2028

1. Aims

At Edwalton Primary School, we are committed to safeguarding and promoting the welfare, dignity and independence of every pupil. We recognise that some children may require support with intimate care due to age, developmental stage, disability, medical needs, special educational needs (SEND), illness or injury.

This policy aims to ensure that:

- Intimate care is provided safely, respectfully and sensitively, in accordance with each pupil's individual needs.
- The dignity, privacy, rights and wellbeing of all pupils are protected at all times.
- Pupils requiring intimate care are treated with respect and are not disadvantaged or discriminated against, in accordance with the Equality Act 2010.
- Pupils are encouraged and supported to develop independence in their personal care wherever appropriate.
- Parents/carers work in partnership with the school to ensure consistent, effective and appropriate care.
- Staff understand their roles and responsibilities and are appropriately trained to provide intimate care safely and confidently.
- Appropriate safeguarding procedures are followed to protect both pupils and staff.
- Clear procedures are in place for recording intimate care, managing concerns and responding to any safeguarding issues.

Intimate care is defined as any care which involves assisting a pupil with washing, dressing, toileting, menstrual care, changing continence products, catheter or stoma care (where agreed), cleaning after soiling, applying prescribed creams to intimate areas, or any other procedure involving physical contact with, or close proximity to, intimate parts of the body.

2. Legislation and Statutory Guidance

This policy has been developed in accordance with the following legislation and statutory guidance:

- Keeping Children Safe in Education (KCSIE) 2026
- Working Together to Safeguard Children (2023)
- Children and Families Act 2014
- Equality Act 2010
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Special Educational Needs and Disability (SEND) Code of Practice: 0–25 years (2015)
- Early Years Foundation Stage (EYFS) Statutory Framework, where applicable
- UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018

This policy should be read alongside the school's:

- Safeguarding and Child Protection Policy
- Supporting Pupils with Medical Conditions Policy
- First Aid Policy
- Health and Safety Policy
- SEND Policy
- Behaviour Policy

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- Staff Code of Conduct
- Whistleblowing Policy

3. Role of Parents/Carers

The school recognises that parents/carers have primary responsibility for their child's personal care. We are committed to working in partnership with families to ensure pupils receive consistent, safe and dignified support.

3.1 Parental Consent

Written parental consent will normally be obtained before staff provide routine intimate care, such as assistance with toileting, changing clothing following accidents or supporting personal hygiene.

Where a pupil requires ongoing intimate care, an Individual Intimate Care Plan will be agreed before support begins wherever possible.

In an emergency, or where immediate intimate care is necessary to preserve the child's dignity, comfort, health or safety, staff may provide appropriate care without prior consent if parents/carers cannot be contacted. Parents/carers will be informed as soon as reasonably practicable afterwards, and a record of the care provided will be made.

3.2 Individual Intimate Care Plans

Where ongoing or specialist intimate care is required, an Individual Intimate Care Plan will be developed collaboratively between the school, parents/carers, the pupil (where appropriate) and relevant healthcare professionals.

The plan will include:

- The pupil's personal care needs.
- The level of assistance required.
- Preferred methods of support.
- Equipment required.
- Hygiene procedures.
- Manual handling considerations.
- Any medical requirements.
- Strategies to promote independence.
- Staff responsible for providing care.
- Recording arrangements.
- Emergency procedures where appropriate.

The plan will be reviewed at least annually, or sooner if the pupil's needs change.

3.3 Communication and Information Sharing

The school and parents/carers will maintain open and effective communication to ensure intimate care arrangements remain appropriate.

Parents/carers are expected to:

- Inform the school of any changes to their child's health, continence, medication or care needs.
- Provide appropriate spare clothing, continence products or specialist equipment where agreed.
- Notify the school of any concerns relating to intimate care arrangements.

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The school will:

- Inform parents/carers of any significant concerns relating to their child's intimate care.
- Maintain appropriate records where required.
- Share information only with staff who need to know in order to support the pupil safely.
- Handle all personal information in accordance with the UK GDPR and the Data Protection Act 2018.

4. Role of Staff

Staff Responsibilities

The Headteacher is responsible for ensuring that appropriate arrangements are in place for pupils who require intimate care.

Only members of staff who have been identified by the school and who have received appropriate training will provide intimate care.

No member of staff will be required to provide intimate care unless this forms part of their agreed role or they have voluntarily agreed to undertake these responsibilities.

All staff providing intimate care will:

- Treat pupils with dignity, respect and sensitivity at all times.
- Encourage pupils to participate in and develop independence in their own personal care wherever appropriate.
- Follow the pupil's Individual Intimate Care Plan (where one is in place).
- Maintain appropriate records of intimate care where required.
- Respect confidentiality while recognising their safeguarding responsibilities.
- Report any safeguarding concerns immediately in accordance with the school's Child Protection and Safeguarding Policy.

All staff carrying out intimate care will have undergone the appropriate pre-employment safer recruitment checks, including an enhanced Disclosure and Barring Service (DBS) check with children's barred list information where required.

5. Intimate Care Procedures

5.1 Providing Intimate Care

All intimate care will be provided in a manner that safeguards the dignity, privacy, wellbeing and safety of the pupil while also protecting staff who provide the care.

Wherever possible, pupils will be encouraged and supported to undertake as much of their own personal care as they are able, in accordance with their age, stage of development and individual needs. Staff will explain the care they are providing and seek the pupil's cooperation wherever appropriate.

The school recognises that, in some circumstances, it may be appropriate for two members of staff to be present when intimate care is provided. This may include where:

- A pupil requires hoisting or manual handling.
- The pupil has complex medical or behavioural needs.
- A risk assessment identifies that additional support is required.

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- There are safeguarding concerns.
- The intimate care procedure is particularly complex.

However, the school also recognises that having two members of staff present is not always practical or necessary and may not always be in the best interests of the pupil's dignity or privacy.

The level of support required will be determined through an Individual Intimate Care Plan and/or individual risk assessment, taking into account:

- The age, needs and wishes of the pupil.
- The nature of the intimate care required.
- The safety, dignity and privacy of the pupil.
- The safety and wellbeing of staff.
- Advice from parents/carers and, where appropriate, healthcare professionals.

Where it has been agreed that intimate care will be provided by a single member of staff, this will be clearly documented within the pupil's Individual Intimate Care Plan or risk assessment and approved by the Headteacher.

The school will make every reasonable effort to respect the preferences of pupils and parents/carers regarding the gender of the member of staff providing intimate care. However, the priority will always be to ensure that intimate care is delivered safely, promptly and by a suitably trained member of staff.

Intimate care will normally be carried out in designated accessible toilet or changing facilities that provide an appropriate level of privacy while ensuring staff can summon assistance if required.

When providing intimate care, the school will ensure that staff have access to:

- Appropriate private and hygienic facilities.
- Disposable gloves and aprons.
- Suitable cleaning materials and disinfectant products.
- Handwashing facilities, soap and paper towels.
- Appropriate waste disposal facilities.
- Adapted equipment, such as toilet seats or steps, where required.
- Spare clothing where available.
- Any specialist equipment identified within the pupil's Individual Intimate Care Plan.

Parents/carers are responsible for providing an adequate supply of personal care items where required, including continence products, wipes, prescribed creams, underwear and a change of clothing. The school requests that sufficient supplies are provided and replenished promptly when needed.

Any soiled clothing will be handled sensitively, placed in a securely sealed bag and returned discreetly to parents/carers at the end of the school day.

Staff will maintain the highest standards of hygiene and infection prevention throughout all intimate care procedures, following the school's Health and Safety procedures and using appropriate personal protective equipment (PPE).

All intimate care will be provided in accordance with the pupil's Individual Intimate Care Plan (where one is in place), any relevant risk assessments, and this policy.

5.2 Safeguarding and Recording

The welfare of the child is paramount.

If, during intimate care, a member of staff:

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- Notices marks, bruising, soreness, injuries or any changes that give cause for concern;
- Becomes concerned by a pupil's behaviour or comments;
- Has concerns about neglect or poor hygiene;
- Witnesses any incident that may place the pupil at risk,

they must report their concerns immediately in accordance with the school's Child Protection and Safeguarding Policy and record the concern using the school's safeguarding recording system.

If a pupil is accidentally injured during intimate care, or there is any incident that could give rise to concern, staff will:

- Ensure the pupil receives any necessary first aid or medical attention.
- Inform the Headteacher or Designated Safeguarding Lead (DSL) immediately.
- Inform parents/carers as soon as reasonably practicable.
- Complete the appropriate accident or incident records.

If a pupil makes an allegation against a member of staff, the school's safeguarding and allegations procedures will be followed immediately.

Where appropriate, alternative staff will provide the pupil's intimate care while any concerns are investigated.

6. Monitoring Arrangements

This policy will be monitored by the Headteacher and the Designated Safeguarding Lead (DSL) to ensure that it remains effective, reflects current legislation and statutory guidance, and continues to meet the needs of pupils requiring intimate care.

The policy will be reviewed every two years, or sooner if:

- There are changes to legislation or statutory guidance.
- School procedures change.
- A significant incident indicates that a review is required.
- Monitoring identifies that improvements are needed.

The Governing Board is responsible for approving this policy and monitoring its implementation.

7. Links with Other Policies

This policy should be read alongside the following school policies and procedures:

- Accessibility Plan
- Behaviour Policy
- Child Protection and Safeguarding Policy
- Equality Information and Objectives
- First Aid Policy
- Health and Safety Policy
- Manual Handling Guidance (where applicable)
- Record Management and Data Protection Policies
- SEND Policy and SEND Information Report
- Staff Code of Conduct
- Supporting Pupils with Medical Conditions Policy

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- Whistleblowing Policy

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Appendix 1 – Individual Intimate Care Plan and Parent Agreement

Edwalton Primary School

Pupil Details

Pupil Name	
Date of Birth	
Year Group/Class	
Date Plan Created	
Review Date	

Reason for Intimate Care

Please provide details of the pupil's needs.

Medical condition (if applicable):

Care Required

Support required	✓ / X	Frequency of support
Toileting support		
Nappy/continence product changing		
Changing soiled clothing		
Washing and personal hygiene		
Menstrual care		
Applying prescribed creams		
Catheter/Stoma care (where agreed)		
Other		

Level of Independence

Complete independently	
Complete with verbal prompts	
Complete with minimal assistance	
Requires full physical assistance	
Details	

Staffing Arrangements

Number of staff normally required	
Details	

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Reason (where two staff are required)	
Preferred gender of supporting adult (where reasonably practicable)	
Named members of staff authorised to provide care	
Location: where will intimate care normally take place?	

Resources and Equipment Required

Please list equipment required and who provides it.

Item	Provided by School	Provided by Parent/Carer
Gloves		
Aprons		
Continence products		
Wipes		
Spare clothing		
Prescribed creams		
Other		

Additional information:

Hygiene and Infection Control

Any specific hygiene requirements?	

Manual Handling

Does the pupil require assistance with transfers?	
If yes, details	

Educational Visits and Off-site Activities

Are any additional arrangements required?	

Safeguarding and Privacy

Any arrangements required to protect the pupil's dignity or wellbeing?	

Emergency Procedures

If difficulties arise or the pupil becomes	

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distressed, staff should:	

Parent/Carer Agreement

I have been involved in developing this Individual Intimate Care Plan and agree to the arrangements described above.

I understand that:

- appropriately trained members of staff will provide intimate care in accordance with this plan;
- I will provide any agreed personal care items, clothing and specialist equipment;
- I will inform the school promptly of any changes to my child's care needs;
- this plan will be reviewed regularly or whenever my child's needs change.

Signatures

Parent/Carer Name	
Signature	
Date	
Pupil Voice (where appropriate)	The pupil's views and preferences have been considered. Comments:
Pupil Signature (if appropriate)	
Plan completed by	
Role	
Signature	
Date	

Appendix 2 – Intimate Care Record

To be completed by staff each time care is provided, where required.

Date	Time	Care provided	Staff member(s)	Notes / concerns	Parent informed (if required)

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Review Record

Review Date	Changes Made	Reviewed By

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