



Brookfield Community Primary School

'Many hearts make a school'

Intimate Care Policy

Updated: 01.09.2026

Review Date: 01.09.2027

Written by: Chelsea Hodgson

Intimate Care Policy



Our School Mission Statement

'Many hearts make a school.'

At Brookfield Community Primary School, our children, families, staff and governors all work together to ensure that everyone fulfils their potential. With the children being at the heart of our school, we strive to provide a rewarding experience for all.

Aims

At Brookfield Primary School, we are committed to ensuring that all children are treated with dignity, respect and compassion. We recognise that some children require support with intimate care as part of their individual developmental, medical, physical or emotional needs. We are committed to providing this care in a safe, sensitive and child-centred manner that promotes independence, wellbeing and self-esteem.

This policy aims to ensure that:

- Intimate care is delivered safely, respectfully and in accordance with individual needs and agreed care plans.
- The dignity, privacy, rights and wellbeing of every child are safeguarded at all times.
- Children who require intimate care are fully included in school life and are not disadvantaged or discriminated against in accordance with the Equality Act 2010.
- Positive partnerships are established with parents/carers to ensure consistency of care and support between home and school.
- Children are supported to develop independence and self-care skills wherever possible.
- Staff are appropriately trained, supported and confident in carrying out intimate care procedures safely and professionally.
- Robust safeguarding procedures protect both children and staff.

Intimate care refers to any care that involves washing, toileting, dressing, changing, cleaning a child after a toileting accident, administering

intimate medical procedures, or carrying out care involving intimate personal areas.

Legislation and Statutory Guidance

This policy is informed by and complies with:

- The Department for Education's *Keeping Children Safe in Education* (KCSIE)
- The *Statutory Framework for the Early Years Foundation Stage* (EYFS)
- The Equality Act 2010
- The Children Act 1989 and 2004
- The Human Rights Act 1998
- The Special Educational Needs and Disability (SEND) Code of Practice

The school recognises that intimate care is an integral part of safeguarding and promoting children's welfare and must always be delivered in a manner that respects children's rights, voice and individuality.

Partnership with Parents and Carers

Parental Consent

The school values the essential role of parents and carers in supporting children's personal care needs.

For children requiring routine or occasional intimate care, including support following toileting accidents, written parental consent will be obtained.

Where a child's needs are more complex, long-term or involve specialist support, an Individual Intimate Care Plan will be developed in partnership with parents/carers, the child (where appropriate) and relevant professionals.

In the absence of prior consent or a care plan, parental permission will normally be sought before intimate care is provided. However, where immediate care is required to preserve a child's dignity, comfort, health or

wellbeing, staff will act in the child's best interests and inform parents/carers as soon as possible afterwards.

Individual Intimate Care Plans

Where required, an Individual Intimate Care Plan will be developed collaboratively and will include:

- The child's individual care needs
- Preferred methods of support
- Strategies to promote independence
- Risk assessments where appropriate
- Staffing arrangements
- Communication and recording procedures
- Review arrangements

Children's views, wishes and feelings will be sought and respected in accordance with their age and level of understanding.

Plans will be reviewed at least twice annually, or sooner if needs change.

Communication and Information Sharing

Open, honest and respectful communication between home and school is essential.

The school will share relevant information with parents/carers to ensure a consistent approach to care and support. Parents/carers are expected to inform the school promptly of any changes in their child's needs, health or circumstances that may affect intimate care arrangements.

Roles and Responsibilities

Responsibilities of Staff

Only staff who are authorised by the school will undertake intimate care procedures. The school recognises that intimate care requires professionalism, sensitivity and respect. Staff providing intimate care will:

- Protect and promote the dignity of every child.
- Encourage children to participate in and manage aspects of their own care wherever possible.
- Respect children's privacy whilst maintaining appropriate safeguarding measures.
- Follow agreed care plans and risk assessments.

- Record and report concerns in accordance with safeguarding procedures.
- Maintain appropriate professional boundaries at all times.

All staff involved in intimate care will have successfully completed safer recruitment checks, including an enhanced DBS check with children's barred list information.

No member of staff will be required to undertake intimate care duties unless this forms part of their role and responsibilities.

Designated Safeguarding Lead

The Designated Safeguarding Lead (DSL), Jill Lucas, will:

- Oversee the implementation and monitoring of this policy.
- Ensure appropriate training and support is provided.
- Support the development and review of Individual Intimate Care Plans.
- Monitor safeguarding concerns linked to intimate care.
- Act as a point of contact for staff, parents/carers and external agencies.

Training

Where required, staff undertaking intimate care will receive training appropriate to their role, including:

- Safeguarding and child protection
- Intimate care procedures
- Infection prevention and control
- Health and safety requirements
- Manual handling (where appropriate)
- SEND and medical needs awareness

Staff will be encouraged to seek advice and additional training where required to meet children's changing needs.

Intimate Care Procedures

Brookfield Primary School strives to achieve the highest standards of care whilst balancing children's privacy, dignity, emotional wellbeing and safeguarding needs.

Staffing Arrangements

Wherever possible, children requiring regular intimate care will be supported by familiar adults who have established positive, trusting relationships with them.

Typically, one trained member of staff will provide intimate care. However, a second member of staff may be required where:

- Manual handling assistance is needed.
- Specialist equipment is being used.
- A risk assessment identifies the need for additional support.
- There are safeguarding concerns that warrant increased supervision.

To ensure continuity and consistency, a small team of adults will be identified for children requiring ongoing support. This allows for staff absence, educational visits and unforeseen circumstances whilst ensuring the child remains supported by familiar adults.

The school is committed to equality and will not discriminate on the basis of gender when allocating staff to provide intimate care. Decisions will always be made in the best interests of the child and, where appropriate, discussed with parents/carers and the child.

Care Arrangements

Intimate care will take place in designated toilet that promotes privacy, dignity and safety.

Before providing intimate care, staff will ensure another member of staff is aware of their location and the support being provided. Wherever possible, staff will remain within sight or hearing distance of colleagues whilst maintaining the child's dignity and privacy.

Staff will:

- Explain each step of the process to the child.
- Seek the child's cooperation and consent where appropriate.
- Encourage independence and participation.
- Reassure and support the child throughout.
- Respect the child's preferences whenever possible.

Appropriate personal protective equipment (PPE), including gloves and aprons, will be used in accordance with infection control procedures.

Parents/carers are expected to provide an adequate supply of any necessary personal care items, including spare clothing, underwear, nappies or continence products where required.

Soiled clothing will be securely stored, discreetly labelled and returned home at the end of the school day.

Promoting Independence

Developing independence is a key principle of our practice.

Staff will work collaboratively with children, families and professionals to develop age-appropriate self-care skills and increase independence wherever possible. Support will be adapted sensitively to ensure children experience success, dignity and confidence while progressing towards greater autonomy.

Safeguarding and Child Protection

Intimate care is recognised as a safeguarding activity and all staff remain vigilant to signs that may indicate a child is at risk of harm.

If staff observe any of the following, they will follow the school's safeguarding procedures immediately and report concerns to the DSL without delay:

- Unexplained marks, bruising or injuries
- Signs of discomfort or distress
- Changes in behaviour
- Indicators of neglect or abuse

Any accident, injury or incident occurring during intimate care will be reported promptly to the Deputy Designated Safeguarding Lead, Rachel Little, and recorded in accordance with school procedures.

If a child makes an allegation against a member of staff, the matter will be managed in accordance with the school's safeguarding and allegations procedures. Alternative staff will be allocated to support the child whilst the concern is investigated.

Where patterns of frequent soiling, toileting difficulties or personal care concerns emerge, the school will work proactively with parents/carers and

relevant professionals to understand and address any underlying causes. Where appropriate, concerns will be referred to the DSL and external agencies in line with safeguarding procedures.

The welfare, safety and dignity of the child will remain paramount at all times.

Specific Procedures for Nappy Changing in Early Years

Brookfield Primary School recognises that some children in Reception may require nappy changing or personal care support as part of their developmental stage, medical needs or individual circumstances. We are committed to ensuring that these routines are carried out respectfully, safely and sensitively, promoting children's dignity, wellbeing and independence at all times.

Nappy changing procedures will:

- Be undertaken by trained members of staff who have established positive relationships with the child.
- Take place in designated changing facilities that provide privacy whilst maintaining appropriate safeguarding arrangements.
- Be carried out in accordance with infection prevention and control procedures, including the use of disposable gloves and aprons and thorough handwashing before and after each change.
- Involve explaining the process to the child and encouraging their participation wherever developmentally appropriate.
- Ensure that changing mats and surfaces are cleaned and disinfected after each use.
- Ensure that soiled nappies and waste materials are disposed of safely and hygienically in designated bins.
- Ensure that any soiled clothing is placed in a sealed bag and returned discreetly to parents/carers.

Staff will use nappy changing routines as valuable opportunities to promote communication, language development, personal, social and emotional development, and growing independence.

A record of nappy changes and significant personal care incidents will be maintained in accordance with school procedures and shared with parents/carers where appropriate.

Specific Procedures for Toileting Accidents

The school recognises that occasional toileting accidents are a normal part of child development and will always respond with sensitivity, discretion and reassurance.

Children will never be made to feel embarrassed, ashamed or distressed following an accident.

Where pupils start school without being fully toilet trained, staff will work closely with parents/carers to develop an Individual Intimate Care Plan that promotes consistency, dignity and gradual independence.

When a toileting accident occurs:

- The child will be supported promptly and discreetly by a trusted member of staff.
- Clean clothing will be provided where necessary.
- The child's privacy and emotional wellbeing will be prioritised throughout the process.
- Parents/carers will be informed in accordance with agreed procedures.

The school will maintain records of recurring toileting incidents and work collaboratively with parents/carers and relevant professionals to identify any underlying developmental, medical, emotional or safeguarding concerns. Where ongoing support is required, discussions with parents/carers may include:

- The outcomes of relevant medical assessments or appointments.
- Changes in toileting patterns at home or school.
- The effectiveness of current support strategies.
- Additional interventions or referrals that may be beneficial.

The school's primary aim is to support children in developing confidence, self-esteem and increasing independence in their personal care routines.

Management of Menstrual Care

Brookfield Primary School recognises that some pupils may begin menstruation whilst attending primary school and is committed to ensuring that all children feel supported, informed and respected.

Staff understand that menstruation is a normal aspect of growing up and will respond sensitively, professionally and discreetly to any pupil requiring support.

Pupils will have access to age-appropriate information about puberty, menstrual health and personal hygiene through the school's PSHE curriculum and wider pastoral support.

The school will ensure that:

- Sanitary products are readily available and accessible.
- Pupils know where products can be obtained discreetly and confidently.
- Staff respond promptly and sensitively to requests for support.
- Appropriate facilities are available for changing and disposal of products.
- Pupils are able to manage menstrual care with dignity, privacy and confidence.

Period products are available within Year 5 and Year 6 classrooms and can also be accessed discreetly through the school office or a trusted member of staff.

Available products include sanitary towels.

Staff will not ordinarily assist with the physical changing of menstrual products. However, where a pupil has additional needs, disabilities or medical requirements that necessitate support, arrangements will be agreed with parents/carers and detailed within an Individual Intimate Care Plan.

The school is committed to creating a culture in which menstruation is understood as a normal part of development and where no child feels embarrassed, excluded or disadvantaged as a result of managing their menstrual health.

Related Policies and Procedures

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

- Child Protection and Safeguarding Policy
- Early Years Foundation Stage Policy
- SEND Policy
- Supporting Pupils with Medical Conditions Policy
- Health and Safety Policy
- Accessibility Plan
- Behaviour Policy
- Equality and Inclusion Policy
- Attendance Policy
- PSHE and Relationships Education Policy
- Staff Code of Conduct
- Whistleblowing Policy
- Educational Visits Policy
- First Aid Policy
- Manual Handling Procedures
- Data Protection and Record Keeping Policies

Policy Review

This policy will be reviewed every three years by the Designated Safeguarding Lead to ensure it remains compliant with current legislation, statutory guidance and best practice.

The effectiveness of the policy will be monitored through:

- Regular review of Individual Intimate Care Plans.
- Safeguarding monitoring and reporting processes.
- Staff training and professional development.
- Feedback from pupils, parents/carers and staff where appropriate.

The Headteacher is responsible for approving this policy and ensuring its effective implementation throughout the school.