



Intimate Care Policy

Bottesford Schools Federation

Approved by: Executive Headteacher Miss R Busby **Date:** Summer 2026

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1. Statement of intent

Bottesford Schools Federation 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.

2. Introduction

At Bottesford Schools Federation we recognise that all children have different rates of development and differing needs during their time at school. Most children achieve continence before starting full-time school. With the development of more early years' education and the drive towards inclusion, however, there are many more children in mainstream educational establishments who are not fully independent. Some children remain dependent on long-term support for personal care, while others make small steps towards independence. The achievement of continence can be seen as the most important single self-help skill, improving the person's quality of life, independence and self-esteem. The stigma associated with wetting and soiling accidents can cause enormous stress and embarrassment to the child and families concerned. Difficulties with continence severely inhibit a child's inclusion in school and the community. Children with toileting problems who receive support and understanding from those who act in loco parentis are more likely to achieve their full potential. We are committed to ensuring that all children are able to access the whole curriculum and are able to be included in all aspects of school life. This includes providing suitable changes of clothing and attending to the continence needs of our children where necessary.

Schools are now admitting younger children, some of whom, by virtue of their immaturity, are likely to have accidents, especially in the first few months after admission. There are a number of sensitivities with regard to children who have toileting / continence difficulties, not the least of which concerns the child's and family's self-esteem, the need for privacy and confidentiality and the potential for name-calling/bullying. The emotional well-being and the dignity of the child is paramount when dealing with such intimate and personal needs.

3. 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 (2022) '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
- Child Protection and Safeguarding Policy
- Staff Code of Conduct
- Whistleblowing Policy

4. 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.

5. 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 wear 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. Where a pupil requires intimate care, nappies, incontinence pads and medical bags will be disposed of in the nappy bin situated in the disabled toilet. The changing area or toilet will be left clean. Hot water and soap will be available to wash hands. Paper towels will be available to dry hands.

6. Staff and facilities

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

Suitable equipment and facilities will be provided to assist pupils who need special arrangements following assessment from a physiotherapist or occupational therapist. This includes the following:

- Adjustable bed (in the infant medical room)
- Changing mat (infant site - disabled toilet)
- Non-slip step
- Drawers
- Adapted toilet seat or commode seat
- Disposable gloves/aprons
- Nappies, pads and medical bags
- Tissue rolls (for changing mat/cleansing)
- Supply of hot water
- Soap
- Barrier creams (provided by parents/ carers)
- Antiseptic cleanser for staff
- Antiseptic cleanser for the changing bed/mat
- Clinical waste bag
- Nappy bin
- Baby wipes

The infant site has two extended disabled toilet facilities with a washbasin which include one changing area with a shower. The medical room also has an adjustable bed. The junior site has one disabled toilet with a washbasin.

Mobile pupils will be changed while standing up (if not heavily soiled). Infant pupils who are not mobile will be changed on a purpose-built changing bed (in the medical room) or changing mat on the floor (disabled toilet).

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.

7. 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 regular 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 toilet/intimate care plan will be created for pupils who need regular intimate care. This will ensure that reasonable adjustments are made for any pupil with a health condition or disability. This will be reviewed annually (at the start of each academic year).

The privacy and dignity of any pupil who requires intimate care will be respected at all times. If parents/carers have given permission, 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 recorded on Arbor and a message will be sent to the parent/carer.

If a child is wearing nappies 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.

Parents will be contacted if the pupil refuses to be changed, or becomes distressed during the process. Parents will be contacted if a bath or shower would be appropriate or if staff believe the pupil is ill.

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

The Infant School will provide intimate care to pupils where permission has been given. Parents/carers will consent on Arbor. Staff will be made aware of all pupils who can or cannot be supported with intimate care.

8. Parental responsibilities

- Parents will change their child, or assist them in going to the toilet, at the latest possible time before coming to school.
- On entry to the federation parents will be asked to sign for consent (on Arbor). This is for routine or occasional intimate care (e.g. for toileting or toileting accidents) – see Appendix 1
- For children whose needs are more complex or who need support outside of what is covered in the permission form, a toilet/intimate care plan will be created in discussion with parents – see Appendix 2
- Where there is not a toilet/intimate care plan or parental consent for routine care in place, parental permission will be sought before performing any intimate care procedure
- If the school is unable to contact parents and an intimate care procedure urgently needs to be carried out, the procedure will be carried out to ensure the child is comfortable, and the school will inform parents afterwards.
- Parents will provide spare intimate care provisions in accordance with the toilet/intimate care plan, such as, nappies, incontinence pads, medical bags, wet wipes (at least a week's worth) and
- All EYFS children will have a change of clothing in school in case of accidents.
- 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 have their nappy changed, and who will do the changing if an intimate care plan is required.

9. Safeguarding

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

The normal process of changing a nappy should not raise safeguarding concerns, and there are no regulations that indicate that a second member of staff must be available to supervise the nappy changing process to ensure that abuse does not take place. Safeguarding measures have been put in place to protect staff and the child:

- 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.
- 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 or DDSL immediately. These will also be recorded on CPOMS.
- 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.
- Special consideration will be taken to ensure that bullying and teasing does not occur.
- Individual toilet/intimate care plans will be drawn up for pupils as appropriate to suit the circumstances of the pupil.

10. Offsite visits

Before offsite visits, the pupil's individual toilet/intimate care 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 off-site visits.

11. 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. The potty is stored in the disabled toilet by orange class.

Gloves and aprons will be worn before each change and the area should be prepared to ensure it is clean and suitable for use. Gloves must be worn at all times 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. 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 (and permission is recorded on Arbor), they will be offered assistance to change or be changed by a member of staff regardless of their age. However, if a child needs urgent intimate care and parental/carer permission has not been recorded, the procedure will still be carried out to ensure the child is comfortable. The school will inform parents afterwards.

To build independence, pupils will be encouraged to clean themselves, replace their own clothes and flush the toilet, if they are capable of doing so.

12. Management of menstrual care

All staff will be sensitive to the fact that girls at our federation may start to menstruate. While there is no shame or stigma attached to this, those pupils may wish to deal with it discreetly. The federation will offer sensitive and practical information to pupils about:

- Where sanitary products are
- How to use and dispose of them correctly
- Period products available to pupils and where they can be found in school

Staff will not directly assist with the physical act of changing sanitary products unless specifically requested by the child and agreed with parents/carers in an intimate care plan due to specific needs. Age-appropriate education on puberty and menstrual hygiene will be provided as part of the PSHE curriculum.

13. Further Information and guidance

Toileting Issues for Schools and Nurseries (Leicester, Leicestershire and Rutland Specialist Community Child Health Services) Available from Early Years Co-ordinator (SEN) , Early Years Support Team, New Parks House, Pindar Road, Leicester, LE3 9RN or e-mail early.yearssupport@leicester.gov.uk

Enureris Resource & Information Centre (ERIC), 34 Old School House, Britannia Road, Kinswood, Bristo, BS15 8BD. Telephone: 0117 960 3060 Website www.eric.org.uk

Good Practice in Continence Services, 2000. Available free from Department of health, PO Box 777, London SE1 6XH or www.doh.gov.uk/continenceservices.htm

Managing Bowel and Bladder problems in Schools and Early Years Settings (Guidelines for good practice), PromCon, Disabled Living, Red Bank House, 4 St Chad's Street, Manchester M8 8QA. Telephone: 0870 777 4714. Email: promocon@disabledliving.co.uk Website: www.promocon.co.uk

Keep it clean and healthy, Infection Control Guidance for Nurseries, Playgroups and other Childcare settings. Published by Pat Cole, Hartford Cottage, 1 Longstaff Way, Hartford, Huntingdon, Cambridge, PE29 1XT. Email: pat@cole-hartford.fsnet.co.uk

Appendix 1

Intimate Care & Toileting Guidance – Permission

Dear Parent/Carer,

Upon reviewing our Intimate Care policy and procedure, we write in order to share and outline our protocols. Our Intimate Care Policy has been attached to this email. We ask that you complete the intimate care consent request on the Arbor app.

Bottesford Schools Federation is committed to safeguarding and promoting the welfare of children and young people. We are committed to ensuring that all staff responsible for intimate care of children will undertake their duties in a professional manner at all times.

Intimate care is defined as any care which involves washing, touching, or carrying out an invasive procedure that most children carry out for themselves, but which some are unable to do.

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 include support with dressing and undressing (underwear), changing incontinence pads and nappies, helping someone use the toilet or washing intimate parts of the body. Most children will be able to clean themselves whilst being guided/directed by a familiar member of staff. Disabled pupils may be unable to meet their own care needs for a variety of reasons and will require regular support.

The Governing Body recognises its duties and responsibilities in relation to the Disability Discrimination Act which requires that any child with an impairment that affects his/her ability to carry out normal day-to-day activities must not be discriminated against. We recognise that there is a need for children and young people to be treated with respect when intimate care is given. No child shall be attended to in a way that causes distress, embarrassment or pain. Staff will work in close partnership with parents and carers to share information and provide continuity of care.

For those children who require regular intimate care, permission is sought from parents/carers by completing an Intimate Care Plan. The needs and wishes of children and parents will be taken into account wherever possible, within the constraints of staffing and equal opportunities legislation. Where a child has continuing incontinence problems parents/carers are expected to continue to provide a complete set of spare clothes and 'baby wipes'.

It is generally expected that most children will be toilet trained and out of nappies before they begin school. However, it is inevitable that from time-to-time some children will have accidents and need to be attended to. The school undertakes to attempt to support any training programme requested by a child's GP and/or parent/carers.

In the event of a toileting accident and where an intimate care plan is not in place, a child may still need support with intimate care. In this instance we will check for parental consent and if agreed, a member of staff will support the child to:

- Remove their soiled clothes
- Clean their skin (this usually includes bottom, genitalia, legs, feet)
- Dress in their own clothes or those provided by the school
- Wrap soiled clothes in a plastic bag and give it to parent/carer to take home (however heavily soiled underwear will not be returned as they will be disposed of in school).

The school does keep a stock of spare clothes in various sizes, plastic bags, disposable protective gloves and aprons for staff to use. Parents will be contacted if the child is heavily soiled and needs to be taken home for a bath/shower or if the school believes the child to be ill. Intimate care interventions will be documented on the pupil files and parents/carers will be informed via our electronic Arbor system regarding the intimate care received.

Staff are aware of those children where no consent is given and pupils will always be encouraged to clean themselves if they are able to. If they are unable to clean themselves without intervention, parents/carers will be contacted by telephone immediately. However, we will not leave a child in discomfort or distress if consent has not been given beforehand.

Our intention is that children will never be left in soiled clothing and as soon as a member of staff is aware of the situation, they will support the child. Children will not experience any negative disciplining, only positive encouragement and praise for his/her endeavours to master this necessary skill. It is always our intention to avoid drawing attention to such events and to positively encourage the children to gain these skills.

Many thanks for your continued support.

Yours sincerely

Miss Rachel Busby

Appendix 2

Toilet/Intimate Care Management Plan

Pupil's name:	Class/year group:
Name of personal assistant:	
Date:	Review date:
Area of need	
Equipment required	
Locations of suitable toilet facilities	
Support required	Frequency of support

Working towards independence

Pupil will try to	Personal assistant will	Parents will	Target achieved date

Signed _____ Parent

Signed _____ Personal assistant

Signed _____ Second member of staff

Signed _____ Pupil (where appropriate)