



## Norton Community Primary School

### **Intimate Care Policy and Procedures**

At Norton Community Primary school (NCPS) we recognise that all children have different rates of development and differing needs during their time at school. We are committed to ensuring that pupils can access the school curriculum and are able to be included in all aspects of school life.

#### **Aims**

All children have the right to be safe, to be treated with courtesy, dignity and respect and to be able to access all aspects of the educational curriculum. This policy represents the agreed principles for intimate care throughout our establishment. The purpose of this policy is:

- To safeguard the rights and promote the best interests of the children.
- To ensure children are treated with sensitivity and respect, and in such a way that their experience of intimate care is a positive one.
- To safeguard adults required to operate in sensitive situations.
- To raise awareness and provide a clear procedure for intimate care.
- To inform parents/carers in how intimate care is administered.
- To ensure parents/carers are consulted in the intimate of care of their children.

#### **Definition**

Intimate care can be defined as any care which involves washing, touching or carrying out a procedure to intimate personal areas, which most children usually carry out themselves, but some are unable to do so because of their young age, physical disabilities or other special educational needs (SEN). Examples of this include care associated with continence and menstrual management as well as more ordinary tasks such as washing, toileting or dressing.

#### **Principles**

It is essential that every child is treated as an individual and that care is given gently and as sensitively as possible. As far as possible, the child should be allowed to exercise choice and should be encouraged to have a positive image of his/her own body. It is important for staff to bear in mind how they would feel in the child's position. Given the right approach, intimate care can provide opportunities to teach children about the value of their bodies, to develop their safety skills and to enhance their self-esteem. Parents and staff should be aware that matters concerning intimate care will be dealt with confidentially and sensitively and that the young person's right to privacy and dignity is maintained at all times.

#### **Pupils' Needs**

Staff at NCPS work hard to build effective relationships with parents and carers of all children. Any particular needs that a child may have will be dealt with sensitively and appropriately, working with parents/ carers (and health professionals if appropriate). Any child who has personal care or continence needs will be attended to in a designated area within school. Parents will be contacted in extreme cases where soiling/ wetting is severe or linked to illness (e.g. sickness and diarrhoea), or when a child refuses to let a member of staff help change their clothing.

We make any necessary adjustments to our bathroom provision (under the guidance of health professionals) and hygiene practice in order to accommodate children who are not yet toilet trained or require support with their personal care. We see toilet training as a self-care skill that children have the opportunity to learn/develop with the full support and non-judgemental concern of all staff.

## Best Practice

Sometimes it may be necessary for staff to aid a child in getting dressed or undressed particularly in the Early Years Foundation Stage (EYFS), or where children have a special educational need or disability (SEND). Staff will always encourage children to attempt dressing/ undressing unaided or with increased independence.

Where children require physical support or comfort, staff will keep physical contact to a minimum and only when child initiated. When comforting a child or giving reassurance, the member of staff's hands should always be seen and the child should not be positioned close to the staff member's body, which could be regarded as intimate. If physical contact is deemed to be appropriate, staff must provide care which is suitable to the age, gender and situation of the child. If a child touches a member of staff in a way that makes him/her feel uncomfortable this can be gently but firmly discouraged in a way which communicates that touch, rather than the child, is unacceptable.

If it is necessary for a child to receive medicine during the school day, parents must fill out a permission form (see First Aid and Medicines Procedures policy).

If a child wets themselves, the child will be encouraged to wash/wipe themselves and change into clean underwear. This will be logged by the class teacher (see [Appendix F](#)) and parents will be notified (see [Appendix E](#)).

Please see the Changing Procedures overview ([Appendix A](#)) for further details.

## Restraint

There may be occasions where it is necessary for staff to restrain children physically to prevent them from inflicting damage on either themselves, others or property. In such cases, only the minimum force necessary should be used for the minimum length of time required for the child to regulate their emotions.

## Off site visits, clubs and residential stays

Staff at NCPS should take particular care when supervising pupils in less formal atmospheres, such as a school trip, after school club or residential setting. The standard of care and behaviour expected of staff will be no different from that expected whilst in school. Staff involved in such activities should also be familiar with the school's policy for Educational Visits. To ensure pupils' safety, increased vigilance may be required when monitoring their behaviour on field trips, holidays, school clubs, etc. It is important to exercise caution so that a pupil is not compromised and the member of staff does not attract allegations of overly intrusive or abusive behaviour. Staff should not place themselves in a position where they are in a vehicle, house or other venue alone with the child.

If staff come into contact with pupils whilst off duty, they must behave as though in their professional role and not give conflicting messages regarding their own conduct.

## Care Plans

Where a pupil has particular needs (e.g. wears nappies/ pull-ups, has continence difficulties or requires support with personal care on a regular basis), staff will work with parents/ carers and health professionals (if appropriate) to set out a care plan to ensure the pupil is able to attend school.

The written care plan ([Appendix B](#)) will include:

- Who will change the pupil, including back-up arrangements in case of staff absence or changes.
- Where the changing will take place.
- What resources and equipment will be used (cleansing agents or cream) and clarification of who is responsible for the provision of the resources/ equipment.
- How the product, if used, will be disposed of and how wet or soiled clothing will be kept until they can be returned to the parent/carer.
- What infection control measures are in place.
- What the staff member will do if the child is unduly distressed by the experience, or if the staff member notices marks or injuries.
- Training requirements for all staff.
- Arrangements for school trips and outings.

- Care plan review arrangements.

### **Care Plan Agreements**

In these circumstances it may be appropriate for the school to set up an agreement that defines the responsibilities that each partner has, and the expectations each has for the other (See Appendix D). This will include:

The parent:

- Agreeing to ensure that the child is changed at the latest possible time before being brought to school.
- Providing the school with spare nappies/ pull-ups/ sanitary towels/ creams/ wipes and a change of clothing.
- Understanding and agreeing the procedures that will be followed when their child is changed at school – including the use of any cleanser or wipes.
- Agreeing to inform the school should the child have any marks/ rash.
- Agreeing to a 'minimum change' policy (i.e. the school would not undertake to change the child more frequently than if they were at home).
- Agreeing to review arrangements should this be necessary.

### **The School**

- Agreeing to change the pupil during a single session should the child soil themselves or become uncomfortably wet.
- Agreeing how often the pupil would be changed should they be staying for the full day.
- Agreeing to monitor the number of times the pupil is changed in order to identify progress made.
- Agreeing to report should the pupil become distressed, or if any marks/ rashes are observed.
- Agreeing to review arrangements should this be necessary.
- This kind of agreement should help to avoid misunderstandings that might otherwise arise, and help parents feel confident that the school is taking a holistic view of the pupil's needs. Should a pupil with complex needs attend NCPS, school will meet with parents and appropriate health professionals to create a personalised care plan tailored to their individual needs.

### **Child Protection and Intimate Handling**

- Please also refer to the school's Child Protection Policy – a copy can be downloaded from our website.
- Parents must understand that changing a child's nappy, clothing or sanitary products will involve intimate handling.
  - One member of staff (CRB checked) will change the pupil. Members of staff allowed to change the pupil/support with personal care will be named in the care plan (see Appendix B).
- All staff will follow agreed changing procedures (see Appendix A) when attending to the care or continence needs of any pupil at NCPS, whether this be a pupil with occasional 'accidents' or a pupil with a care plan.
  - No volunteers or students will change a pupil.
- All staff are encouraged to be vigilant for any signs or symptoms of improper practice, and follow the schools procedures for reporting an incident.
- All staff should be made aware of procedures to follow if a complaint is made against a member of staff.

### **Safeguards for children**

All staff are DBS (Disclosure Barring Service) checked on application and cannot undertake tasks on site until all checks are completed satisfactorily. The DBS's aim is to help organisations in the public, private and voluntary

sectors by identifying candidates who may be unsuitable to work with children or other vulnerable members of society.

### **Staff Induction**

All staff will be required to read this policy on their induction and comply with the contents of this policy. The implementation of this policy will be monitored by all staff on a daily basis.

### **Partnership working**

Delayed continence may be linked with delays in other aspects of a child's development and will benefit from a planned programme worked out in partnership with the child's parents/carer, and possibly the health visitor. We aim to discuss a child's personal needs before the child starts EYFS. If this is not possible then we aim to meet with the parents as soon as possible after the child starts in our setting. At this meeting we will discuss the nature of the child's difficulties and possible causes, how the parent manages the situation at home and how we are going to develop a consistent approach at home and at school. We will also ask parents to sign a home/school agreement ([Appendix D](#)) which clearly defines the responsibilities that each partner has, and the expectations each has for the other.

### **Monitoring and review**

- Headteacher/Deputy headteacher will take responsibility for monitoring that agreed procedures are being followed and are meeting the needs of individual pupils.
- It is the headteachers responsibility to ensure that all staff follow this school policy.
- Any concerns that staff have about child protection issues will be reported to the Designated Safeguarding Lead (DSL) for further referral if necessary. At NCPS this is the headteacher (Liz Parker).
- This policy runs alongside other school policies, particularly the Child Protection policy, SEND policy and Health & Safety.

## Overview of Procedures

- All staff are responsible, where possible, for changing nappies, toileting accidents and intimate care in their designated group. Staff must complete the log (*Appendix F*) and notify parents (*Appendix E*) when a child is changed.
- The changing area is warm with a safe place to lay children if they need to have their bottoms wiped. A 'do not enter' sign will be placed on the door to ensure privacy.
- Each child with a care plan (*Appendix B*) has their own bag to hand with their own wipes, nappies/pull-ups/ cream (if needed)/ sanitary products and a spare set of clothes.
- Gloves and aprons are put on before changing starts and the area should already be prepared. The area is cleaned with anti-bacterial spray after each change. Staff will wash their hands with hot water and liquid soap as soon as the task is completed. There are paper towels provided to dry hands.
- All staff are familiar with hygiene procedures and will carry these out when supporting personal care.
- When changing a child, staff will ensure it is a relaxed time with lots of talking and positive reassurance.
- Staff will promote independence by encouraging children to put on own trousers, pants/pull-ups/ sanitary products and shoes as necessary or appropriate.
- Children, who are in the process of being toilet trained, will be encouraged to take an interest in using the toilet; they may just want to sit and talk to a friend who is also using the toilet. They will be supported to wash their hands with soap and water, and dry them with a paper towel after using the toilet.
- Children, who require adult support to change their sanitary towels, will be encouraged to remove the towel and place it in the wrapper/toilet roll themselves. They will be supported to ensure the new sanitary towel is placed correctly.
- Nappies/ pull-ups and sanitary towels are disposed of hygienically. Nappies are bagged (double bagged if it is soiled) and then placed in the lidded disposal bin. Sanitary towels should be wrapped in the wrapper/ toilet roll and disposed of in the nappy/ sanitary bin. Any soiled clothing is rinsed if necessary, bagged and given back to parents, alongside an explanation from the teacher or teaching assistant as to what happened and when.
- Nappy changes will be recorded on individual logs with the date, time, if they were wet/soiled and staff initials (see *Appendix C*). All other wet/soiling accidents will be recorded by staff (*Appendix F*).
- Children who are in the process of toilet training/or still require support but do not wear pull-ups must have a spare set of clothes and underwear in school provided by the parent/carer.

Date approved by governors	
Signed on behalf of governors	
Review Date	Sept 2026

## Intimate Care Plan

<b>Child or young person's name:</b>	
<b>Date of birth:</b>	<b>Norton C P School</b> 
<b>Date of plan:</b>	
<b>Planned review date</b> <i>(this should be reviewed at least annually or more frequently if the situation changes):</i>	
<b>Name and role of person(s) completing this plan:</b>	
<b>Family contact information</b>	<b>Family contact information</b>
Parent 1 (name):	Parent 2 (name):
<b>Health care contacts</b>	
Specialist Nurse:	Consultant:
<i>Other:</i>	
<b>Child's Interests</b>	<b>Child's Behaviours</b>
<b>Relevant conditions/ medications</b>	<b>Continence/ personal care needs and goals</b>
Name of staff to change/support the child	
Name of staff/persons to change the child if the main adult is unavailable	
Where the changing/ supporting care will take place	<i>EYFS disabled toilet/ hygiene room at GS or LR/ Den disabled toilet</i>
What resources/ equipment will be used <i>(provided by parents)</i>	Wipes/ cotton wool/ cream/ cleanser/ sanitary towels <i>Name of any cream supplied:</i> <i>Name of any cleanser supplied:</i>
<b>Staff training requirements</b>	
<b>Use and disposal of continence products and aids</b> - include where to dispose of the product, where spares can be found and arrangements for soiled underwear/ clothing	
<b>Infection control</b> - include any specific instructions	
<b>Special arrangements for off-site visits</b>	

Signed Class Teacher/SENCO/Key person: \_\_\_\_\_ Date: \_\_\_\_\_

Signed by the parent/carer: \_\_\_\_\_ Date: \_\_\_\_\_





**Home/School Agreement for the intimate care of:**

\_\_\_\_\_ (Pupil Name)

**The parent will:**

- Change their child at the latest possible time before being brought to school.
- Provide the setting with spare disposable nappies/ cream/ wipes/ sanitary products and a change of clothing in a named bag.
- Agree to the procedures that will be followed when their child is changed - including the use of any cleanser or the application of any cream
- Inform the staff should the child have any marks or a rash.
- Agree to a 'minimum change' policy i.e. the staff would not undertake to change the child more frequently than if s/he was at home.
- Agree to review arrangements should this be necessary.

**Norton C P School will:**

- Change the child during a single session should the child soil themselves or become uncomfortable or wet.
- Ensure the changing area is warm and clean.
- Agree how often the child should be changed if staying all day.
- Monitor the number of times the child is changed (on an individual personal care log) in order to identify progress made
- Report if the child is distressed, or if marks/rashes are seen.
- Review arrangements when necessary, otherwise on a termly basis.
- Make the procedure of changing a child a relaxed routine which meets the individual needs of the child.

**Signature of parent/carer:**

**Signature on behalf of Norton C P School:**

**Date:**

Norton C P School

*Copy of the slip to send home to parents when a child has had a toileting incident or had to be changed. These slips are kept in the main office, purple room, hygiene room and EYFS.*

## Change of clothes

**Date:**

\_\_\_\_\_ had a change of clothing today at \_\_\_\_\_ am/pm.

This is because:

They had a toileting accident/ They got wet when they were playing.

They are wearing their own spare clothes from their bag/ school clothes.

If you have any questions, please do not hesitate to contact your child's class teacher.

## Change of clothes

**Date:**

\_\_\_\_\_ had a change of clothing today at \_\_\_\_\_ am/pm.

This is because:

They had a toileting accident/ They got wet when they were playing.

They are wearing their own spare clothes from their bag/ school clothes.

If you have any questions, please do not hesitate to contact your child's class teacher.

