



BITTERNE
C of E PRIMARY

Providing Intimate / Personal Care Policy

Headteacher: Mrs. Jen Johnson

Reviewed by	Headteacher	Authorised by	Governing Body
Date	June 2026	Next Review	June 2027
Review Cycle	Annually	Signed by Chair of Governors	Rev Tony Palmer

HOPE



COURAGE



CREATIVITY



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1. Aims

This policy aims to ensure that:

- Intimate care is carried out properly by staff, in line with any agreed plans
- The dignity, rights and wellbeing of children are safeguarded
- Pupils with intimate care difficulties are not discriminated against, in line with the Equalities Act 2010 where necessary the school will make reasonable adjustments of the provision of intimate care.
- Parents are assured that staff are knowledgeable about intimate care and that the needs of their children are taken into account
- Staff carrying out intimate care work do so within guidelines (i.e. health and safety, manual handling, safeguarding protocols awareness) that protect themselves and the pupils involved
- Intimate care is defined as any care which involves washing, touching or carrying out an invasive procedure that most children and young people carry out for themselves, but which some are unable to do. Pupils with additional needs may be unable to meet their own care needs for a variety of reasons and will require regular or occasional support.
- 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.
- Personal care tasks include help with feeding, prompting to go to the toilet, washing non intimate body parts or support with dressing and undressing. Help may also be needed with changing colostomy bags, catheters and other such equipment. It may also require the administration of rectal medication. Guidance on these medical interventions will be sought from relevant Health professionals.

2. Legislation and statutory guidance

This policy complies with statutory safeguarding guidance and Keeping Children Safe in Education 2025 and Early Year Foundation Stage Statutory Framework.

3. Role of parents

3.1 Seeking parental permission

For children who need routine or occasional intimate or personal care (e.g., for toileting or toileting accidents), parents will be asked to sign a consent form.

For children whose needs are more complex or who need particular support outside of what's covered in the permission form (if used), an intimate care plan will be created in discussion with parents (see section 3.2 below).

Where there isn't an 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 get in touch with parents and an intimate or personal 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. In this situation, two members of staff will be present.



3.2 Creating an intimate care plan

Where an intimate care plan is required, it will be agreed in discussion between the school, parents, the child (when possible) and any relevant health professionals.

The school will work with parents and take their preferences on board to make the process of intimate care as comfortable as possible, dealing with needs sensitively and appropriately.

Subject to their age and understanding, the preferences of the child will also be taken into account. If there's doubt whether the child is able to make an informed choice, their parents will be consulted.

The plan will be reviewed annually, even if no changes are necessary, and updated regularly, as well as whenever there are changes to a pupil's needs.

See appendix 1 for a blank template plan to see what this will cover.

3.3 Sharing information

The school will share information with parents as needed to ensure a consistent approach. It will expect parents to also share relevant information regarding any intimate matters as needed.

4. Role of staff

4.1 Which staff will be responsible

These will be agreed with parents and listed in the intimate care plan. In the event that there is an occasion where none of these staff are available, parental permission will be sought. If the school is unable to get in touch with parents and an intimate or personal care procedure urgently needs to be carried out, the procedure will be carried out with two members of staff present to ensure the child is comfortable, and the school will inform parents afterwards.

All staff at the school who carry out intimate care will have been subject to an enhanced Disclosure and Barring Service (DBS) with a barred list check before appointment, as well as other checks on their employment history.

4.2 How staff will be trained

Staff will receive:

- Training in the specific types of intimate care they undertake
- Regular safeguarding training
- If necessary, manual handling training that enables them to remain safe and for the pupil to have as much participation as is possible

They will be familiar with:

- The control measures set out in risk assessments carried out by the school
- Hygiene and health and safety procedures

They will also be encouraged to seek further advice as needed.



5. Intimate care procedures

5.1 How procedures will happen

The number of adults required to carry out procedures will depend upon individual circumstances and will be discussed with all concerned. To preserve the child's privacy and dignity one adult will normally be in attendance. Where there are concerns around Child Protection, previous allegations or moving and handling issues then two adults will provide care. Knowledge of the child will be used to help assess the risk. When carrying out procedures, the school will provide staff with:

- Protective plastic apron – single use.
- Protective gloves.
- Cleaning supplies.
- Changing mat.

For pupils needing routine intimate care, the school expects parents to provide, when necessary, a good stock (at least a week's worth in advance) of necessary resources, such as nappies, underwear and/or a spare set of clothing.

For pupils needing routine intimate care, the adult administering this will record the intimate care given. This will be recorded in a confidential file stored in a safe location within the accessible toilet. This folder is accessed only by those giving intimate care, the SENDCO or if necessary members of the Senior Leader Team.

Any soiled clothing will be contained securely, clearly labelled, and discreetly returned to parents at the end of the day.

5.2 Concerns about safeguarding

If a member of staff carrying out intimate care has concerns about physical changes in a child's appearance (e.g. marks, bruises, soreness), they will report this using the school's safeguarding procedures.

If a child is hurt accidentally or there is an issue when carrying out the procedure, the staff member will report the incident immediately to a Designated Safe Guarding Lead. This will be recorded on the school's safeguarding management software CPOMS and a discussion will take place immediately with parents/carers.

If a child makes an allegation against a member of staff, the responsibility for intimate care of that child will be given to another member of staff as quickly as possible and the allegation will be investigated according to the school's safeguarding procedures.

6. Monitoring arrangements

This policy will be reviewed by the Head Teacher and Chair of Governors (Jen Johnson and Tony Palmer). This will be annually to enable these leaders to understand any issues or staff concerns that may need addressing. At every review, the policy will be approved by the Chair of Governors.



7. Links with other policies

This policy links to the following policies and procedures:

- Child protection and safeguarding
- SEN
- Supporting pupils with medical conditions
- Accessibility Plan
- Health and Safety



Appendix 1: template intimate care plan

PARENTS/CARERS	
Name of child	
Names of staff members who will carry out the intimate care.	
Type of intimate care needed	
How often care will be given	
What training staff will be given	
Where care will take place	
What resources and equipment will be used, and who will provide them	
How procedures will differ if taking place on a trip or outing	
Name of senior member of staff responsible for ensuring care is carried out according to the intimate care plan	
Name of parent or carer	
Relationship to child	
Signature of parent or carer	
Date	
CHILD	
Do you mind having a member of staff talk to you when you are being changed or washed?	
Is there anything that you would like to hold or look at while you are being changed or washed?	
Signature of child	
Date	

This plan will be reviewed annually.

Next review date:



Appendix 2: template parent/carer consent form

PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE	
Name of child	
Date of birth	
Name of parent/carer	
Address	
I give permission for the school to provide appropriate intimate care to my child (e.g. changing soiled clothing, washing and toileting)	☐
I will advise the school of anything that may affect my child's personal care (e.g. if medication changes or if my child has an infection)	☐
I understand the procedures that will be carried out and will contact the school immediately if I have any concerns	☐
I do not give consent for my child to be given intimate care (e.g. to be washed and changed if they have a toileting accident). Instead, the school will contact me or my emergency contact and I will organise for my child to be given intimate care (e.g. be washed and changed). I understand that if the school cannot reach me or my emergency contact if my child needs urgent intimate care, staff will need to provide this for my child, following the school's intimate care policy, to make them comfortable and remove barriers to learning.	☐
Parent/carer signature	
Name of parent/carer	
Relationship to child	
Date	