INTIMATE CARE, TOILETING AND CONTINENCE POLICY

Review Frequency	Annually
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Head Teacher Approval	C.Mott
Governor Approval	L.Ainsworth

INTIMATE CARE, TOILETING AND CONTINENCE POLICY
Grangetown Primary School

1. Policy Statement
Grangetown Primary School is committed to ensuring that all children are treated with dignity, respect, sensitivity and compassion when receiving intimate care. The school recognises that intimate care is a sensitive area of practice requiring staff to safeguard the welfare of children whilst promoting independence, privacy and self-esteem. All children have the right to be safe, valued and treated respectfully regardless of age, disability, gender, ethnicity, religion, medical need or level of independence. The school will work closely with parents/carers, external agencies and health professionals where appropriate to ensure that children's intimate care needs are met safely and consistently. No child will be denied access to education, school activities or educational visits due to continence, toileting difficulties, disability, special educational needs or medical conditions.

2. Aims
This policy aims to:
- Safeguard the rights, dignity and wellbeing of pupils.
- Promote partnership working with parents/carers.
- Ensure consistency in the provision of intimate care.
- Protect children and staff from misunderstandings or allegations.
- Promote children's independence and self-care skills.
- Ensure appropriate recording and reporting procedures are followed.
- Meet statutory safeguarding, SEND and equality responsibilities.
- Support children with continence difficulties, disabilities, medical needs and developmental delays.

3. Legal Framework
This policy should be read alongside:
- Keeping Children Safe in Education (current edition)
- Working Together to Safeguard Children
- Equality Act 2010
- Children and Families Act 2014
- SEND Code of Practice (2015)
- Supporting Pupils with Medical Conditions
- The school's Child Protection and Safeguarding Policy
- Staff Code of Conduct
- SEND Policy
- Health and Safety Policy
- Behaviour Policy

4. Definition of Intimate Care

Intimate care refers to any care that involves washing, touching, assisting or carrying out procedures in personal or private areas that most people usually carry out for themselves. This may include:

- Nappy changing
- Assisting with toileting
- Changing wet or soiled clothing
- Washing intimate areas
- Menstrual care and support
- Continence management
- Assisting with medical or personal care procedures
- Dressing and undressing where intimate areas may be exposed

5. Principles of Best Practice

The welfare and dignity of the child will always be the primary consideration.

Staff will:

- Treat every child with sensitivity and respect.
- Ensure privacy wherever possible.
- Explain what they are doing before providing support.
- Seek the child's agreement and cooperation whenever possible.
- Encourage independence and self-care.
- Involve pupils in decisions about their care.
- Respect cultural, religious and personal preferences.
- Work in partnership with parents/carers.
- Report any safeguarding concerns in line with school procedures.
- Children will never be made to feel embarrassed, humiliated or that they are a nuisance because they require intimate care.

6. Safeguarding

Intimate care will always be carried out in accordance with the school's safeguarding procedures.

- Staff involved in intimate care must:
- Follow the school's Child Protection and Safeguarding Policy.
- Maintain professional boundaries at all times.
- Be aware of the vulnerability of children receiving intimate care.
- Report concerns immediately to the Designated Safeguarding Lead (DSL).
- Record any injuries, bruising, redness, soreness, marks or unusual observations.

Where a member of staff identifies:

- Any unusual marks, bruising, redness, soreness, inflammation, bleeding or other concerns observed during intimate care must be recorded and reported immediately to the DSL.

7. Staffing Arrangements

All staff at Grangetown Primary School share responsibility for safeguarding and supporting pupils' welfare.

Routine intimate care does not normally require two members of staff. Staff should ensure that another adult is aware that intimate care is taking place and that assistance can be summoned if required. Individual risk assessments may identify circumstances where two adults are appropriate. Staff providing intimate care should follow the school's Staff Code of Conduct and Safer Working Practice guidance at all times.

- Another member of staff should be aware that intimate care is taking place.
- Support should be available if required.
- Risk assessments may identify situations where additional staff presence is appropriate.
- The needs of individual children, safeguarding considerations and risk assessments will determine staffing arrangements.

8. Child Voice and Consent

Children have the right to be involved in decisions about their care.

Staff will:

- Explain procedures using age-appropriate language.
- Seek verbal agreement where possible.
- Respect the child's dignity.
- Encourage participation and independence.
- Listen to the child's preferences and concerns.
- Where a child expresses discomfort or distress, staff will take reasonable steps to understand and address the concern whilst ensuring their welfare needs are met.

Where a child refuses intimate care, staff will seek to understand the reason, provide reassurance and encouragement, and act in the child's best interests while maintaining dignity and safety. Significant or repeated refusal will be discussed with parents/carers and recorded.

9. Location for Intimate Care

Children will be supported in an appropriate area that:

- Provides privacy and dignity.
- Maintains safeguarding arrangements.
- Allows staff to summon assistance if required.
- Meets hygiene and health and safety requirements.

Where appropriate, pupils may be changed:

- On a changing bed.
- In an accessible toilet.
- In a designated hygiene/changing area.

The location used will be determined by the child's age, mobility, dignity and individual care plan.

10. Resources

The school will ensure suitable resources are available, including:

- Disposable gloves.
- Aprons.

- Disposable wipes.
- Paper towels.
- Nappy sacks.
- Cleaning products.
- Covered waste bins.
- Spare clothing (where available).
- Changing facilities and equipment.

Parents/carers are expected to provide personal items required by their child wherever possible. Where supplies are unavailable, the school will take reasonable steps to ensure the child's immediate care needs are met.

Staff will use appropriate personal protective equipment (PPE), dispose of waste safely, wash hands before and after care procedures, and follow school infection control procedures.

11. Working in Partnership with Parents/Carers

The school values effective partnership with parents/carers.

Parents/carers will be expected to:

- Inform school of their child's toileting or continence needs.
- Provide adequate supplies of nappies, pull-ups, wipes and spare clothing.
- Inform school of any relevant medical conditions.
- Notify school of any rashes, sores or skin conditions.
- Participate in reviews of care arrangements.
- Support toileting programmes agreed between home and school.

The school will:

- Treat all information sensitively.
- Provide support in a respectful manner.
- Keep appropriate records.
- Inform parents/carers of significant concerns or changes.
- Review arrangements when necessary.

12. Individual Intimate Care Plans

An Individual Intimate Care Plan will normally be developed for pupils with specific intimate care needs, such as pupils who require ongoing support with toileting, continence or personal care, regardless of the underlying reason.

The written plan (Appendix A) will include:

- The child's needs.
- The level of support required.
- Strategies to promote independence.
- Any medical guidance.
- Preferred methods of care.
- Staffing arrangements.
- Where changing will take place.
- Record-keeping requirements.

- Arrangements for events outside of school such as educational visits.
- Emergency procedures.
- Plans should be reviewed regularly and whenever needs change.

Where possible the child will be involved in their plan (Appendix C)

Individual Intimate Care Plans will be agreed by parents/carers and the school, and where appropriate informed by advice from health professionals. The plans will be approved by the Headteacher or delegated member of the senior leadership team

13. Home-School Partnership Agreement for Intimate Care and Continence Support

In some circumstances, it may be appropriate for the school and parents/carers to establish a written agreement that clearly sets out the responsibilities of all parties and outlines the support arrangements for a child who requires assistance with toileting, continence, nappies, or pull-ups (see Appendix B).

This agreement will be developed in partnership with parents/carers and reviewed regularly to ensure it continues to meet the child's needs, promotes their dignity, and supports their independence.

Parents/Carers agree to:

- Ensure their child arrives at school in a clean and comfortable continence product and provide sufficient supplies for the school day.
- Provide an adequate supply of spare nappies, pull-ups, continence products, wipes, creams (where prescribed or agreed), and a complete change of clothing.
- Inform the school of any specific continence, medical, sensory, or personal care needs relevant to intimate care arrangements.
- Notify the school of any skin concerns, marks, bruising, rashes, infections, or medical conditions that may affect intimate care procedures.
- Understand and agree to the school's intimate care procedures, including the products that may be used during changing.
- Work collaboratively with the school to promote the child's growing independence in toileting and personal hygiene where appropriate.
- Attend review meetings and discuss any changes in the child's needs or circumstances.

The School agrees to:

- Provide intimate care support in a manner that protects the child's dignity, privacy, safety, and wellbeing at all times.
- Ensure that intimate care is carried out by appropriately trained members of staff in accordance with the school's safeguarding, health and safety, and intimate care policies.
- Change the child as soon as reasonably practicable when they have soiled themselves or when a wet or soiled continence product is causing discomfort, distress, hygiene concerns or presents a health risk.
- Agree with parents/carers the expected frequency of routine checks and changes for children attending for a full school day.
- Maintain appropriate records of intimate care support provided, where required, to monitor wellbeing, identify patterns, and support any agreed continence programme.

- Inform parents/carers of any concerns regarding the child's wellbeing, including distress during changing, unusual marks, bruising, skin irritation, or rashes observed during intimate care.
- Promote and support the child's independence and self-care skills in an age-appropriate and developmentally appropriate manner.
- Review the support arrangements regularly with parents/carers and relevant professionals to ensure the child's needs continue to be met effectively.

14. Review of Arrangements

The school and parents/carers will work together to review the agreement whenever there is a significant change in the child's needs, progress towards independence, medical circumstances, or if concerns arise about the effectiveness of the arrangements.

A clear partnership agreement helps to prevent misunderstandings, ensures consistency between home and school, and provides reassurance that the child's personal care needs are being met safely, respectfully, and in accordance with safeguarding requirements and the school's duty of care.

15. Training Requirements

Staff undertaking intimate care will receive appropriate safeguarding training and any child-specific training required. Staff will receive specific training in intimate care procedures where appropriate, including moving and handling, infection control, continence support, maintaining dignity, safeguarding responsibilities and recording requirements.

16. Record Keeping

Routine intimate care provided under an agreed care plan will be recorded in accordance with the child's plan. Information relating to a child's intimate care needs will be treated as confidential and shared only with staff who require the information to support the child safely. Records will include the date, time, reason for support, staff involved and any concerns noted. Records will only be shared with relevant staff and parents/carers where appropriate. Records will be stored securely in accordance with the school's data protection and record retention procedures. Where a child has an agreed ongoing intimate care plan, routine care may be recorded using the agreed recording system. Significant incidents, safeguarding concerns, injuries, refusals of care, unusually frequent accidents or changes in presentation should always be recorded separately and reported as appropriate

17. Educational Visits

Where intimate care needs are identified, visit leaders will ensure that appropriate facilities, staffing, equipment, disposal arrangements and privacy measures are considered as part of the visit risk assessment.

18. Allegations against staff

Any allegation or concern relating to intimate care will be managed in accordance with the school's safeguarding procedures.

19. Students, Supply staff and Volunteers

Volunteers, students and visitors will not undertake intimate care duties.

20. Menstrual Care

The school recognises that some pupils may require support with menstrual management. Staff will ensure that:

- A supply of menstrual products will be available to pupils who require them.
- Pupils are supported sensitively and respectfully.
- Privacy is maintained at all times.
- Appropriate hygiene products are available where necessary.
- Individual arrangements are put in place for pupils with SEND or disabilities who require assistance.

Appendix A

Intimate Care Plan

Name of Child	
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 ee 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	

Parent/Carer Agreement

Name of Parent/Carer: _____

Relationship to Child: _____

Signature of Parent/Carer: _____

Date: ____ / ____ / _____

Appendix B

Permission for School to Provide Intimate Care

Child Details

Name of Child: _____

Date of Birth: _____ / _____ / _____

Parent/Carer Details

Name of Parent/Carer: _____

Consent

The Parent / Carer

Please tick the appropriate box:

☐ 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. medication changes or infections).

☐ 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 receive intimate care from school staff. Instead, the school will contact me or my emergency contact and I will arrange for my child to be given intimate care.

☐ I understand that where my child's health, dignity, hygiene or welfare would be compromised by delaying care, the school reserves the right to provide appropriate intimate care in my child's best interests and in accordance with safeguarding and duty of care responsibilities.

Parents may express a preference regarding intimate care arrangements. However, the school reserves the right to provide reasonable intimate care where this is necessary to safeguard the child's welfare, dignity, health or safety.

Declaration

Parent/Carer Signature _____

Name of Parent/Carer_____

Relationship to Child _____

Date _____ / _____ / _____

The School

Please tick the appropriate box:

☐ We agree to change the child during a single session should the child soil themselves or become uncomfortably wet.

☐ We agree to monitor the number of times the child is changed in order to identify progress made.

☐ We agree to report should the child be distressed or if marks/ rashes are seen.

☐ We agree to review arrangements should this be necessary.

Declaration

School member of Staff Signature _____

Name of School Member of Staff _____

Date _____ / _____ / _____

Appendix C

Child's Preferences

Do you have any preferences about how staff support you during personal care?

☐ Yes

Notes -

☐ No preference

Do you mind having a chat when you are being changed or washed?

☐ Yes

☐ No

☐ No preference

Comments:-

Child's views obtained by:_____

- **Discussion**
- **Observation**

Child signature (where appropriate)_____

Date ____ / ____ / _____

Next Review Date ____ / ____ / _____

To Be Reviewed By _____

Appendix D

Procedure for Changing a Nappy or Soiled/Wet Clothing

(For children who require changing while lying down or standing)

- Gather all necessary equipment before beginning the changing procedure.
- Escort the child to the designated toilet/changing area within the classroom or phase.
- Put on disposable gloves before commencing the change.
- Remove the child's wet or soiled nappy and/or clothing as appropriate.
- Where possible, flush faecal waste from undergarments down the toilet. Place any soiled clothing or underwear into a sealed bag to be sent home with the child.
- Dispose of soiled nappies in the designated sanitary waste disposal facility.
- Place used wipes, gloves, and other disposable materials into a bag and dispose of them in a lidded waste bin.
- Assist the child into a clean nappy and/or clean clothing, ensuring they are comfortable before returning them safely to their classroom.
- Clean and disinfect the changing area using an appropriate detergent or disinfectant spray after each use.
- Wash hands thoroughly after the procedure. Staff must wash their hands regardless of whether gloves have been worn. Children should also be supported to wash their hands thoroughly following the change.
- The member of staff who carried out the procedure must record the change in accordance with the setting's recording procedures.

Key Points

- Maintain the child's dignity, privacy, and comfort at all times.
- Follow appropriate infection prevention and hygiene procedures throughout the process.
- Ensure all waste is disposed of safely and in accordance with the setting's health and safety procedures.
- Report any concerns regarding the child's welfare, health, or skin condition in line with safeguarding procedures.