



Intimate Care Policy

April 2026

Agreed: April 2026

Review Term: Summer 2027

This policy is informed by Keeping Pupils Safe in Education, the EYFS Statutory Framework, Working Together to Safeguard Pupils, and the DfE guidance on supporting pupils with medical needs.

Fielding Primary is committed to ensuring that all staff responsible for the intimate care of pupils will always undertake their duties in a professional manner. Fielding Primary recognises that there is a need to treat all pupils with respect when intimate care is given. No pupil should be attended to in a way that causes distress or pain.

The management of all pupils with intimate care needs will be carefully planned. The pupil who requires intimate care is always treated with respect; the pupil's welfare and dignity are of paramount importance.

This policy has been developed to safeguard pupils and staff. It applies to everyone involved in the intimate care of pupils.

These guidelines should be read in conjunction with the following policies:

- Safeguarding Policy
- Staff Code of Conduct
- Managing Allegations Against Staff and Volunteers
- Supporting Pupils with Medical Conditions
- SEND Policy

Aims

The aims of this document and associated guidance are;

- to provide guidance and reassurance to staff
- to safeguard the dignity, rights and well-being of pupils
- to assure parents that staff are knowledgeable about intimate care and that their individual needs and concerns are considered

Definition of Intimate Care

Intimate care is any care which involves washing, touching or carrying out an invasive procedure that most pupils carry out for themselves but which some are unable to do due to physical disability, special educational needs associated with learning difficulties, medical needs or needs arising from the pupil's stage of development, eg toileting accidents.

Care may involve help with drinking, eating, dressing and toileting. Help may also be needed with changing colostomy bags and other such equipment. It may also require the administration of rectal medication.

In most cases intimate care will involve procedures to do with personal hygiene and the cleaning of equipment associated with the process. In the case of a specific procedure only a person suitably trained and assessed as competent should undertake the procedure.

Intimate care also includes supporting pupils emotionally during care routines, respecting their right to choice, and promoting independence wherever possible.

Intimate care will only be provided by those who have specifically indicated a willingness to do so, either as part of their agreed job description or other arrangements.

Core principles

Best practice always rests on these shared principles:

1. **Dignity and respect**
 - Intimate care is carried out sensitively, privately and respectfully.
 - Language is calm, matter-of-fact and reassuring, never embarrassed, rushed or joking.
2. **Safeguarding**
 - Intimate care is planned, transparent and recorded.
 - Staff follow agreed procedures and are never put in vulnerable “grey area” situations.
3. **Inclusion**
 - Pupils are supported to access education rather than excluded because of toileting needs.
 - Reasonable adjustments are made for pupils with SEND.
4. **Promoting independence**
 - Support is matched to need and reduced over time where possible.
 - Pupils are encouraged to do as much for themselves as they can.

Consent, assent and pupils’ voice

Where developmentally appropriate, staff will seek the pupil’s assent before providing intimate care and will respect the pupil’s wishes wherever possible.

- Pupils should be spoken to before care begins
- Staff must explain what is happening in language the pupil understands
- Care should stop if a pupil appears distressed (unless there is a medical emergency)
- Pupils must know they can say “stop” or ask for a different adult

This is especially important for:

- SEND pupils
- EYFS pupils
- Pupils with communication needs

Who delivers intimate care

- Intimate care is normally carried out by designated staff, usually:
 - Early Years practitioners
 - Playworkers
 - Teachers
 - Teaching Assistants
 - Key workers for pupils with SEND
- Staff:
 - Are DBS-checked
 - Have received specific guidance/training
 - Understand safeguarding procedures

Working with Parents

Partnership with parents is necessary in relation to pupils needing regular intimate care. Prior permission will be obtained from parents when creating an Intimate Care Plan before Intimate care procedures are arranged.

Parents will be encouraged and empowered to work with staff to ensure their pupils' needs are identified, understood and met. This will include involvement with Health Care plans and any other plans that identify the support of intimate care.

Exchanging information with parents is essential through personal contact, telephone or email correspondence. Information concerning intimate care procedures will not be recorded in home/school books as it may contain confidential information that could be accessed by people other than the parent and staff member.

Intimate Care Plan

Where a pupil requires ongoing intimate care, including pupils with SEND, a care plan will be developed in consultation with the pupil (where appropriate), parents/carers, school staff and relevant health professionals. The plan will be agreed and signed by those involved and reviewed regularly.

The plan will include:

- What support is needed
- What the child can do independently
- Preferred language and routines
- Any medical considerations
- Recording arrangements

When developing the plan, the school will consider:

- Supporting the pupil to develop independence wherever possible
- Arrangements for activities beyond the normal school day, including childcare, clubs, trips, performances, swimming and childcare
- Appropriate cover in the absence of named staff
- Strategies to reduce the impact of peer pressure, including teasing or bullying

Classroom considerations will include:

- Seating arrangements and ease of access
- A discreet system for leaving the classroom
- Avoiding repeated absence from the same lessons
- Awareness of discomfort that may affect learning
- Adjustments for PE, including suitable clothing and extra time for changing

Each pupil's right to privacy will be always respected. Careful consideration will be given to whether one or more adults are required during intimate care. Wherever possible, care will be provided by one adult; where additional adults are needed, the reasons will be clearly recorded.

Wherever possible, a child's intimate care will not be provided by the same adult every time. Care will be shared between a small number of familiar staff to reduce the risk of over-familiarity while maintaining continuity.

Wherever possible, intimate care should be provided by a member of staff of the same sex. This may be waived where it is not practicable and delay would compromise the child's wellbeing, for example where no same-sex staff are available.

Intimate care arrangements will be discussed regularly with parents/carers and recorded in the pupil's care plan. The views of pupils and parents will be considered wherever possible, taking account of staffing and practical arrangements.

Care plans will be clearly recorded and set out roles, responsibilities and agreed procedures, including arrangements for communication and emergencies.

All records relating to intimate care are confidential, stored securely, and accessed only by staff who need the information to carry out their role.

Pupils with SEND and ongoing intimate care needs

Pupils will have an Intimate Care Plan (ICP)

The ICP should link to:

- EHCP or SEN Support plan
- Risk assessment if needed

Early Years (including toilet training)

Best practice in Nursery and Reception (& childcare where appropriate)

- We expect toileting accidents from younger pupils
- Parents will be:
 - informed that staff will support children with toileting and changing
 - asked to provide spare clothes
- Staff will
 - support wiping and changing
 - encourage independence step by step
 - use clear routines and visuals

Importantly:

- Children are not excluded or sent home routinely due to accidents.
- Toilet training is a shared responsibility between home and school.

Links with other agencies

Positive links with other agencies will enable school-based plans to take account of the knowledge, skills and expertise of other professionals and will ensure the pupil's well-being and development remain paramount.

Staff training

- Staff receive safeguarding training every year.
- Staff will be trained in the specific types of intimate care that they carry out and fully understand the intimate care policy and guidelines within the context of their work.

Environmental

When pupils need intimate care facilities, reasonable adjustments will be made, however we do not have any specialist equipment or a purpose-built toilet.

We will provide:

- Facilities with hot & cold running water
- Protective clothing including disposable protective gloves
- Labelled bins for the disposal of wet & soiled nappies/pads (soiled items being 'double bagged' before being placed in bin)
- Waste for incineration (e.g. needles, catheters etc)
- Supplies of suitable cleaning materials; anti-bacterial spray, sterilizing fluid, deodorizers,
- Changing mat

Supplies of appropriate clean clothing, nappies, disposal bags and wipes to be provided by parent/carer.

Staff must follow the school's infection control procedures, including handwashing before and after intimate care.

Safeguarding

Intimate care will take place in a safe, private environment, with due regard to the safeguarding of both the pupil and the adult.

- Two adults will always be available on site (they do not need to be in the room).
- Staff must inform a colleague before and after providing intimate care.
- Adults will maintain **visibility without compromising privacy** (e.g. door ajar, not locked)
- No mobile phones or personal devices are used
- CCTV (where present elsewhere) does not cover intimate care areas

The following are factors that can increase a pupil's vulnerability;

- Pupils who need help with intimate care are statistically more vulnerable to exploitation and abuse
- Pupils with disabilities may have less control over their lives than others which could increase their vulnerability.
- Pupils may experience multiple carers
- Pupils may not be able to distinguish between intimate care and abuse
- Pupils may not be able to communicate

Pupils will be encouraged to recognise and challenge inappropriate assistance and behaviour. All staff are familiar with the school's safeguarding policy and procedures

Allegations against staff, or other adults working in school

Staff working in intimate situations with pupils can feel particularly vulnerable. This policy will help to reassure both staff involved and the parents of vulnerable pupils.

Any allegation relating to intimate care will be managed in line with the school's Managing Allegations Against Staff policy and local authority procedures. This includes:

- Immediate reporting to the Headteacher (or DSL in his absence)
- Referral to LADO where appropriate

Monitoring and Review

This policy will be reviewed annually, or sooner if there are changes to statutory guidance.

Fielding Primary School Intimate Care Plan

Permission for school to provide intimate care:

Pupil's Last name	
Pupil's First name	
Male/Female	
Date of birth	
Class	

Medical diagnosis or condition	
Date	/ /
Review date	/ /

Family Contact Information

Name	
Phone no	
Email	
Name	
Phone no.	
Email	

Clinic/Hospital Contact

Name	
Phone no.	

G.P.

Name	
Phone no.	

Describe daily intimate care needs and give details of pupil's symptoms

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Requirements at times other than the normal school day

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Describe what constitutes an emergency for the pupil, and the action to take if this occurs

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Follow up care

Named person(s) for intimate care and alternative in case of staff absence

Who is responsible in an emergency? Who should be contacted?

Form copied to

- Parents
- Bromcom
- Class teacher
- Specialist teachers
- Teaching Assistant
- Teaching Assistant

Those involved in plan (name and signature)

Pupil:

Senior Leader:

Other:

Date:

Parent:

- I give permission to the school to provide appropriate intimate care support to my pupil e.g. changing soiled clothing, washing and toileting.
- I will advise the school of any medical complaint my pupil may have which affects issues of intimate care.

Signed: