



Winshill Village Primary and Nursery School

Intimate Care Procedure



September 2026
Review: September 2027

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Introduction

All children at Winshill Village Primary and Nursery School have the right to be safe and to be treated with dignity, respect and privacy at all times. This procedure sets out clear principles and guidelines for supporting children who require intimate or personal care, with specific reference to toileting and nappy changing.

We recognise that:

- All children need access to clean, well-stocked, and safe toileting facilities.
- Some learners may require assistance with personal or intimate care due to age, developmental level, disability, or medical needs.
- Our primary aim is to ensure that children are safe, secure, and protected from harm, while promoting their welfare, dignity, and independence.

This procedure supports the safeguarding and welfare requirements of the Early Years Foundation Stage, the Disability Discrimination Act, and the school's safeguarding policies.

Definitions

- **Personal Care:** Tasks involving touching, such as skin care, applying medication, feeding, administering oral medication, hair care, dressing/undressing, washing non-personal body parts, and prompting to use the toilet.
- **Intimate Care:** Tasks associated with bodily functions, body products, and personal hygiene that involve direct or indirect contact with or exposure to genitals. This includes toileting, continence management, changing nappies, bathing, and washing intimate body parts.

Aims

This procedure aims to:

- Provide a clear framework for staff to follow when supporting children with personal and intimate care.
- Safeguard the dignity, privacy, and rights of children at all times.
- Clarify for families the support that can be expected from the school.
- Ensure staff operate in a professional, sensitive, and respectful manner.

Key Principles

We will ensure that:

- Children are treated as individuals and with respect.
- Safety, dignity, and privacy are safeguarded at all times.
- Experiences of toileting and intimate care are made as positive as possible.
- Children are consulted and involved in their own care where appropriate.
- Independence is encouraged whenever possible.
- Staff are safeguarded through clear procedures, appropriate training, and risk assessments.
- Parents/carers are consulted regularly in relation to their child's personal care needs.
- Cultural, religious, and family values are taken into account.

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School Responsibilities

- We encourage all children to be toilet trained before starting school, but where this is not the case, we will work with parents/carers to promote toilet training, unless there are medical needs why this is not appropriate.
- If a child is not yet toilet trained when starting school, staff will sensitively enquire about the parent/carer's understanding of their child's developmental needs. We may refer parents to the school nurse or local health visitor, who will be able to advise on how best to support the child to toilet train.
- Where children are not able to be fully continent, we will ensure that a care plan is written to ensure their needs are clarified and met. The child and family will be included in discussions about the care plan, unless this is inappropriate. Relevant healthcare professionals including the school nurse/a health visitor may also be consulted. The care plan will be reviewed regularly.
- School will ensure that anyone who undertakes intimate care is trained accordingly and has had appropriate safeguarding checks and training. Only those staff named on the individual care plan will be involved in providing support with intimate care to a child. School will ensure that sufficient staff are named on care plans and available to provide the required support in all foreseeable circumstances.
- Only in an emergency would staff undertake intimate care that has not been agreed with the parents/carers. This act of care would be reported to a senior member of school staff and to the parents/carers as soon as possible after the event. The reasons for this and the care undertaken would be documented by the staff member who has delivered the care.
- A written record will be kept of all support with intimate care. This will include the date and time of the care, who was present, and any care given that has differed from the care plan, together with the reason for this. Any changes in the child's behaviour or appearance will be documented using our safeguarding system and shared with a senior member of staff.
- Staff will communicate carefully with children, using their usual communication methods, to discuss their needs and preferences. Wherever possible, the child's wishes and preferences will be taken into account. Staff will be supported to adapt their practice in relation to the needs of individual children.
- School will take into account the religious views, beliefs and cultural values of the child and their family as far as possible and liaise/work closely with families to discuss any requests relating to intimate care.
- Children will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each child to do as much as possible for themselves to develop independence.
- Regularly updated comprehensive risk assessments will be completed for individual children that cover all their intimate care needs.
- School will ensure that all staff are aware of the need for confidentiality in relation to intimate care and personal/sensitive information will only be shared with those who need to know.
- If a child is regularly wetting/soiling, staff will keep a record of the times this happens as this may allow staff to pre-empt a problem.

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- Staff will ensure there is sufficient cover if having to leave a group of children in order to help a child to change. Other members of staff will be informed and, wherever possible, a chaperone will be used so that staff are not alone with a child.
- Staff must always maintain high standards of hygiene, including the use of disposable gloves and aprons, correct disposal of waste, and thorough handwashing.
- Staff should model calm, respectful, and reassuring behaviour to reduce any embarrassment or distress a child may feel.
- Staff will receive refresher training in safeguarding, hygiene, and intimate care procedures as part of ongoing professional development.
- All intimate care arrangements will be monitored by senior leaders to ensure consistency, quality of care, and adherence to safeguarding procedures.
- Staff must immediately report to the Designated Safeguarding Lead (DSL) any concerns, disclosures, or unusual marks/behaviours noted during intimate care.
- Staff must maintain professional boundaries at all times and avoid unnecessary physical contact. Care should always be delivered in a way that promotes the child's dignity and independence.
- Where possible, staff should explain each step of the care process to the child to reassure them and encourage cooperation.
- Staff must ensure that appropriate equipment (changing mats, wipes, disposal bins, PPE) is available, safe, and fit for purpose.
- Staff will contribute to reviews of children's care plans by sharing observations, progress towards independence, and any emerging needs with parents and relevant professionals.

Parent/Carer Responsibilities

Parents/carers must:

- Provide full, up-to-date information on their child's needs and medical details.
- Supply all nappies, creams, spare clothing, and other necessary items.
- Work with the school on care plans and on developing their child's independence.
- Support toilet/potty training when appropriate in collaboration with school staff.

Procedures

Nappy Changing (EYFS and where required)

- Wherever possible, a familiar adult will change a child's nappy. If unavailable, a familiar designated staff member will do so.
- Children attending full-day nursery will be changed at least twice a day and additionally as required.
- Nappy changing takes place in an appropriate designated area on a changing mat, with another adult made aware of the task.
- Staff wear disposable gloves and apron for each change.

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- Soiled nappies are double-bagged and disposed of in the designated bin.
- Changing mats are cleaned after each use.
- Hands of staff and child are washed and dried with disposable towels afterwards.
- Each change is recorded on the nappy chart and parents are informed daily.

Toileting Accidents

- Children are encouraged to change and clean themselves where possible, with verbal guidance.
- If unable to do so independently, staff will assist sensitively, explaining each step.
- Gloves (and aprons if needed) are worn, and hands washed afterwards.
- Parents/carers are informed discreetly at collection.
- For children with additional needs, care plans will set out specific toileting arrangements.

Safeguarding

- Only employed, familiar staff members provide intimate care.
- All staff are DBS-checked and trained in safeguarding; moving and handling training is provided where necessary.
- Where possible, one pupil is supported by one staff member, but another staff member must always be aware of the task.
- Any concerns about a child's physical presentation (e.g. unexplained marks, bruises) are reported immediately to the Designated Safeguarding Lead.
- If a child is distressed or uncomfortable with a particular staff member, alternative arrangements will be made.
- Allegations made by a child will be taken seriously and managed according to safeguarding procedures.

Record Keeping

- All nappy changes are recorded (time, staff, outcome).
- Intimate care outside of planned routines (e.g. toileting accidents) is also recorded.
- Individual care plans document the child's needs, staff responsibilities, equipment required, preferred communication, cultural/religious sensitivities, and level of independence.
- Care plans are reviewed regularly in consultation with parents and relevant professionals.

Related Documentation

- Safeguarding Policy
- First Aid Policy
- Inclusion Policy
- SEND Procedure