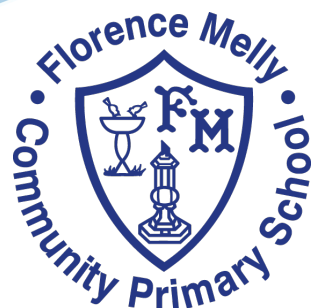


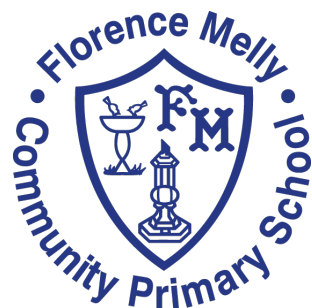


Florence Melly Community Primary School

Intimate Care Policy

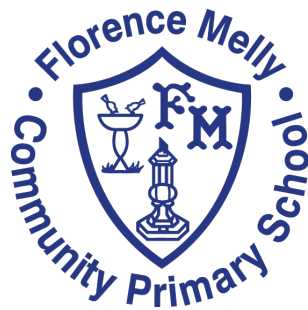
Policy Title:	Intimate Care Policy		Date written:	May 2022
Written by:	Aaron Leach (Headteacher)		New or revised policy:	Revised (Version 3)
Implementation	Date of ratification:	Date presented to staff:	Date of renewal:	
	October 2026	September 2026	September 2027	





Policy Version Control

Date of Update	Overview of changes made	Version
April 2026	General update and enhancement.	V2
September 2026	This policy has been reviewed and updated to reflect current safeguarding, inclusion and intimate care best practice. Amendments strengthen guidance relating to pupil dignity, communication and consent, record keeping, infection control, individual care planning, and support for pupils with additional needs. References to relevant statutory guidance have been updated to ensure continued alignment with safeguarding, SEND and EYFS requirements, while reinforcing the school's commitment to providing safe, respectful and child-centred intimate care.	V3



Intimate Care Policy

September 2026 - Version 3

We believe this policy should be a working document that is fit for purpose, represents the school ethos in order to enable consistency and quality across the school.

The following documentation is related to this policy:

- Early Years Foundation Stage (EYFS) Statutory Framework
- Equality Act 2010: Advice for Schools (DfE)
- Dealing with Allegations of Abuse against Teachers and other Staff: Guidance for Local Authorities, Headteachers, School Staff, Governing Bodies and Proprietors of Independent Schools (DfE)
- Keeping Children Safe in Education: Statutory Guidance for Schools and Colleges (DfE)
- Special Educational Needs and Disability Code of Practice: 0 to 25 Years. Statutory Guidance for Organisations Who Work With and Support Children and Young People with Special Educational Needs and Disabilities (DfE) and (DoH)
- Working Together to Safeguard Children: A Guide to Inter-agency Working to Safeguard and Promote the Welfare of Children

We understand intimate personal care includes 'hands-on physical care in personal hygiene, and physical presence or observation during such activities.' Intimate personal care is any activity such as feeding, oral care, washing, changing clothes, toileting, first aid and medical assistance, comforting and support, and supervising intimate self-care that is required to meet the personal needs of a child regularly or during a one-off incident.

We have a duty to safeguard children and school staff at all times. We must develop independence in each child but on those occasions when children need assistance they must feel safe, have personal privacy, feel valued, are treated with dignity and respect, are involved and consulted about their own intimate care with school staff that are specially trained in intimate care procedures.

We wish to work in close partnership with parents/carers and other professionals to ensure continuity of care for our pupils.

At all times we treat all children with respect but especially when intimate care is given. All school staff are sensitive to each child's individual needs and no child will be attended to in a way that causes distress or pain.

We treat every child as an individual, treating them gently and sensitively as possible in order not to cause any form of distress, embarrassment or pain.

We recognise the importance of involving children in their own intimate care.

Staff will:

- seek verbal consent at each stage of the intimate care process ("I am going to help you change now — is that okay?");

- respect a child's right to say no or to express discomfort;
- offer choices wherever appropriate (e.g., "Would you prefer this wipe or that one?");
- use communication methods appropriate to the child's developmental level, including visuals, gestures, or symbols where required.

We are aware that free sanitary products will be offered to girls in all primary schools in England from early 2020 under plans announced by the Department for Education.

We have a duty to take full account of the religious views and cultural values attached to aspects of intimate personal care with children. Also, to agree with parents/carers, school staff and children the appropriate terminology for private parts of the body and its functions. The school will promote the use of accurate and age-appropriate anatomical vocabulary wherever possible, supporting safeguarding, effective communication and personal safety (in line with our RSHE policy and curriculum).

We as a school community have a commitment to promote equality. Therefore, an equality impact assessment has been undertaken and we believe this policy is in line with the Equality Act 2010.

We all have a responsibility to ensure equality permeates in to all aspects of school life and that everyone is treated equally irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We want everyone connected with this school to feel safe, secure, valued and of equal worth.

We believe it is essential that this policy clearly identifies and outlines the roles and responsibilities of all those involved in the procedures and arrangements that is connected with this policy.

Policy Aims:

- To safeguard the rights of children.
- To safeguard school staff trained in intimate care procedures.
- To ensure compliance with all relevant legislation connected to this policy.
- To work with other schools and the local authority to share good practice in order to improve this policy.

Procedure:

Role of the Governing Body:

The Governing Body has:

- appointed school staff suitably trained in intimate care procedures for children;
- delegated powers and responsibilities to the Headteacher to ensure all school staff and stakeholders are aware of and comply with this policy;
- responsibility for ensuring that the school complies with all equalities legislation;
- nominated a Link Inclusion/Equalities governor to ensure that appropriate action will be taken to deal with all prejudice related incidents or incidents which are a breach of this policy;
- responsibility for ensuring funding is in place to support this policy;
- responsibility for ensuring this policy and all policies are maintained and updated regularly;
- make effective use of relevant research and information to improve this policy;
- responsibility for ensuring all policies are made available to parents/carers/
- nominated a Link Governor to:
 - visit the school regularly;
 - work closely with the Headteacher;
 - ensure this policy and other linked policies are up to date;

- ☐ ensure that everyone connected with the school is aware of this policy;
 - ☐ attend training related to this policy;
 - ☐ report to the Governing Body when appropriate;
 - ☐ annually report to the Governing Body on the success and development of this policy.
- responsibility for the effective implementation, monitoring and evaluation of this policy.

Role of the Headteacher:

The Headteacher will:

- work in conjunction with the Senior Leadership Team to ensure all school staff, pupils and parents are aware of and comply with this policy;
- ensure all children are treated:
 - ☐ with sensitivity and respect in such a way that their experience of intimate care is a positive one;
 - ☐ by professionals suitably trained and assessed to be competent to undertake procedures in intimate care.
- organise a series of safeguarding and child protection initiatives to ensure parents are aware of:
 - ☐ Keeping Children Safe in Education: Statutory Guidance for Schools and Colleges
 - ☐ Working Together to Safeguard Children: A Guide to Inter-agency Working to Safeguard and Promote the Welfare of Children
 - ☐ the Safeguarding and Child Protection policy
 - ☐ safeguarding procedures in place;
 - ☐ all safeguarding policies;
 - ☐ their role in safeguarding and child protection
- have in place an agreement with parents/carers that deals with the procedure for personal care in school;
- ensure risk assessments are:
 - ☐ in place and cover all aspects of this policy;
 - ☐ accurate and suitable;
 - ☐ reviewed frequently;
 - ☐ easily available for all school personnel.
- ensure school staff who provide intimate care are suitably trained to do so;
- ensure that all school staff fulfil their duties to co-operate with the policy;
- ensure suitable hygiene changing facilities are in place and well maintained;
- ensure essential resources are in good supply;
- make effective use of relevant research and information to improve this policy;
- ensure that new developments, resources and equipment are brought to the attention of the appropriate school staff;
- monitor the effectiveness of this policy by speaking with pupils, school staff, parents and governors;
- report to the Governing Body on the success and development of this policy.

Intimate Care During Off-Site Activities

The Headteacher will ensure that intimate care needs are considered during trips, visits, and residentials. This includes identifying which trained staff will provide care, ensuring facilities are

suitable, safeguarding risks are assessed, and ensuring that venue staff or volunteers do not carry out intimate care under any circumstances.

Role of the Health and Safety Lead:

The Health and Safety Lead will:

- ensure that free sanitary products are available at school for those who need to use them;
- carry out regular inspections of premises and school activities;
- assist in carrying risk assessments;
- investigate potential hazards, employee complaints, accidents and dangerous occurrences;
- make representation to employers and others on health and safety matters arising;
- provide information and guidance to school staff;
- lead the development of this policy throughout the school;
- work closely with the Headteacher and the Link Governor;
- provide guidance and support to all staff;
- provide training for all staff on induction and when the need arises regarding;
- keep up to date with new developments and resources;
- review and monitor;
- report to the Governing Body on the success and development of this policy.

Role of School Staff with Responsibilities for Intimate Care:

School staff will:

- receive training in:
 - ☐ safeguarding and child Protection
 - ☐ health and safety
 - ☐ first aid, intimate care procedures
 - ☐ toilet training
 - ☐ oral care
 - ☐ washing
 - ☐ changing clothes
 - ☐ first aid and medical assistance
 - ☐ comforting and support
 - ☐ supervising intimate self-care
- be professional in their duties at all times;
- be respectful of a child's needs;
- preserve a child's dignity and respect with a high level of privacy, choice and control appropriate to the child's age and situation;
- be aware of a child's method and level of communication;
- make sure practice in intimate care is consistent;
- be aware of their own limitations;
- promote positive self-esteem and body image;
- report any concerns they have about a child;
- report any concerns they have about a colleague's intimate care practice;
- be aware of the danger of allegations being made against them;
- ensure that intimate care is carried out in a manner that maintains appropriate visibility; another adult should be aware that intimate care is taking place and, where possible, be within the vicinity, without compromising the child's privacy. This reduces risk for both the child and staff while maintaining dignity;
- wherever possible, staff should inform a colleague before undertaking intimate care. The school recognises that intimate care may occasionally need to be provided by a single member of staff;

in such circumstances safeguarding procedures, visibility arrangements and recording requirements must be followed;

- take precautions to avoid risk;
- ensure mobile phones or personal devices are not used during intimate care (in line with the school's mobile phone policy).
- be aware of all individual intimate care plans;
- discuss intimate care arrangements with parents/carers regularly;
- record all arrangements of individual personal care plans;

Staff will also record:

- ☐ any intimate care provided, including date, time, staff involved, and level of support required;
 - ☐ recurring toileting accidents, regression in continence or changes in intimate care needs, which may require discussion with parents/carers, the SENDCO or the Designated Safeguarding Lead.
 - ☐ any marks, rashes, injuries, or unexpected findings (reported immediately to the DSL);
 - ☐ communication with parents regarding the incident or care provided;
 - ☐ updates to care plans or risk assessments.
 - ☐ routine intimate care records, including routine nappy changes, may be maintained using the school's approved intimate care recording system or log. CPOMS will be used to record significant incidents, welfare concerns, safeguarding matters, recurring toileting issues, injuries, communication with parents, and updates to care plans or risk assessments.
 - ☐ records will be stored securely on CPOMS and retained in line with the school's GDPR-compliant retention schedule.
- be aware of all other linked policies;
 - maintain high standards of ethics and behaviour within and outside school and not to undermine fundamental British values;
 - work in partnership parents/carers keeping them up to date with their child's progress and behaviour at school.

Nappy Changing in the EYFS/Other Year Groups (where necessary):

Our nappy changing procedures include:

- Nappy changing undertaken in an allocated room.
- Parents/carers consulted about their child's nappy changing arrangements before they start school.
- A record of each routine nappy change will be maintained using the school's nappy changing/intimate care log and information will be shared with parents/carers as appropriate. Significant concerns, injuries, rashes, changes in need or safeguarding matters will be recorded on CPOMS in accordance with school procedures.
- Children's nappies checked at appropriate intervals by key person.
- Nappy changing resources readily supplied.
- A named box for each child containing spare clothes in place.
- A new set of gloves and apron to be worn for every nappy change change.
- Child to be placed on a mat/changing table during a nappy change.
- Soiled nappies to be placed in a nappy sack for disposal.
- Any soiled clothes to be sent home in a separate bag.
- All cleaning wipes to be placed in a nappy sack.
- Nappy sack to be securely tied and placed in the appropriate bin for disposal.
- Before dressing the child, dispose of all personal protective equipment used in the appropriate bin.
- Hands to be washed before dressing child.

- Staff must wash their hands thoroughly before and after each intimate care procedure and encourage children to do the same where developmentally appropriate.
- Return child to the classroom/play room.
- Then thoroughly clean the nappy changing area using anti bacterial spray and disposal paper towels.

Role of Pupils

Pupils will:

- be aware that free sanitary products are available at school for those who need to use them;
- liaising with the Junior Leadership Team;
- taking part in questionnaires and surveys.

Menstruation Support

The school recognises that some pupils may begin menstruation whilst attending primary school.

Appropriate sanitary products will be available and staff will provide support sensitively and discreetly. Where required, arrangements will be discussed with parents/carers and recorded within individual care plans.

Role of Parents/Carers

Parents/carers will:

- be aware of and comply with this policy;
- advise the school of any known intimate care needs relating to their child;
- be involved with their child's intimate care arrangements on a regular basis;
- inform the school if their child have any marks or rash
- be asked to take part in periodic surveys conducted by the school;
- support the school Code of Conduct and guidance necessary to ensure smooth running of the school.

Rights of the Child

All children have the right to be treated:

- with sensitivity and respect in such a way that their experience of intimate care is a positive one;
- by professionals suitably trained and assessed to be competent to undertake procedures in intimate care

No pupil will be excluded from educational activities, sent home, or prevented from attending school solely because of continence needs, toileting delays or intimate care requirements.

Raising Awareness of this Policy

We will raise awareness of this policy via:

- School Handbook/Prospectus;
- School website;
- Staff Handbook;
- Meetings with parents/carers such as introductory, transition, parent-teacher consultations and periodic workshops;
- Other school events;

- Meetings with school staff;
- Written communications with home such as weekly newsletters;
- Headteacher's reports to the Governing Body;
- Information displays in the main school entrance;
- Annual report to parents;

Staff Training

We ensure:

- all school staff:
 - have received the appropriate training on all safeguarding policies and procedures undertaken by a registered training provider;
 - are familiar with the following documentation:
 - Keeping Children Safe in Education: Statutory Guidance for Schools and Colleges
 - Working Together to Safeguard Children: A Guide to Inter-agency Working to Safeguard and Promote the Welfare of Children
 - are aware of the following linked policies, procedures and practices:
 - All aspects of this policy
 - Safeguarding and Child Protection
 - Health and Safety
 - Pastoral Care
 - Disposal of Nappies and Personal Protection Equipment
 - Hygiene
 - Inclusion
 - SEN
 - Equal opportunities
- the content of all training is correct, delivered well and engages staff as we believe that the more engaging training is, the better the outcomes that we need to measure;
- that we have in place data that evidences staff understanding;
- that we have in place evidence for all staff that:
 - highlights the knowledge gaps in the training;
 - shows how any knowledge gaps were corrected
- all school staff understand and undertake their role in safeguarding and child protection effectively

Safeguarding

We are committed to safeguarding and promoting the welfare of all children as the safety and protection of children is of paramount importance to everyone in this school. We work hard to create a culture of vigilance and at all times we will ensure what is best in the interests of all children.

We believe that all children have the right to be safe in our society. We recognise that we have a duty to ensure arrangements are in place for safeguarding and promoting the welfare of children by creating a positive school atmosphere through our teaching and learning, pastoral support and care for both pupils and school personnel, training for school personnel and with working with parents. We teach all our children about safeguarding.

We work hard to ensure that everyone keeps careful watch throughout the school and in everything we do for possible dangers or difficulties. We want all children to feel safe at all times.

We want to hear their views of how we can improve all aspects of safeguarding and from the evidence gained we put into place all necessary improvements.

Monitoring the Implementation and Effectiveness of the Policy

The practical application of this policy will be reviewed annually or when the need arises by the coordinator and/or the Headteacher/a member of the Senior Leadership Team.

A statement of the policy's effectiveness and the necessary recommendations for improvement will be presented to the Governing Body for further discussion and endorsement.

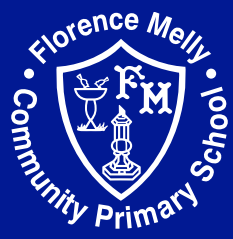
We believe this policy:

- has been reviewed thoroughly by the safeguarding governor and the Designated Safeguarding Lead has been questioned on it to make sure it stands up to scrutiny;
- flows and is easy to follow;
- is an essential part of the school;
- supports staff in managing certain situations;
- forms an important framework that will ensure consistency in applying values and principles throughout the establishment;
- provides guidance, consistency, accountability, efficiency, and clarity on how the school operates;
- provides a roadmap for day-to-day operations;
- ensures compliance with laws and regulations, gives guidance for decision-making, and streamlining internal processes;
- is designed to influence and determine all major decisions, actions and all activities taking place within the boundaries set by them;
- stems from the school's vision and objectives which are formed in strategic management meetings;
- has been received by all school personnel via appropriate safeguarding training;
- is provided to all school staff and a hard copy can be found in the staffroom.

Florence Melly Community Primary School Best Practice Guidance

- The management of all children with intimate care needs will be carefully planned.
- Staff who provide intimate care are trained to do so (including Safeguarding and Moving and Handling where appropriate) and fully aware of best practice.
- Where specialist equipment and facilities above that currently available in the school/setting are required, every effort will be made to provide appropriate facilities in a timely fashion, following assessment by an Occupational Therapist and/or Physiotherapist.
- There is careful communication with any pupil who requires intimate care in line with their preferred means of communication to discuss needs and preferences.
- Staff will be supported to adapt their practice in relation to the needs of individual children taking into account developmental changes such as the onset of puberty and menstruation.
- Pupils will be supported to achieve the highest level of independence possible, according to their individual condition and abilities.
- For children with SEND or complex needs, intimate care arrangements will take account of communication preferences, sensory needs, physical support requirements, and advice from specialist professionals such as Occupational Therapists or Physiotherapists. Visual supports or social stories may be used to reduce anxiety and increase predictability.
- An Individual Health Care Plan/Intimate Care Plan will be drawn up for any pupil requiring regular intimate care.
- Careful consideration will be given to individual situations to determine how many adults should be present during intimate care procedures. Where possible, one pupil will be cared for by one adult, unless there is a sound reason for having more adults present. In such a case, the reasons will be documented and supported by a risk assessment.

- Regular intimate care needs will be discussed with parents/carers on a regular basis and recorded on the Individual Health Care Plan/Intimate Care Plan.
- Where occasional intimate care is required e.g. toilet accident, and an Individual Health Care Plan/Intimate Care Plan is not in place, the child's needs will be met by school staff and parents/carers will be informed the same day. This information should be treated as protected and communicated accordingly.
- The needs and wishes of children and parents will be taken into account wherever possible, within the constraints of staffing and equal opportunities legislation.
- Wherever possible, a child's intimate care needs will be met by a member of staff the child knows.
- Where feasible and appropriate, intimate care will be delivered by a staff member of the same gender as the child. However, this must not result in delays, distress, or safeguarding risk. Flexibility will be maintained to ensure the child's wellbeing and safety remain the priority.



FLORENCE MELLY COMMUNITY PRIMARY SCHOOL

ACCIDENT IN SCHOOL FORM

IF YOU CAN DREAM IT, YOU CAN DO IT!



Appendix 1 - Accident in School Form

_____ had an accident in school today at _____.

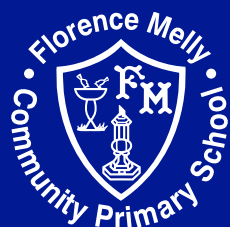
- ☐ They changed themselves independently.
- ☐ They required a little support to change themselves.
- ☐ They needed full support to change themselves.

If your child is wearing school spares, please wash them and return them to school.

Signed: _____ Date: _____.



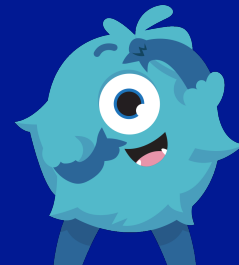
IF YOU CAN DREAM IT, YOU CAN DO IT!



FLORENCE MELLY COMMUNITY PRIMARY SCHOOL

INTIMATE CARE AGREEMENT

IF YOU CAN DREAM IT, YOU CAN DO IT!



Appendix 2 - Intimate Care Agreement

Dear parents/carers,

In order to best meet the needs of your child when they are with us, we would like to set up an agreement between yourselves and school with regard to intimate care.

Intimate care is defined as tasks associated with bodily functions, body products and personal hygiene that demand direct or indirect contact with, or exposure of the genitals, such as assisting children to clean themselves after a toileting/soiling accident.

Florence Melly Community Primary School recognises the need for children to be treated with respect when intimate care is given, and the child's welfare and dignity is paramount.

The staff providing intimate care are aware of the need to adhere to our Safer Working Practices guidance in order to minimise the risks for both the children and themselves. All staff are supported and trained so that they feel confident in their practice.

Please refer to our intimate care policy on the school website for more information or speak to a member of our dedicated team.

Intimate Care Agreement

Name of child: _____

I provide permission for Florence Melly Community Primary School to provide appropriate intimate care to my child.

I understand that this will generally be carried out by staff from my child's class but may also be carried out by another trained member of staff.

Signed: _____ Parent/Carer: _____ Date: _____

Signed: _____ Class Teacher: _____ Date: _____

*For more information, please see our Intimate Care Policy which is published on our website.



Appendix 3 - Intimate Care Plan

Intimate Care Plan

Name of Child	Class Teacher	Date

Discussion points with Parents/Carers	Details/Actions
Working towards independence	
Arrangements for nappy/pull-up/clothes changing	
Level of assistance required	
Infection control	
Sharing information	
Resources required	
Miscellaneous	

Parent/Carer Signature	Class Teacher Signature	Review Date



Appendix 4 - Intimate Care Log

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