

St Mary's Church of England Primary School



Learn. Grow. Achieve. Flourish.

Intimate Care Policy and Procedure

POLICY: Intimate Care Policy & Procedures
APPROVED BY: Headteacher
APPROVED DATE: 14 December 2023
REVIEW DATE: December 2025
This policy is reviewed biennial

Our School Vision

St Mary's school vision is to embrace a Christian like way of living, learning and teaching.

As a Church of England primary school, we value and are ambitious for all children and are committed to providing a positive, happy, safe and stimulating environment for them to enjoy and excel in their learning; grow in confidence, resilience and independence; achieve their full potential and flourish as individuals.

I instruct you in the way of wisdom and lead you along straight paths

(Proverbs 4:11)

Statement of intent

St Mary's C of E Primary School's principal concern is to address the needs of all children to help them achieve their full potential. We work in partnership with parents/carers and encourage and support the involvement and inclusion of individual children and it is for this reason that we have an intimate care policy.

Aim

The Intimate Care Policy aims to provide a clear framework for staff to ensure the safety and dignity of all learners when using the toilet and for those who need support with personal care, including toileting and continence management. It will also clarify for learners and their families the support they can expect from school.

- To ensure that children in our care are always comfortable and happy
- To safeguard the rights and promote the welfare of children
- To provide guidance and reassurance to staff who are required to change children
- To assure parents/carers that staff are knowledgeable about personal care and that their individual concerns are considered
- To protect children from discrimination and ensure the inclusion of all

Basic Principles

St Mary's C of E Primary School respects our learners and encourages them to achieve their potential and flourish. This includes encouraging them to be as independent as they are able with their personal care and following our key principles.

We will ensure that our learners are:

- Valued and respected as individuals
- treated with dignity and their privacy is respected
- Provided with consistency of care as far as possible
- In order to promote and develop greater independence, children need to be supported in their understanding of toileting procedures.
- No child is excluded from participating in our school who may, for any reason, not yet be toilet trained and who may still be wearing nappies or equivalent. We work with parents towards toilet training, unless there are medical or other developmental reasons why this may not be appropriate at the time.
- We make necessary adjustments to our bathroom provision and hygiene practice in order to accommodate children who are not yet toilet trained.
- We see toilet training as a self-care skill that children have the opportunity to learn with the full support and non-judgemental concern of adults.

Starting nursery or school has always been an important and potentially challenging transition as children become used to their new environment and the adults and other children. It is also a time of growth and very rapid developmental change for all children. As with all developmental milestones in the Early Years Foundation Stage (EYFS), there is wide variation in the time at which children master the skills involved in being fully toilet trained. Starting school or nursery is an exciting and important stage for a child. Toileting is a key skill contributing to independence and self-belief.

Children present in many different ways with regards to their toileting independence as they begin to attend part or full time school.

For a variety of reasons young children in the EYFS may:

- not be fully toilet trained across all settings
- have been fully toilet trained but regress for a little while in response to the stress and excitement of beginning Nursery or Reception
- be fully toilet trained at home but prone to accidents in new settings

- be on the point of being toilet trained but require reminders and encouragement
- not be toilet trained at all but likely to respond quickly to a well-structured toilet training programme
- be fully toilet trained but have a serious disability or learning difficulty
- have delayed onset of full toilet training in line with other development delays but will probably master these skills during the Foundation Stage
- have SEND and might require help (during the Foundation Stage and beyond) with all or some aspects of personal care such as washing, dressing, feeding or toileting the purpose of this policy and guidelines is to identify best practice to achieve the full inclusion of such children.

We work in partnership with families and ask for information as children start with us about their special words for toilet and what support they need, but we understand that our toilets are different to bathrooms at home and that many new starters need support as they begin this process. Young children will need varying levels of support to deal with their personal needs and this policy acknowledges that appropriate intimate care will be given to ensure their health, development and well-being.

Intimate Care

Intimate care is any care which involves washing, touching or carrying out a procedure invasive to privacy to intimate personal areas. Examples include care associated with continence and nappy changing as well as more ordinary tasks such as help with washing or feeding.

Intimate care may include the:

- assistance of children who have wet/soiled their clothes
- administering of first aid
- provision of a specific risk assessment for those children with medical, special educational needs or disabilities
- support of young children with SEND who may need physical prompts or help
- appropriate comfort of a distressed child

We must:

- acknowledge that physical contact can be a sensitive issue for some
- acknowledge that innocent and well-intentioned physical contact could potentially sometimes be misconstrued

This policy will be used when supporting children requiring changing and other related personal care tasks. It has been written to ensure that best practice is always carried out and that procedures followed comply with the legal requirements of the Early Years Foundation Stage statutory framework and The Children and Families Act 2014. The DDA (Disability Discrimination Act, 1995) requires schools to make reasonable adjustments to meet the needs of each child, which includes continence issues.

Safeguarding

As a school we ensure that all staff are familiar with our Safeguarding Policy as well as our procedures to help develop each child's resilience and protect them from any form of abuse. All staff are DBS checked to ensure children's safety, therefore under normal circumstances a second member of staff does not need to be present to change a child.

It is important that children are changed in a reassuring and caring way by a member of staff they have a close relationship with. Furthermore, it is important that we signal our intention to change a child's nappy before doing so, ensuring that the child understands and anticipates what going to happen, as appropriate to their level of development. This helps give children the important message that not just anyone can pick them up, take them off and undress them.

Staff should always change children in the designated changing area which, whilst allowing for privacy are not closed off. This is part of making sure there is a culture of openness which safeguards children and ensures all adults follow safe working practices.

It is good practice to provide information for parents of the policy and practice in the school. Such information should include a simple intimate care agreement form for parents to sign outlining who will be responsible, within the school, for changing their child and when and where this will be carried out. This agreement allows the school and the parent to be aware of all the issues surrounding this task right from the outset.

There is no legal requirement for two members of staff to be present. For safeguarding reasons, staff who help with intimate care should make sure another member of staff is aware they are going to change a child and is in the vicinity and visible or audible. In line with the guidance set out in 'Guidance for safer working practice for those working with children and young people in education settings', 2015, the school will keep a record of all intimate care in school. Parental consent will be obtained for the school to meet the child's intimate care needs. No volunteers or students will change a child.

The guidance also states that *'intimate or personal care procedures should not involve more than one member of staff unless the pupil's care plan specifies the reason for this.'* For this reason, unless stated otherwise, intimate care procedures will involve one member of staff. Where possible, the same staff member will be used. All staff are encouraged to be vigilant for any signs or symptoms of improper practice (see appendix A).

The implementation of this procedure will be monitored by all team members and in particular supervisory staff. All team members have a duty of care to report any witnessed or suspected breaches of policy and procedure.

Protection for Staff

As far as possible intimate care procedures will be carried out by the same staff member. Protection for that person will be undertaken in the following ways:

- Staff will be trained in good working practices which comply with Health and Safety regulations.
- Staff will discreetly inform another staff member that they are taking a child to the toilet to change.
- Each instance of intimate care for individuals will be recorded by the adult who completed it for school records and for home communication (see Appendix C)
- Staff will record accidental incidents of wetting or soiling on the Accidental Log for school (see Appendix D) and for home communication (see Appendix B)
- If a situation occurs that causes a member of staff concern, a second member of staff will be called and the incident reported to the line manager and recorded.
- If any marks, rashes or unusual bowel movements have been witnessed report these accordingly.
- Where staff are concerned about a child's actions or comments whilst carrying out a personal care procedure, this should be recorded and discussed with the school's Designated Safeguarding Lead (DSL) immediately.
- Staff will be specifically trained by professionals in the area of Intimate/Personal care for children with specific needs as required, this may involve the use of medical equipment such as a catheter.

School responsibilities

- We will work with the whole school community to ensure access to clean, well-stocked private and safe toilet facilities or designated areas for all.
- We will actively encourage and reward independence with toileting this may involve the use of stickers and reward charts.
- We will work with learners, parents/carers to promote bladder and bowel health and maximum possible continence which may involve seeking advice or support from external professionals.
- Where learners are not able to be fully continent, we will ensure that an individual care plan is written to ensure their needs are clarified and met (see appendix A). The learner will be included in discussions about the care plan, unless this is clearly inappropriate, as will their parents/carers. Relevant healthcare professionals including the school nurse may also be consulted. The care plan will be reviewed at least termly or sooner if the learner's needs change.
- School will ensure that anyone who undertakes intimate care is an employee of the school and has had appropriate safeguarding checks. Only those staff named on the individual care plan will be involved in providing support with intimate care to a learner where possible.

- Only in an emergency would staff undertake intimate care that has not been agreed with the parents/carers in order to safeguard the child and protect their welfare this will be communicated with 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 had delivered the care.
- A written record will be kept of all support with intimate care (see appendix A) and an accidental log (see appendix D). 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 learner's behaviour or appearance will be documented and reported to a senior member of staff, in line with the safeguarding policy.
- Staff will communicate carefully with learners, using their usual communication method, to discuss their needs and preferences. Wherever possible the learner's wishes and preferences will be taken into account.
- School will take into account the religious views, beliefs and cultural values of the learner and their family, as well as the learner's gender identification and individual physical needs (e.g. periods, catheterisation, stoma care etc.) as far as possible in provision of appropriate toileting facilities and when undertaking or supporting required individual personal care.
- School will work with all learners to promote positive self-esteem and body image and independence with self-care as far as is appropriate and practical.
- We use the NSPCC guidance on privacy called PANTS to help children to understand about privacy as they develop their independence.
<https://www.nspcc.org.uk/keeping-children-safe/support-forparents/pants-underwear-rule/>
- School will ensure that all staff are aware of the need for confidentiality. Personal and sensitive information will only be shared with those who need to know.
- School will act according to their safeguarding policy and procedures if there are any concerns for the learner's wellbeing.
- As children become independent they can still have toileting accidents and require a change of clothes or cleaning. We happily support / oversee children to get changed during this period and parental permission will not be sought in line with our parental agreement on admission to Nursery and Reception. However, we ask families who notice that their child needs further support to speak to their nursery teacher / class teacher. Parents will be informed and soiled underwear will be passed on to the parent.

What staff should do if the child is unduly distressed by the experience?

If a child is unduly distressed about having their nappy changed, parents will be contacted to discuss the matter which may involve discussions with the SENDCo and Designated Safeguarding Lead. The voice of the child is paramount and school will act in the interest of the child seeking to avoid any undue distress. Partnership with parents is vital and together school and family will agree how best to support the child. This may involve parents coming into school to support with changing, demonstrating with staff, using shared language, visuals, social stories and resources specifically for comfort if this is in the best interests of the child.

In the exceptional cases where all avenues of support have been fully explored and a child is still reluctant for staff to change or provide intimate care, a routine will be agreed with parents/carers. This may include coming into the school to provide assistance with changing or if parents feel it is necessary to take the child home they may do so if it is in the child's best interest.

Safeguarding Procedures and Multi-Agency Protection procedures will be adhered to. Where parents do not cooperate with intimate care agreements, concerns should be raised with the parents in the first instance. A meeting may be called that could possibly include the health visitor and Designated Safeguarding Lead (DSL) to identify the areas of concern and how all present can address them. If these concerns continue there should be discussions with the school's DSL about the appropriate action to take to safeguard the welfare of the child.

Governors responsibilities

- To ensure there are appropriate toileting facilities to meet the needs of all their learners, including those with bladder and bowel health issues
- To ensure that sufficient staff are trained to meet the needs of their learners.
- The governing body will ensure that this policy is monitored and reviewed at least every three years.

Parent/carer responsibilities

- Parents/carers must ensure that they provide all relevant information to school, as soon as possible, so that the needs of their child can be met. This includes the nature of their child's needs, details of any healthcare professionals involved including specialist nurses, as well as any changes in their medication, care or condition.
- Parents/carers must ensure that they work towards their child achieving the maximum possible level of independence at home.
- Parents/carers should work with school to develop and agree a care plan.
- Parents/carers must make sure that school always has required cleaning equipment including a change of clothes and pull ups/underwear as this promotes the child to be more independent as they are easier for the child to put on themselves.
- Parents/carers must ensure that school always has their up-to-date emergency contact details.
- Parents understand that they will be asked to collect their child from school if their child shows symptoms of illness or indications of ill health (watery/loose soiling)
- Parents/carers will ensure their child is changed /used the toilet or potty at the latest possible time before coming to school / nursery or as close as possible to drop off.

Procedure in respect of parents being present in children's toilets

- No parent should be allowed into the children's toilets without permission from a teacher.
- Under no circumstances should parents be present in the children's toilets when another except their own child is using the toilet.

Learner responsibilities

- To respect the toileting space and others use of that space and right to privacy.
- To let school staff, know if there is a problem with respect to the toileting/intimate care spaces
- If possible, learners will inform staff if they have wet or soiled and require changing in their preferred communication means
- To continue to develop their independence and be as involved as possible in their intimate care and with their care plan, if they have one.
- To let their parent/carer or a trusted member of school staff know if they have any concerns or feel uncomfortable at any time.

Changing procedures followed by staff:

Children may have accidents from time to time, and some children may remain incontinent for a prolonged period of time due to a specific medical condition. Children who have an occasional accident will be encouraged to change themselves e.g. if only wet underwear needs to be changed etc., when a child needs support or cleaning the following procedures will be followed.

1. The member of staff changing the child will inform another member of staff that they are going to do this.
2. A child will always be consulted before an intimate care routine takes place. This gives the child time to process what is going to happen next.
3. Mobile children can be changed standing up. The child's preference/needs will be considered, together with any assessed risks involved.
4. Prepare the changing mat by cleaning it with antibacterial spray / wipes.
5. Ensure the following items are ready before changing a child; clean pull up/underwear, wipes and nappy cream if required. (N.B - where cream is used the child should have their own named cream and written permission obtained from the parent).
6. Approach the child and say / sign or gesture that it's time for a change and use the child's preferred form of communication.
7. Wash and dry your hands and put on a pair of disposal gloves/disposable apron. (N.B - staff must put a fresh set of gloves on for every child that has to be changed.)

8. Remove the child's clothing to access the pull up talking through with the children what they are about to do so that they are happy and understanding. If a child is capable of doing so, they can help with the removal of any clothing.
9. Staff members will then remove the child's pull up and clean the area, always from front to back using wipes and cream provided by the parents/carers. The member of staff must ensure the child is clean and comfortable by putting on a clean pull up and a clean set of clothes if required.
10. If the child's clothes are soiled, they should be bagged separately and sent home, they should not be rinsed by hand.
11. The staff member must then wash the changing mat with antibacterial spray. Soiled pull ups will be placed into a tie handle bag then placed into the designated nappy bin.
12. The staff member must then place the used gloves in the bin provided and wash their hands with liquid antibacterial soap and running water thoroughly whether gloves have been used or not and then dry them on a disposable paper towel.
13. Staff will help the child to wash their hands using liquid soap, warm water and paper towel and then take them back to their classroom to continue with their activities / play.

The implementation of this procedure will be monitored by all team members and in particular supervisory staff. All team members have a duty of care to report any witnessed or suspected breaches of policy and procedure.

Safe, respectful practice during changing:

- Changing time can be a positive learning time and an opportunity to promote independence and self-worth.
- Speak to the child personally by name so that s/he is aware of being the focus of the activity.
- Make eye contact with the child, communicate with the child and offer praise and encouragement throughout the experience.
- Give explanations of what is happening in a clear and reassuring way
- Enable the child to be prepared for and to anticipate events while demonstrating respect for his/her body e.g. by giving them a strong sensory clue such as using wipes to signal an intention to wash or change

What to do if a child become distressed during the changing process?:

- Talk the child through each step and reassure them that they will feel much better when they are clean
- If the distress is such that it is difficult to continue then stop the changing process
- If this results in a hygiene issue, then parents should be contacted to explain the situation and an agreed course of action established
- In any event a record must be made of distress, whether or not the changing was completed, and parents informed as soon as possible
- If there is any concern regarding child protection issues, these should be dealt with in accordance with school policy

Supporting Children Changing Themselves Procedure

- Where children need assistance to change their clothes, for example after a toileting accident, children should be provided with an area that gives the appropriate level of privacy and support depending on their age.
- Children should be encouraged to do as much as possible by themselves.
- Parents with children in EYFS are requested to send a full set of clothes for changing to school and a supply of necessary items including a plastic bag for wet items.
- To support children in their thrive for independence, in EYFS activities such as folding clothes or washing hands are offered as activities.
- A designated changing area which gives the child privacy while at the same time allows teachers to give support when necessary should be available.
- Children under the age of 5 should be supervised by a teacher while changing clothes.
- Children over the age of 5 will be expected to be independent when changing clothes; however, children should know how to call for help if necessary.
- Teachers should always make sure to announce that they will be entering the changing area to support the child.

- Teachers should give the help that is necessary for the child to be comfortable, however should avoid any unnecessary physical contact when children are in a state of undress and avoid any visually intrusive behaviour.

Equal Opportunities Statement

This policy applies to all and does not unlawfully discriminate because of the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex (gender) and sexual orientation.

Related documentation

When reading this policy please be aware of and refer to the following related documents:

- The safeguarding policy
- Managing medical needs in school policy
- First aid policy
- Health and safety policy
- Equal Opportunities Policy
- Inclusion and SEND policy

Further Information and guidance

Enuresis Resource & Information Centre (ERIC), 34 Old School House, Britannia Road, Kingswood, Bristol, BS15 8BD. Telephone: 0117 960 3060
Website www.eric.org.uk

Good Practice in Continence Services, 2000. Available free from Department of Health, PO Box 777, London SE1 6XH or www.doh.gov.uk/continenceservices.htm

NHS Guidance – How to potty train
<https://www.nhs.uk/conditions/baby/babys-development/potty-training-and-bedwetting/how-to-potty-train/#:~:text=Leave%20a%20potty%20where%20your,explain%20what%20you're%20doing.>

Toilet training leaflet from ERIC.
<https://eric.org.uk/wp-content/uploads/2022/08/eric-pottyLeaflet-2020-web.pdf>

National Autistic Society – Toileting - a guide for parents and carers
<https://www.autism.org.uk/advice-and-guidance/topics/behaviour/toileting/parents>

PACEY is the Professional Association for Childcare and Early Years.
<https://www.pacey.org.uk/working-in-childcare/spotlight-on/2-year-olds/development-in-2-year-olds/toilet-training-tips/>

NCT – the national charity for pregnancy, birth and early parenthood – Potty Training Tips
<https://www.nct.org.uk/baby-toddler/potty-training/top-10-potty-training-tips-for-your-toddler>

Ratified on behalf of the governing Board.

Signed:

Date:

Appendix A

St Mary's C of E Primary School



Learn. Grow. Achieve. Flourish

Intimate Care Plan Agreement

1. To best meet the needs of your child/ren when he/she is/they are with us we would like to set up an individual agreement between parents/carers and the school with regard to intimate care.
2. Intimate care is any care which involves touching, cleaning or carrying out an invasive procedure which children are unable to do for themselves, arising from the child's stage of development.
3. Intimate care may involve helping with drinking, eating, dressing, toileting or comforting. In most cases at school intimate care will involve procedures to do with self-care.
4. Staff at St Mary's CE Primary School providing intimate care are aware of the need to adhere to high levels of safeguarding practice in order to minimize the risks for both children and themselves. All staff are supported and trained so that they feel confident in their practice.
5. Wherever possible, intimate care procedures will be carried out by a familiar person with whom your child has a good relationship.
6. We ask for your support in supplying necessary resources: pull ups, nappy bags, wipes, plastic bag for wet/soiled items, cream (if required) and a change of clothes. These should be provided in a named bag and be checked by the parent/carer weekly to ensure the school has plentiful resources.

Parent/carer responsibilities:

- Parents/carers must ensure that they provide all relevant information to school, as soon as possible, so that the needs of their child can be met. This includes the nature of their child's needs, details of any healthcare professionals involved including specialist nurses, as well as any changes in their medication, care or condition.
- Parents/carers must ensure that they work towards their child achieving the maximum possible level of independence at home.
- Parents/carers should work with school to develop and agree a care plan.
- Parents/carers must make sure that school always has required cleaning equipment including a change of clothes and pull ups/underwear as this promotes the child to be more independent as they are easier for the child to put on themselves.
- Parents/carers must ensure that school always has their up-to-date emergency contact details.
- Parents understand that they will be asked to collect their child from school if their child shows symptoms of illness or indications of ill health (watery/loose soiling)
- Parents/carers will ensure their child is changed /used the toilet or potty at the latest possible time before coming to school / nursery or as close as possible to drop off.

Procedure in respect of parents being present in children’s toilets:

- No parent should be allowed into the children’s toilets without permission from a teacher.
- Under no circumstances should parents be present in the children’s toilets when another except their own child is using the toilet.

Appendix A

Intimate Care Plan Agreement

Please refer to St Mary’s C of E Primary School’s **Intimate Care Policy** for more information.

Name of Child _____ Class _____

1. I / We have provided a plentiful supply (x5) pull ups/underwear, wipes, 1 set of spare clothes, nappy bag, spare plastic bag and cream if required.
2. I/We use the following words or phrases when changing our child:

3. My/Our child can do the following independently:

4. My/Our child finds it difficult to:

...when changing or receiving intimate care

- I give permission St Mary’s CE Primary School staff to provide appropriate intimate care to my child.
- I understand that this will be carried out by an emp[loyed member of St Mary’s C of E Primary School staff.
- I will check and replenish changing equipment regularly

Signed _____ Parent/Carer

Date _____

Appendix B

St Mary's CE Primary School

Accidental Toileting / Soiling Form Record

Name of child: _____ Class: _____

Date: _____ Time of incident: _____

1. Was contact with parent/carer made before intimate care given: Yes / No
2. Time of phone call made to parent: _____
3. Verbal consent given by parent/carer to change child: Yes / No
4. Will parent be attending school to change / collect child: Yes / No

Tick as appropriate:

- Child well and staying at school
- Child ill and being taken home

If no contact with parent/carer could be made the school, in loco parentis capacity, to decide if intimate care required. This should be approved by a member of the SLT.

1. SLT member approving intimate care required: _____
2. Members of staff supervising or assisting child: _____

Accidental Toileting / Soiling Notification Form for Parents

As per our Toileting and Intimate Care Policy: "As children become independent they will often have accidents. We happily support / oversee children to get changed during this period and parental permission will not be sought in line with our parental agreement on admission to Nursery and Reception."

Name of child: _____ Class: _____

Date: _____ Time of incident: _____

Wet(w) or Soiled (s) _____

Please ensure that you replace spare clothes or return washed clothes provided to you by the school.

Staff signature: _____

