



The Stonebridge
School

INTIMATE CARE POLICY

Date: *October 2026*

Approved by:	Full Governing Body
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Contents

1. Aims	2
2. Legislation and statutory guidance	2
3. Role of parents/carers	3
4. Role of staff	3
5. Intimate care procedures	4
6. Monitoring arrangements	7
7. Links with other policies	7
Appendix 1: template intimate care plan	8
Appendix 2: template parent/carers consent form	9
Appendix 3: routine intimate care procedure checklist	10

1. Aims

This policy aims to ensure that:

- Intimate care is carried out **consistently, safely and appropriately** by staff, in line with agreed procedures and any individual care plans
- The **dignity, privacy, rights and wellbeing** of every child are respected and safeguarded
- Pupils who require intimate care are **not discriminated against**, in accordance with the **Equality Act 2010**
- Parents/carers are confident that staff are **trained, competent and sensitive** to the needs of their child
- Staff providing intimate care follow clear guidance, including **safeguarding, health and safety and manual handling procedures**, to protect both themselves and the children involved

Definition of Intimate care

Intimate care refers to any care which involves:

- Toileting and continence support
- Nappy changing
- Cleaning a child after soiling
- Changing clothing following wetting or soiling
- Menstrual care
- Supporting personal hygiene needs

Intimate care may involve physical contact with a child's intimate personal areas and will always be carried out in a way that maintains dignity, privacy and comfort.

2. Legislation and statutory guidance

This policy has regard to relevant legislation and current Department for Education (DfE) statutory guidance, including:

- [Keeping Children Safe in Education](#)
- Early Years Foundation Stage (EYFS) statutory framework for group and school-based providers (effective from 1 September 2026)
- Equality Act 2010
- Children Act 1989 and Children Act 2004
- Working Together to Safeguard Children (current statutory guidance)
- Supporting pupils at school with medical conditions (statutory guidance), where applicable

3. Role of parents/carers

3.1 Seeking parental permission

For children who require routine intimate care (e.g. nappy changing or toileting accidents), parents/carers will be asked to:

- Sign a consent form
- Provide an adequate supply of necessary items (e.g. nappies, wipes, creams, spare clothing)

For children with **more complex or individual needs**, an **intimate care plan** will be created in partnership with parents/carers (see section 3.2).

Where consent for routine care is not in place, the school will seek parental permission prior to carrying out intimate care where possible.

However, if a child requires urgent care (e.g. is soiled or distressed) and parents/carers cannot be contacted, staff will proceed in the child's best interests to ensure their comfort, dignity and wellbeing. Parents/carers will be informed as soon as possible afterwards.

3.2 Creating an intimate care plan

Where an intimate care plan is required, it will be agreed between:

- The school
- Parents/carers
- The child (where appropriate)
- Relevant health professionals

The school will:

- Take into account parental preferences
- Ensure care is delivered sensitively and appropriately
- Consider the child's wishes, where they are able to express them

Plans will be:

- Reviewed **twice yearly**
- Updated when needs change

3.3 Sharing information

The school will share relevant information with parents/carers to ensure a consistent approach.

Parents/carers are expected to inform the school of any changes to:

- Medical needs
- Toileting routines
- Any other relevant intimate care needs

4. Role of staff

4.1 Which staff will be responsible

All school staff working within the Welfare Room, Rainbow Room, Early Years Foundation Stage and in Key Stage One will be required to carry out some intimate care within their job role, whether this be helping with occasional toileting accidents or providing more complex intimate care to specific children.

Other members of staff working higher up the school may be required to support with intimate care procedures for specific children within their care.

Visitors and volunteers will not provide any sort of intimate care to children in school.

All staff undertaking intimate care will have:

- An enhanced DBS check (including barred list)
- Appropriate safeguarding training

The Headteacher will:

- Oversee implementation of this policy
- Ensure appropriate training and support
- Oversee intimate care plans
- Act as a point of contact for concerns

4.2 How staff will be trained

Staff will receive:

- Training in the intimate care procedures they undertake
- Regular safeguarding training
- Manual handling training where required

Staff will be familiar with:

- Risk assessments
- Hygiene procedures
- Health and safety requirements

5. Intimate care procedures

Staff will always balance:

- **Privacy and dignity**
- **Safeguarding requirements**
- **The child's comfort and wellbeing**

5.1 Staffing

All staff carrying out intimate care will have an enhanced DBS check.

One member of staff may carry out routine intimate care (e.g. nappy changing), provided that:

- Another adult is **aware** that care is taking place
- The member of staff remains **within sight or hearing of others where possible**

A **second member of staff does not need to be physically present** for routine care.

A second adult may be required where:

- A child has an **intimate care plan** stating this
- There are **specific safeguarding concerns**
- Manual handling or additional support is needed

Where possible, children requiring regular support will be assisted by **familiar adults**.

At The Stonebridge School, staff of any gender may support pupils with intimate care. This will be handled sensitively and, where appropriate, discussed with parents/carers.

5.2 Arrangements

Procedures will take place in the designated changing area.

Staff will:

- Inform another adult before carrying out intimate care
- Ensure privacy is maintained (e.g. use of screens)
- Keep doors partially open where appropriate, balancing privacy and safeguarding

The child's **dignity, comfort and emotional wellbeing** will always be prioritised.

Staff will explain what they are doing in an age-appropriate way, seek the child's cooperation, and respect the child's communication, wishes and preferences as far as possible while ensuring essential care and safeguarding needs are met.

The school will provide:

- Gloves and aprons

- Changing mats
- Appropriate waste disposal
- Cleaning materials

Parents/carers are expected to provide:

- Nappies
- Wipes
- Spare clothing

Soiled clothing will be:

- Bagged securely
- Returned discreetly

5.3 Concerns about safeguarding

Any concerns (e.g. marks, bruising, soreness) will be reported to the **Designated Safeguarding Lead (DSL)**.

The DSL will follow the school's safeguarding and child protection procedures, including recording concerns and contacting external agencies where necessary.

If:

- A child is injured during care
- An incident occurs
- An allegation is made

This will be reported immediately and managed in line with the school's safeguarding and child protection procedures, including procedures for allegations or concerns about adults working with children where applicable.

Patterns of frequent soiling will be monitored and discussed with parents/carers and relevant professionals.

5.4 Specific procedures for nappy changing in nursery/early years

Nappy changing is a **normal and essential part of early years care** and will be carried out in a timely, respectful and hygienic manner.

Wet nappies

- Children will be changed **promptly when a wet nappy is identified**
- This is considered **routine care** and should not be delayed

Soiled nappies

- Children will be changed **immediately when a soiled nappy is identified**
- This is considered **essential care** and must not be delayed
- Under no circumstances will a child be left in a soiled nappy while waiting for a parent

Procedure

Staff will:

- Wash hands and wear gloves (and apron for soiled nappies)
- Explain the process to the child in an age-appropriate way
- Promote independence where possible (e.g. helping to pull clothing up/down)
- Clean the child thoroughly and ensure they are comfortable
- Dispose of waste safely and hygienically
- Clean the changing area after use
- Wash hands after the procedure

All intimate care changes in EYFS will be recorded in the class intimate care record. For pupils with an individual intimate care plan, records will be kept where required by the plan or where there is an incident, concern or departure from the agreed procedure.

5.5 Toileting accidents

Where a child has an accident:

- Staff will respond **promptly and sensitively**
- The child will be changed **as soon as possible**
- Dignity and privacy will be maintained

Parents will **not routinely be called** to change their child.

Parents may be contacted if:

- Accidents are frequent
- There are medical concerns
- The child is highly distressed

5.6 Intimate care for older children (including those with SEND)

Responding to soiling

All soiling incidents will be treated as **urgent**.

Staff will:

- Respond immediately
- Support the child to clean and change
- Maintain dignity and emotional wellbeing

Children will **not be left in soiled clothing**.

Changing soiled underwear/clothing

Staff will:

- Encourage independence where appropriate
- Provide support as needed
- Follow hygiene procedures

Clothing will be:

- Bagged securely
- Returned discreetly

Pupils with SEND or ongoing needs

Children requiring regular support will have an **intimate care plan**, including:

- Level of support
- Staffing arrangements
- Equipment required

Care will be:

- Delivered by trained staff
- Reviewed regularly

Occasional accidents

- Staff will:
- Respond calmly and without judgement
- Support the child quickly and discreetly

Parents will be informed if concerns arise.

5.7 Menstrual care

The school recognises that some pupils may begin menstruation.

Staff will:

- Provide access to sanitary products
- Offer discreet support

Products are available in the welfare area.

Staff will not provide physical assistance unless:

- Requested
- Agreed in a care plan

6. Monitoring arrangements

This policy will be reviewed at least annually by the Headteacher, and sooner if legislation, statutory guidance or school procedures change. It will be approved by the governing board.

7. Links with other policies

This policy links to the following policies and procedures:

- Accessibility plan
- Child protection and safeguarding
- Health and safety
- SEND
- Supporting pupils with medical conditions

Appendix 1: template intimate care plan

PARENTS/CARERS	
Name of child	
Type of intimate care needed	
Any medical/skin information	
How often care will be given	
What training staff will be given	
Where care will take place	
What resources and equipment will be 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	
Name of parent or carer	
Relationship to child	
Signature of parent or carer	
Date	
CHILD	
How many members of staff would you like to help?	
Do you mind having a chat when you are being changed or washed?	
Signature of child	
Date	

This plan will be reviewed twice a year.

Next review date:

To be reviewed by:

Appendix 2: template parent/carer consent form

PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE	
Name of child	
Date of birth	
Name of parent/carer	
Address and contact details	
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. if medication changes or if my child has an infection)	☐
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 be given intimate care (e.g. to be washed and changed if they have a toileting accident). Instead, the school will contact me or my emergency contact(s) and I will organise for my child to be given intimate care (e.g. be washed and changed). I understand that if the school cannot reach me or my emergency contact(s), if my child needs urgent intimate care, staff will need to provide this for my child, following the school's intimate care policy, to make them comfortable and remove barriers to learning.	☐
Parent/carer signature	
Name of parent/carer	
Relationship to child	
Date	

Appendix 3: Routine intimate care procedure checklist

Preparation for Changing / Hygiene

- Aprons and gloves must be worn.
- Use the children's own nappies and wipes. Make sure you have everything you need BEFORE changing the child e.g., wipes, nappy bag, etc.
- Ensure the changing area is sprayed with antibacterial spray and wiped clean.

Safety

- Avoid lifting the child.
- Encourage the child to remain still throughout. If appropriate, encourage as much independence as possible when changing

Cleaning a child

- Use the provided wipes to clean the child.
- Always inform another adult of changes taking place and have doors open where appropriate
- There may be specific instructions for an individual child regarding how they should be changed or cleaned. Please ensure you have read the child's intimate care plan before changing them if you have not done so previously. If no plan is in place, speak to the child's class teacher. Always be mindful of cultural differences.

Applying Nappy Cream

- DO NOT apply cream unless the parent has completed a medication form.
- Nappy creams should only be provided by the parent.

Disposal of nappies and clothes

- There is a sanitary bin provided. This bin should be used for all nappies and toileting wipes.
- Any change of clothes from nappies must be placed inside a plastic bag and stored in the child's bag.
- Children should be changed into their own spare clothes where possible. If they do not have them, school spares should be used.

Records and Reporting

- All intimate care changes in EYFS must be recorded in the class intimate care record.
- Any cause for concern must be reported to a Designated Safeguarding Lead and recorded on CPOMS.

After changing a child

- Ensure the changing area is sprayed with antibacterial spray and wiped clean.
- Wash your hands and the child's hands with soap and water.

Supporting the child

- Only staff that are familiar to the children should change their nappies. Visitors and volunteers should not take part in intimate care procedures.

You must never

- Never leave the child unattended whilst changing at any time.
- Never have a personal mobile phone, smartwatch, camera or other personal electronic device with you while providing intimate care.