



Autumn | 26-27

St Joseph's Catholic Primary School

Intimate Care Policy

Date ratified by Governors:	Autumn 2026
Date of next review of the policy:	Autumn 2027
This policy is reviewed:	Annually

Learn together and grow in God's love

Aspiration - Compassion - Community - Faith - Respect – Responsibility

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Section 1: Rationale and Principles

At St Joseph's Catholic Primary School, we are committed to meeting the needs of every child, and to making sure all children can fully take part in school life. Some children need help with intimate care, whether occasionally – for example, after a toileting accident – or regularly, because of their age, a medical condition, a disability or special educational needs. Meeting a child's intimate care needs is part of our duty to safeguard and promote their welfare, and part of our commitment to inclusion. Safeguarding children and keeping them safe is **everyone's responsibility**.

Our approach to intimate care is based on the following principles:

- Every child will be treated with dignity and respect when intimate care is given, whatever their age, sex, disability, religion or ethnicity. The child's welfare and dignity are of paramount importance, and no child will be attended to in a way that causes distress or pain
- Every child has the right to privacy, and to be safe
- Children will be supported to be as independent as possible, and will be involved in decisions about their care, in line with their age and understanding
- We will work in close partnership with parents/carers, sharing information and providing continuity of care
- A child will never be excluded from any part of school life, or have their start at school delayed, because they are not yet toilet trained or need intimate care
- Staff who provide intimate care are in a position of great trust. They will carry out their duties professionally, sensitively and safely at all times, and will be supported and trained to do so

This policy should be read alongside our Child Protection and Safeguarding Policy, staff code of conduct, Health and Safety Policy, Supporting Pupils with Medical Conditions Policy, SEND Policy, Mobile Phone and Smart Device Policy and photography policy.

Section 2: Legislation and Guidance

This policy is based on:

- Keeping Children Safe in Education (2026)
- Section 175 of the Education Act 2002, which places a duty on schools to safeguard and promote the welfare of pupils
- The Equality Act 2010, which requires schools to make reasonable adjustments for disabled pupils and not to discriminate against them. This replaced the Disability Discrimination Act referred to in previous versions of this policy
- The Children and Families Act 2014 and the statutory guidance "Supporting pupils at school with medical conditions"
- The SEND Code of Practice (2015)
- The statutory framework for the Early Years Foundation Stage, which applies to our Reception class
- The Health and Safety at Work etc. Act 1974 and associated regulations, including on infection control and manual handling
- Locally agreed safeguarding procedures of the Greenwich Safeguarding Children Partnership

Section 3: Definition

Intimate care is any care that involves washing, touching or carrying out a procedure on intimate personal areas, which most people usually do for themselves but which some children cannot do because of their young age, physical difficulties or other needs. Examples include:

- Helping a child who has wet or soiled themselves to clean and change
- Changing nappies or pull-ups
- Helping a child to use the toilet, or to wash and dress
- Supporting a child with menstruation

- Carrying out medical procedures, such as managing a catheter or stoma, as set out in a child's individual healthcare plan
- Supervising a child who is carrying out intimate self-care

Intimate care may be a one-off – for example, when a child has a toileting accident – or a longer-term need, such as daily support for a child who is not yet toilet trained or has a disability.

Section 4: Roles and Responsibilities

The Governing Board

- Makes sure the school has an intimate care policy that is followed, and reviews and approves it annually

The Headteacher

- Makes sure this policy is put into practice, that staff are trained and supported, and that suitable facilities and equipment are available
- Makes sure intimate care is only provided by staff who are employed by the school and have an enhanced DBS check

The DSL and SENCO

- The DSL (Ms Judith Harvey), or a deputy DSL, responds to any safeguarding concern arising from intimate care
- The SENCO (Miss Katherine Maciejewski) leads on intimate care plans for pupils with SEND, working with class teachers, parents/carers and health professionals

Class Teachers and Staff Providing Intimate Care

- Follow this policy and each child's intimate care plan
- Treat every child with dignity and respect, and encourage their independence
- Record intimate care as set out in this policy, and report any concerns to the DSL straight away

Parents and Carers

- Tell the school before their child starts, or as soon as possible, if their child is not toilet trained or has intimate care needs
- Work with the school to agree and review an intimate care plan
- Provide the items agreed in the plan, such as pull-ups, wipes, nappy bags and spare clothing, and continue to support toilet training at home
- Tell the school about any changes in their child's needs

Section 5: Working in Partnership with Parents and Carers

We know that children develop at different rates, and some children start Reception before they are fully toilet trained. We will welcome them and support them. Where a child has intimate care needs, the class teacher (and SENCO, where appropriate) will meet with the parents/carers to agree an intimate care plan before the child starts, or as soon as the need is known.

Parents/carers will not routinely be asked to come into school to change their child. The exception is where a child does not want to be helped by staff after an accident (see Section 7), or where it has been agreed in the child's plan.

Where a child does not have an intimate care plan, parents/carers will be told on the same day if their child has needed help with intimate care – for example, after an accident. This information is confidential, and will be shared discreetly, in person or by telephone, and never in front of other parents or children.

The DfE's "Help for early years providers" website has advice on toilet training which can be shared with parents/carers to support toilet training at home.

Section 6: Intimate Care Plans

Every child who needs regular help with intimate care will have a written intimate care plan. The plan will be agreed with the child's parents/carers, the child (in line with their age and understanding), the class teacher and, where relevant, the SENCO and health professionals such as the school nurse.

The plan will set out:

- Where and when intimate care will be given, and by which designated members of staff
- The equipment and resources needed, and who provides them
- The child's current level of independence, and the skills to encourage
- How care will be carried out, including how staff will communicate with the child and protect their privacy and dignity
- Any risks, such as moving and handling or medical needs, and how they will be managed
- Any relevant information, such as religious or cultural preferences, or any previous concerns, which will be taken into account

Plans will be reviewed at least termly, and whenever the child's needs change. Where a child has an EHC plan or an individual healthcare plan, the intimate care plan will be linked to it. Our intimate care plan form is included in Appendix 2, and can be used for children in any year group.

Section 7: Providing Intimate Care – Good Practice

Dignity, Privacy and Communication

- Staff will talk to the child about what they are going to do and why, in the child's preferred way of communicating (for example, words, signs or symbols), and will ask the child's permission before starting, where the child is of an appropriate age and understanding
- Staff will keep the experience calm and relaxed, for example by talking the child through each step
- Intimate care will be carried out in a private area, such as the Reception class toilet or the multi-use toilet next to the school office, away from other children
- Children will be encouraged to do as much for themselves as they can
- Staff will be aware of, and respect, any religious or cultural preferences, and the child's own preferences about who helps them, as far as possible

Staffing

- Intimate care will only be carried out by staff employed by the school who have an enhanced DBS check. Volunteers and students will not provide intimate care
- It is not always practical, or respectful of the child's privacy, for two adults to be present. Staff will always tell another member of staff when they are going to help a child with intimate care, and when they have finished
- Where possible, a child with regular intimate care needs will be cared for by a small number of designated staff who are known to the child. At least two members of staff will be trained to meet each child's needs, so that care can continue if a member of staff is absent
- Careful thought will be given to each child's circumstances, and to the child's and parents' wishes, when deciding who provides care. Where there is a safeguarding reason, two members of staff may be present
- As an additional safeguard, where possible, staff who provide regular intimate care for a child will not be the only adult teaching that child about the body and personal safety in RSHE

Hygiene and Infection Control

- Staff will wear disposable gloves, and an apron where there is a risk of contact with bodily fluids. Gloves and aprons are available at all first aid points, and in the area outside the male toilet on the ground floor, off the staff corridor
- A changing mat will be used where a child needs to lie down. Children will not be changed on the floor

- Waste, such as wipes and pull-ups, will be placed in nappy bags and disposed of in the nappy bin. The premises manager will be asked to clean floors and surfaces where needed
- Wet or soiled clothing will be securely bagged and returned to parents/carers at the end of the day. Soiled clothing will not be rinsed in school
- Staff and children will wash their hands thoroughly after intimate care

Recording

Staff will record each episode of regular intimate care on the child's intimate care record (Appendix 1), including the date, time, what care was given and by whom, and anything unusual. Records will be kept confidentially and shared only with those who need to know.

Section 8: Toileting Accidents

Accidents happen, and staff will respond calmly and kindly, so that the child does not feel embarrassed or upset. If a child has an accident:

- Staff will support the child discreetly to a private toilet area
- The child will be encouraged to clean and change themselves as far as they can. Spare clothing is kept in school, in most sizes, and washing facilities, including a shower, are available
- If the child needs help, staff will explain what they are going to do before they do it, and keep physical contact to the minimum needed to make sure the child is clean
- If the child shows any sign of reluctance or distress, staff will not continue. They will make sure the child is safe and supervised, and another adult will contact the parents/carers to ask them to come in to help their child
- Parents/carers will be told the same day, discreetly, and any wet or soiled clothing will be returned to them in a sealed bag
- Where accidents happen regularly, the class teacher will meet with the parents/carers to agree an intimate care plan, and consider whether advice is needed from the school nurse or other professionals

Any member of staff may need to help a child after an accident. Where possible, this will be a member of support staff assigned to the child's class or phase, so that the rest of the class can continue learning.

Section 9: Menstruation

Some pupils in upper Key Stage 2 may begin their periods while at primary school. We will make sure that:

- Pupils are taught about puberty and menstruation through our RSHE curriculum, before most pupils start their periods
- Period products are available discreetly and free of charge from the school office or a trusted adult, and suitable sanitary disposal facilities are available
- Pupils know they can ask a trusted adult for help, and that this will be dealt with sensitively and confidentially
- Pupils can leave lessons discreetly to use the toilet when they need to

Section 10: Medical Procedures

Some children may need help with invasive or non-invasive medical procedures, such as managing a catheter, stoma or colostomy bag, or administering rectal medication. These procedures will be agreed with parents/carers and health professionals, set out in the child's individual healthcare plan, and only carried out by staff who have been trained to do so, in line with our Supporting Pupils with Medical Conditions Policy. Staff who give first aid will be appropriately trained. If a child needs to be examined in an emergency, another adult will be present where possible, with due regard to the child's privacy and dignity.

Section 11: Safeguarding and Child Protection

We recognise that intimate care involves risks for children and adults, because it may involve staff touching private parts of a child's body. We also recognise that children with SEND can be more vulnerable to abuse.

Good practice, clear procedures and staff vigilance help to protect children and staff. At St Joseph's:

- Staff will follow our Child Protection and Safeguarding Policy at all times. Children will be taught personal safety skills, including about their bodies and privacy, in a way that matches their age and understanding
- If a member of staff notices anything that concerns them – for example, unexplained marks, bruises or soreness (including severe nappy rash), or a lack of cleanliness not linked to the immediate incident – or if a child says something that worries them, they will report it to the DSL (Ms Judith Harvey) or a deputy DSL immediately, and record it on CPOMS. The DSL will decide whether a referral to the Multi Agency Safeguarding Hub (MASH) is needed
- Staff must never take photographs or recordings of a child during intimate care, and must never have a personal mobile phone or smart device with them in a toilet or changing area
- If a child becomes distressed or unhappy about being cared for by a particular member of staff, this will be reported to the class teacher and a member of SLT. The matter will be looked into, parents/carers will be contacted as soon as possible, and staffing will be changed while it is resolved, so that the child's needs remain paramount
- If a child makes an allegation against a member of staff, or there is any concern about a member of staff's conduct, it will be reported to the Headteacher (or to the Chair of Governors, Mr Greg Mulligan, if it concerns the Headteacher) and dealt with in line with Appendix 3 of our Child Protection and Safeguarding Policy and the local authority designated officer (LADO) procedures
- Any member of staff who has concerns about a colleague's practice must report them, in line with our whistleblowing procedures

Section 12: Training

- All staff will be made aware of this policy as part of their induction and safeguarding training
- Staff who provide intimate care will be trained in good practice, infection control and the use of protective equipment, and, where needed, in moving and handling
- Staff will receive specific training from health professionals before carrying out any medical procedure
- Staff will be supported to adapt their practice to the needs of individual children, including as children grow and develop

Section 13: Monitoring and Review

The Headteacher will monitor how this policy is working, including through intimate care records, feedback from parents/carers and staff, and any concerns raised. This policy will be reviewed annually by the Headteacher and approved by the governing board.

Appendix 1: Intimate Care Record

To be completed each time regular intimate care is given. Kept confidentially and reviewed as part of the child’s intimate care plan.

Child’s name: _____ Class: _____

Date	Time	Care given (e.g. pull-up changed, full change, wiped)	Staff member (and staff informed)	Comments / anything unusual



Appendix 2

Intimate Care Plan

For pupils who need regular support with intimate care

This plan sets out the agreed arrangements for supporting the child named below with their intimate care needs in school. It has been agreed between school and the child's parent(s) / carer(s) and will be reviewed regularly or whenever the child's needs change.

1. Child Details

Name of child	
Class	
Date of plan	
Review date	

2. Care Arrangements

Location (room to be used)	
Designated staff / key adult	
Times of day	

3. Equipment and Resources

Required	
Provided by parent(s) / carer(s)	
Provided by school	

4. Independence

Current level	
Skills to encourage ("Encourage me to...")	



5. Support and Procedure

Support needed	
Sometimes...	
Safeguarding	Any concerns arising during intimate care will be reported to the Designated Safeguarding Lead in line with the school's safeguarding procedures.

6. Agreement

Parent / Carer	Name: _____ Signature: _____ Date: _____
School representative	Name: _____ Signature: _____ Date: _____