Toileting and Intimate Care Policy

Policy written by:	Policy date:	Review date:	Governing Body approval date:
K Corr	October 2026	October 2027	

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1. Statement of intent

At Clavering Primary School, we are committed to making our school a safe and inclusive place for all our pupils and believe that all children should be able to reach their full potential. We aim to support all our pupils to enable them to flourish academically, socially and emotionally. We take the health and wellbeing of our pupils seriously and recognise our responsibilities under the Equality Act 2010, including the duty not to discriminate against disabled pupils and to make reasonable adjustments where required.

No child will be excluded, prevented from attending, or have their attendance restricted solely because they are not toilet trained, experience toileting accidents or require intimate care. Children develop toileting and continence skills at different rates. Some children may need support with intimate care because of their age, developmental stage, medical needs, illness, disability or special educational needs and disabilities (SEND).

This policy has been developed to ensure that all staff responsible for providing intimate care undertake their duties professionally and treat children with sensitivity and respect at all times. Effective safeguarding procedures are paramount.

The Toileting and Intimate Care Policy provides a clear framework for staff to ensure the safety, dignity and wellbeing of all pupils who need support with personal care, including toileting and continence management. It also clarifies for children and their families the support they can expect from school.

2. Legal framework

This policy considers relevant legislation and statutory guidance, including, but not limited to, the following:

- Department for Education (2026), *Keeping Children Safe in Education*.
- Department for Education (2026), *EYFS Statutory Framework for Group and School-Based Providers*.
- Department for Education (2026), *Working Together to Safeguard Children*.
- UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.
- Children Act 1989.
- Children and Families Act 2014.
- Health and Safety at Work etc. Act 1974.
- Equality Act 2010.

This policy will be implemented in conjunction with the following school policies:

- Supporting Pupils with Medical Conditions Policy.
- Child Protection and Safeguarding Policy.
- Whistleblowing Policy.
- EYFS Policy.
- Complaints Procedures Policy.
- Data Protection Policy.

3. Definitions

For the purpose of this policy, 'intimate care' refers to care tasks of an intimate nature associated with bodily functions, bodily products and personal hygiene that involve direct or indirect contact with a child.

Intimate care may include, but is not limited to:

- Cleaning a child who has wet or soiled themselves.
- Changing nappies, incontinence pads or medical bags, such as colostomy bags.
- Cleaning a child who has vomited on themselves.
- Supporting a child with dressing or undressing where assistance is required.
- Assisting a child with medical or personal care needs that they are unable to manage independently.
- Assisting a child with toileting.
- Washing intimate parts of the body where necessary.

Intimate care will be provided according to each child's individual needs, with due regard to their dignity, privacy, safety, wishes and developing independence.

4. Partnership with parents and carers

The child's class teacher will work in partnership with parents/carers to share relevant information and ensure that intimate care is appropriate to the individual needs of the child.

Parents/carers are encouraged to share information about their child's toileting, continence, medical needs and any changes that may affect the care they require. Where a child regularly requires intimate care, the school will work with parents/carers and, where appropriate, the child and relevant professionals to agree individual care arrangements.

Parents/carers will be made aware of the school's Toileting and Intimate Care Policy and will be given the opportunity to discuss any concerns or questions with the school.

Where a child regularly needs to be changed during the school day, parents/carers will be asked to provide spare clothing, underwear, wipes and any other agreed items needed for their child's care. The school will work with parents/carers to maintain an appropriate supply of these items. However, a shortage of supplies will not result in a child being left in wet or soiled clothing or denied necessary intimate care.

5. Roles and responsibilities

The headteacher will:

- Ensure intimate care is carried out professionally, sensitively and in accordance with this policy.
- Arrange appropriate training for staff involved in providing intimate care.
- Ensure reasonable adjustments are made for pupils with disabilities and SEND, in accordance with the Equality Act 2010, with input from the SENDCO and in consultation with parents/carers and, where appropriate, the child.
- Establish effective partnerships and communication with parents/carers regarding their child's intimate care needs.
- Ensure appropriate arrangements are in place to meet individual pupils' intimate care needs, including reasonable adjustments and risk assessments where necessary.
- Address complaints about the provision of intimate care in accordance with the school's Complaints Procedure.

The Designated Safeguarding Lead (DSL) will:

- Respond to safeguarding concerns arising from intimate care in accordance with the school's Child Protection and Safeguarding Policy.
- Ensure concerns about a child's welfare or the conduct of a member of staff are reported and managed through the appropriate safeguarding procedures.

The Special Educational Needs and Disabilities Coordinator (SENDCO) will:

- Support the identification of appropriate care arrangements and reasonable adjustments for pupils with SEND or disabilities.
- Work with staff, parents/carers and relevant professionals where additional support or adjustments to intimate care arrangements are required.

All members of staff who provide intimate care will:

- Receive appropriate training and be familiar with the school's safeguarding and intimate care procedures.
- Carry out intimate care respectfully and sensitively, maintaining the child's dignity, privacy, safety and comfort at all times.
- Follow agreed intimate care arrangements, relevant risk assessments and medical care instructions where applicable.
- Encourage children to participate in their own care and develop independence wherever possible.
- Record and report any concerns, unexpected injuries, significant distress or safeguarding issues promptly in accordance with the school's procedures.

6. Procedures for intimate care

Intimate care will usually be provided by one member of staff. Another member of staff should be aware that intimate care is taking place and be available to assist if required. Where a risk assessment identifies a need for two adults to be present, this arrangement will be followed and communicated to relevant staff and parents/carers, as appropriate.

Staff will explain each stage of the process in an age-appropriate way and seek the child's cooperation and assent wherever possible. A child's wishes, dignity, privacy and emotional wellbeing will be respected at all times. Staff will encourage children to do as much for themselves as they can and offer positive encouragement.

If a child is wearing a nappy, they will be changed in the larger nursery toilet cubicle where a changing mat is available. Children who are wearing pull-ups or have wet or soiled their underwear will be changed in the EYFS toilets, using appropriate facilities to protect their dignity and privacy.

Staff will wear disposable gloves when carrying out intimate care where contact with urine, faeces, blood or other body fluids is anticipated. Disposable aprons will be worn where there is a risk of contamination of clothing. Appropriate protective equipment will be used for the task.

The changing area and any equipment used will be cleaned and disinfected in accordance with the school's infection-control procedures between uses and whenever contaminated. Staff and children will wash their hands with soap and water after intimate care, where the child is able to do so. Hands will be dried using disposable towels or another hygienic method.
Soiled underwear and clothes will be placed in a securely closed bag to be taken home at the end of the school day, unless alternative arrangements are necessary. Used nappies will be placed in the school's designated nappy bins and disposed of in accordance with the school's waste-disposal procedures.

On completion of intimate care, a member of staff will complete and sign the 'Record of Children Changed' form (see Appendix 1). The record will include the child's name, date and

time, the nature of the care provided, the staff member's name and any relevant observations or concerns and actions taken.

Parents/carers will be informed sensitively when their child has required intimate care, including following a toileting accident. Any significant concerns or unusual changes in the child's toileting needs will be discussed with parents/carers and reported in accordance with the school's safeguarding procedures where appropriate.

If a child is heavily soiled, staff will clean and change them as far as reasonably possible using the facilities and resources available. Parents/carers will be contacted where additional clothing, advice or collection is necessary. A child will not routinely be required to leave school solely because they have had a toileting accident or require intimate care. If the child's needs cannot safely be met within the school's facilities or arrangements, the school will take appropriate steps to protect the child's dignity, health and welfare and agree a suitable response with parents/carers.

If a child is using nappies or pull-ups, parents/carers will be asked to provide a clearly labelled bag containing a supply of nappies, wipes, nappy sacks and any other agreed changing equipment required. Parents/carers will be asked to replenish supplies as necessary. If supplies run out, staff will take reasonable steps to ensure the child receives appropriate care and is not left in wet or soiled clothing.

Once children are ready to use the toilet, they will be encouraged and reminded to try at appropriate intervals, taking account of their individual needs and development. No child will knowingly be left in wet or soiled clothing or nappies unnecessarily.

7. Health and safety

Staff will wear disposable gloves when carrying out intimate care where contact with urine, faeces, blood or other bodily fluids is anticipated. Disposable aprons will be worn where there is a risk of contamination of clothing, including when changing a soiled nappy or dealing with blood or other bodily fluids.

Soiled waste, including used nappies and other contaminated materials, will be placed in suitable bags and disposed of in designated bins where required.

Any member of staff required to assist a pupil with changing or managing a medical bag will receive appropriate training and follow the relevant instructions and the school's Supporting Pupils with Medical Conditions Policy.

After intimate care, the changing area, toilet and any equipment used will be cleaned and disinfected as necessary. Staff and children will wash their hands with soap and water after intimate care, where the child is able to do so. Paper towels or another hygienic method will be available for drying hands.

8. Safeguarding

Intimate care will only be carried out by staff who are appropriately appointed, authorised and trained in accordance with the school's safeguarding procedures. The school will ensure that the required safer recruitment and Disclosure and Barring Service (DBS) checks are completed in line with current requirements.

Every pupil's right to privacy, dignity and safety will be respected during intimate care. Staff will explain what they are doing in a way the child can understand and will respect the child's wishes and responses wherever possible.

Any concerns about physical changes to a pupil, including unexplained marks, bruises or injuries, or concerns about a child's behaviour or wellbeing, must be reported promptly to the Designated Safeguarding Lead (DSL) or Deputy Designated Safeguarding Lead (DDSL), in accordance with the school's Child Protection and Safeguarding Policy. Staff must not delay

reporting a concern while seeking an explanation from others.

Any concern about the conduct of a member of staff during intimate care must also be reported in accordance with the school's safeguarding and allegations procedures.
Staff working directly with children will receive safeguarding training as part of their induction and regular updates in line with the school's Child Protection and Safeguarding Policy and current statutory guidance.

9. Monitoring arrangements

This policy will be reviewed and approved by the governing body and the headteacher every year.

At every review, the policy will be shared with the governing body.

The next scheduled review date for this policy is October 2027.

Appendix 1

Record of children changed in the EYFS

Intimate care will usually be provided by one member of staff. Another member of staff should be aware that intimate care is taking place and be available nearby if required. Where a risk assessment identifies a need for two adults to be present, this must be clearly documented and shared with relevant staff and parents/carers. Details of which must be recorded below.

Name of child	Date	Time	Action	Adult 1	Adult2
				Name: Signed:	Name: Signed:
				Name: Signed:	Name: Signed:
				Name: Signed:	Name: Signed:
				Name: Signed:	Name: Signed:
				Name: Signed:	Name: Signed:
				Name: Signed:	Name: Signed:
				Name: Signed:	Name: Signed: