



OLTON
PRIMARY SCHOOL

Intimate Care Policy

(Early Years Foundation Stage)

Reviewed: October 2025

Next Review: October 2026

Reviewed by: Mr L. Chamberlain

Chair of Governors: Mrs Ellen Dunlevy-Wilkes

OLTON PRIMARY SCHOOL

INTIMATE CARE POLICY

1 Principles

- 1.1 The Governing Body is committed to ensuring that all staff responsible for the intimate personal care of pupils will undertake their duties in a professional manner at all times. It is acknowledged that these adults are in a position of great trust.
- 1.2 This school takes seriously its responsibility to safeguard and promote the welfare of the children and young people in its care. In line with the Early Years Foundation Stage (EYFS) Statutory Framework 2025 and Keeping Children Safe in Education (KCSIE) 2025, meeting a pupil's intimate personal care needs is recognised as an important aspect of safeguarding. All staff are expected to follow statutory safeguarding procedures when providing intimate care.
- 1.3 The Governing Body recognises its duties under the Equality Act 2010, including the Public Sector Equality Duty, which requires the school to have due regard to the need to:
 1. Eliminate discrimination, harassment, and victimisation;
 2. Advance equality of opportunity between children who share a protected characteristic and those who do not;
 3. Foster good relations between children who share a protected characteristic and those who do not.

This means that any pupil with an impairment, additional needs, or disability that affects their ability to carry out day-to-day activities—including intimate care—must be supported without discrimination. Reasonable adjustments will be made to ensure all pupils have full access to education and care.

- 1.4 This intimate personal care policy should be read in conjunction with the school's policies as below:
 - Safeguarding policy and child protection procedures (KCSIE 2025)
 - Staff code of conduct and guidance on safer working practice
 - Whistle-blowing and allegations management policies
 - Health and safety policy and procedures
 - Policy for the administration of medicines
 - Special educational needs policy
 - Confidentiality policy
- 1.5 We recognise the need to treat all pupils, regardless of age, gender, disability, religion, ethnicity, or sexual orientation, with respect and dignity when providing intimate personal care. The child's welfare is of paramount importance, and their experience of intimate personal care should be positive and supportive. Every pupil must be treated as an individual, and care should be given gently and sensitively; no pupil should be attended to in a way that causes distress or pain. All practices will comply with the Equality Act 2010 and the Public Sector Equality Duty, ensuring that

pupils with additional needs or disabilities are supported without discrimination. Staff will work in close partnership with parents/carers and other professionals to share information and provide continuity of care.

- 1.6 Members of staff must have the choice to provide intimate care to pupils and may decline if they do not wish to undertake this duty. This responsibility will be included in the job descriptions of identified support staff, either at the time of appointment or through a formal review. The school will ensure that sufficient numbers of trained staff are available at all times so that no child or young person is denied access to full participation, in line with statutory safeguarding and welfare requirements (EYFS 2025).
- 1.7 All staff undertaking intimate care must be given appropriate training.
- 1.8 This Intimate Personal Care Policy has been developed to safeguard children and staff. It applies to everyone involved in the intimate care of children.

2 Child-focused principles of intimate personal care

The following are the fundamental principles upon which this policy and guidelines are based. Every child has the right to:

- be safe
- personal privacy
- be treated as an individual
- be treated with dignity and respect
- be involved and consulted in their own intimate personal care to the best of their abilities
- express their views on their own intimate personal care and have such views taken into account
- have levels of intimate personal care that are as consistent as possible

These principles are underpinned by statutory safeguarding and welfare requirements in EYFS 2025, and by the Equality Act 2010, ensuring that all children receive care without discrimination and with due regard to their individual needs.

3 Definition

- 3.1 Intimate personal care refers to any care which involves washing, touching, or assisting with personal care tasks involving intimate areas of the body. This care is usually performed independently by most children, but some pupils are unable to do so because of their developmental stage, physical difficulties, or other special needs. Examples include care related to continence, menstrual management, washing, toileting, and dressing.
- 3.2 It also includes supervision of pupils who are undertaking intimate self-care.

4 Best Practice

- 4.1 Pupils who require regular assistance with intimate personal care will have a written toilet management plan, agreed by staff, parents/carers, and the SENCO. The plan should ideally be developed at a meeting with all key staff and the pupil where

appropriate. Historical concerns (such as past abuse) must be taken into account. Plans will be reviewed as necessary, but at least annually, or whenever there is a change in circumstances, such as residential trips or staff changes. All procedures will comply with statutory safeguarding and welfare requirements (EYFS 2025) and the Equality Act 2010.

- 4.2 Where a toilet management plan is not in place, parents/carers will be informed on the same day if their child has required assistance with intimate personal care (e.g., following an accident). Information regarding intimate personal care should be treated as confidential and communicated in person, by telephone, or by sealed letter, not through the home/school diary, in line with best practice.
- 4.3 Accurate records should also be kept when a child requires assistance with intimate personal care; these can be brief but should, as a minimum, include full date, times and any comments such as changes in the child's behaviour. It should be clear who was present in every case. Records of routine intimate care should also be logged on Medical Tracker.
- 4.4 These records will be kept and available to parents/carers on request.
- 4.5 All pupils will be supported to achieve the highest level of autonomy that is possible given their developmental stage and abilities. Staff will encourage each individual pupil to do as much for his/herself as possible.
- 4.6 Staff providing intimate personal care will receive appropriate training, including safeguarding, infection control, and health and safety relevant to the needs of the pupil. Staff must wear disposable gloves and aprons as appropriate and follow hygiene protocols at all times.
- 4.7 Staff will be supported to adapt their practice in relation to the needs of individual pupils taking into account developmental changes such as the onset of puberty and menstruation.
- 4.8 There must be careful communication with each pupil who needs help with intimate personal care in line with their preferred means of communication (verbal, symbolic, etc.) to discuss their needs and preferences. Where the pupil is of an appropriate age and level of understanding, permission should be sought before starting an intimate procedure.
- 4.9 Staff who provide intimate personal care should speak to the pupil personally by name, explain what they are doing and communicate with all children in a way that reflects their age and developmental stage.
- 4.10 Every child's right to privacy and modesty will be respected. Careful consideration will be given to the number of staff present and who provides care, balancing safety and dignity. Wherever possible, the child's wishes and feelings will be sought and taken into account.
- 4.11 An individual member of staff should inform another appropriate adult when they are going alone to assist a pupil with intimate personal care.

- 4.12 The religious views, beliefs and cultural values of children and their families should be taken into account, particularly as they might affect certain practices or determine the gender of the carer. The care needs of the child should be paramount.
- 4.13 Adults providing intimate personal care should be employees of the school and subject to safer recruitment checks, including enhanced DBS clearance. Students and volunteers should not provide intimate care.
- 4.14 All staff should be aware of the school's confidentiality policy. Sensitive information will be shared only with those who need to know.
- 4.15 Staff must follow Health & Safety guidelines regarding waste disposal. Any items classified as clinical waste should be disposed of in accordance with statutory guidance.

5 Child Protection

All procedures in this section comply with KCSIE 2025, EYFS 2025, and Equality Act 2010 to ensure safe and inclusive safeguarding practices.

- 5.1 The Governors and staff at this school recognise that pupils with special needs and who are disabled are particularly vulnerable to all types of abuse.
- 5.2 The school's child protection procedures will be adhered to.
- 5.3 From a safeguarding perspective, it is recognised that intimate personal care carries inherent risks for children and adults, as it may involve assisting with personal care tasks involving private areas. All staff and adults in the vicinity should follow safer working practices, remain vigilant, and seek advice where appropriate.
- 5.4 Pupils will be taught personal safety skills carefully matched to their level of development and understanding. This will include learning around consent, listening to what their bodies are telling them (protective behaviours), expectations of adults and how/who to ask for help.
- 5.5 No member of staff shall have or use a mobile phone, camera, or any personal electronic device while providing intimate personal care. This is in line with the school's safeguarding policy, staff code of conduct, and statutory safeguarding guidance (EYFS 2025, KCSIE 2025).
- 5.6 If a member of staff has concerns about a pupil's physical presentation (e.g., unexplained marks or bruises), they must report these immediately to the Designated Safeguarding Lead (DSL). A written record will be completed, and a referral made to Children's Services Social Care if appropriate, in line with statutory child protection procedures. Parents/carers should be informed or consulted unless doing so could place the child at risk of significant harm.

- 5.7 If a pupil becomes unusually distressed or very unhappy about being cared for by a particular member of staff, this should be reported to the Designated Safeguarding Lead. The matter will be investigated at an appropriate level (usually the Head teacher) and outcomes recorded. If the concern is about the head teacher, then it should be reported to the chair of governors.
- 5.8 Any allegation made against an adult working at the school should be reported immediately to the headteacher, or to the Chair of Governors if the allegation concerns the headteacher. The Local Authority Designated Officer (LADO) will be consulted in accordance with statutory guidance and the school's managing allegations policy.
- 5.9 Similarly, any adult who has concerns about the conduct of a colleague at the school or about any improper practice will report this to the head teacher or to the Chair of Governors, in accordance with the child protection procedures and 'whistle-blowing' policy.

6 Medical Procedures

- 6.1 Pupils with disabilities may require assistance with invasive or non-invasive medical procedures, such as the administration of rectal medication, or the management of catheters or colostomy bags. These procedures will be discussed with parents/carers, documented in the pupil's individual health care plan, and carried out only by staff who have received appropriate training in accordance with statutory guidance (Supporting Pupils with Medical Conditions, DfE 2017; EYFS 2025).
- 6.2 Staff carrying out these procedures must follow appropriate infection control and health and safety guidelines and ensure that any medical items or waste are disposed of correctly, in line with school procedures and statutory guidance.
- 6.3 Any member of staff administering basic first aid must be appropriately trained in line with local authority and school guidance. All staff are expected to be able to provide basic first aid. If an examination of a child is required beyond basic first aid, another trained adult should be present wherever possible to ensure safeguarding, privacy, and dignity.

7 Procedures for the Early Years School Setting

- 7.1 Children are supported to achieve the highest level of autonomy possible, given their age and abilities. Staff will encourage each child to do as much for themselves as they can, including washing and dressing. Individual Intimate Care and Toilet Plans are drawn up for specific children to suit their circumstances (Appendices 1 and 2) and are consistent with EYFS 2025 welfare requirements.
- 7.2 Sometimes it will be necessary for staff to aid a child in getting dressed or undressed particularly in Early Years. Staff will always encourage children to attempt undressing and dressing unaided.

7.3 If a child has soiled themselves, it is essential that staff protect the child (and themselves). The steps are:

1. Provide care promptly in a private area (toilet or medical room), using appropriate infection control measures. If a parent/carer refuses permission for staff to provide care, they must attend school **without delay** to manage the situation safely.
2. The class teacher will be notified at all times that a child has soiled and intimate care is due to take place (following on from parental agreement).
3. Record the incident on Medical Tracker, which is shared electronically with parents/carers.

In the case of supporting a child who requires regular toileting, Olton Primary School has a Toilet Management Plan which is completed prior to support taking place (Appendices 1-3). If the Toilet Management Plan has been agreed and signed by parents and staff, it is acceptable for the named members of staff to assist a child without further contact with a parent/carer unless there is an implication for safe moving and handling of the child.

7.4 If a parent provides permission for a child to be changed after soiling themselves, the member of staff should be familiar to the child and carry out the procedure in a private area (toilet or medical room). All intimate care changes must be logged promptly on **Medical Tracker**, which is shared electronically with parents/carers.

7.5 Children with special needs have the same rights to safety and privacy when receiving intimate care. Additional vulnerabilities that may arise from a physical disability and/or learning difficulty must be considered with regard to individual teaching/care plans for each child. As with all arrangements for intimate care needs, agreements between the child, those with parental responsibility and the school should be easily understood and recorded (**Appendices 1-3**).

Parents of pupils with regular soiling/wetting will be encouraged to leave a change of clothes in school for the use of their child.

7.6 Dealing with body fluids – urine, faeces, blood, and vomit must be cleaned up immediately and disposed of safely. Staff should wear protective clothing (disposable gloves and aprons) and wash thoroughly afterward. Soiled clothing will be placed in a bag for the child to take home. Children should be kept away from the affected area until it has been fully sanitised, and the Site Manager informed.

7.7 All staff maintain high standards of personal hygiene and will take all practicable steps to prevent and control the spread of infection.

8 Parent Partnership

8.1 Staff will work in close partnership with parents/carers and other professionals to share information and provide continuity of care. Where a care plan is not in place,

parents/carers will be informed the same day if their child has needed help with meeting intimate personal care needs (e.g., has had an 'accident' and wet or soiled themselves). Information about intimate personal care will be treated as confidential and communicated via Medical Tracker, or in person or by telephone when necessary.

8.2 What the school expects of parents:

- Parents/carers will endeavour to ensure that their child is continent before admission to school (unless the child has additional needs).
- Parents/carers will discuss any specific concerns with staff about their child's toileting needs.
- Parents/carers must inform the school if a child is not fully toilet trained before starting school, after which a meeting will then be arranged to discuss the child's needs.
- Parents/carers understand that their child may need to be collected from school if the school is unable to meet their child's intimate care needs.
- Parents/carers must provide all of a child's intimate personal care equipment, including nappies/pull-ups, wipes, disposal bags, and a change of clothing for use during the school day.

8.3 Parents/carers' role when a child is still wearing nappies/pull ups:

- The school encourages the use of nappy pants/pull-ups to give a child the ability to use the toilet in a discreet and independent manner.
- Parents/carers should provide nappy pants/pull-ups, wipes, disposal bags, and a changing mat, and are made aware of this responsibility.
- The school provides protective equipment such as disposable gloves and aprons, a bin for waste and liners to dispose of any waste safely.

Appendix 1: Intimate Care Plan

Olton Primary School Intimate Care Plan



Child's Name	Date of Birth
Name of Support Staff/CT Involved	Area of Need
Equipment Required	Location of Suitable Facilities
Frequency of Support	Other details
Working towards Independence The child will try to Staff assisting will support by 	
Agreed and signed: Parents/Carer: Staff involved: SENCO / Early Years Lead:	Date: Date: Date:
Review date:	

Appendix 2: Toilet Management Plan

Olton Primary School Toilet Management Plan



Child's name:
Date of Birth:
Support staff name(s):

Support Staff / Class teacher

As the person helping you in the toilet you can expect me to do the following:

- I will stop what I am doing to help you in the toilet as soon as you ask me;
- I will avoid all unnecessary delays;
- I will treat you with respect and ensure privacy and dignity at all times;
- I will ask permission before touching you or your clothing;
- I will check that you are as comfortable as possible, both physically and emotionally;
- If I am working with a colleague to help you, I will ensure that we talk in a way that does not embarrass you;
- I will look and listen carefully if there is something you would like to change about your toilet.

Child

As the child who needs help in the toilet you can expect me to do the following:

- I will try, whenever possible to let you know a few minutes in advance, that I need to go to the toilet, so that you can come and help me;
- I will tell you if I want you to stay in the room or stay with me in the toilet;
- I will tell you straight away if you are doing anything that makes me feel uncomfortable or embarrassed;
- I will work with you to practice the things I need to do to become more independent in using the toilet.

We will review this agreement on:
Parent/Carer Name:
Signature:
Support staff / CT involved:
Date:

Appendix 3: Parental Permission

Olton Primary School Parental Permission for Staff to Provide Intimate Care



I understand that:

- I give permission to the school to provide appropriate intimate care support to my child e.g. changing soiled clothing, washing and toileting;
- I will advise the Head teacher of any medical reason my child may have which affects issues of intimate care;
- I understand that the intimate care provided for my child at school will be given by familiar members of staff.
- I understand that the members of staff providing the care for my child have had appropriate training, including in Child Protection.
- I understand that I may need to collect my child from school if their intimate care needs cannot be met.

Parent/Carer Name:
Signature:
Relationship to child:
Child's Name:
Date:
Class:
Date of birth: