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Intimate Care Policy (Primary)

Status	**Statutory**
Version	**3**
Responsible Directors' Board	**Education and Standards Committee**
Responsible Persons	**SEND Strategic Lead**
Date Policy Reviewed	**August 2026**
Next Review Date	**September 2027**
Academy to implement without Amendment, using appendix when required	

Summary of Changes from Previous Version

Version	Date	Author	Summary of Updates
V1	June 2024	M Copestick	New Policy
V2	August 2025	Head of Safeguarding and Inclusion	Updated reference to KCSIE 2025. Section 8 – Safeguarding. Clarification regarding staff ratio for intimate care.
V3	July 2026	Strategic SEND Lead	Added Principles of Intimate Care. Added Human Rights Act 1998 to the Legal Framework. Added pupil voice and communication guidance. Added independence and life skills expectations. Added individual independence targets. Added alignment with EHCPs, Individual Healthcare Plans and Personal Care Plans. Added safeguarding procedures and professional boundaries. Added guidance for 1:1 and 2:1 intimate care. Added menstrual hygiene guidance.

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1. Principles of Intimate Care

The Trust is committed to ensuring that all intimate care is delivered in a way that safeguards the child's welfare, promotes dignity and respects their individual needs. Intimate care will always:

- Preserve the child's dignity, privacy and respect.
- Promote independence by encouraging pupils to do as much for themselves as they are able.
- Be the least intrusive level of support necessary.
- Reflect the child's age, developmental stage, communication needs, SEND, medical needs, cultural background and religious beliefs.
- Be undertaken by trained members of staff in accordance with safeguarding procedures.
- Be delivered in partnership with parents/carers and other relevant professionals where appropriate.
- Be reviewed regularly to ensure that support continues to meet the child's needs whilst promoting increasing independence wherever possible.

2. Statement of Intent

Exceed Learning Partnership takes the health and wellbeing of its pupils very seriously. The Trust aims to support pupils with physical disabilities and illnesses to enable them to have a full and rich academic life whilst at school.

The Board of Directors and Executive Team recognises their duties and responsibilities in relation to the Equality Act 2010, which states that any pupil with an impairment affecting their ability to carry out normal day-to-day activities must not be discriminated against.

Pupils will always be treated with care, sensitivity and respect when intimate care is given, and no pupil will be left feeling embarrassed or as if they have created a problem.

3. Legal Framework

This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Children and Families Act 2014
- Education Act 2011
- Health Act 2006
- Equality Act 2010
- DfE (2025) 'Keeping children safe in education' (KCSIE 2025)
- Human Rights Act 1998

This policy operates in conjunction with the following Trust and Academy policies:

- Health and Safety Policy
- Supporting Pupils with Medical Conditions Policy / Managing Medical Conditions Policy
- First Aid Policy
- Child Protection and Safeguarding Policy
- Staff Code of Conduct
- Whistleblowing Policy

4. Definitions

For the purpose of this policy, **intimate care** is defined as any care which may involve the following:

- Washing
- Touching
- Carrying out an invasive procedure
- Changing a child who has soiled themselves
- Providing oral care
- Feeding
- Assisting in toilet issues

Intimate care tasks are associated with bodily functions, body products and personal hygiene that may demand direct or indirect contact with, or exposure of, the genitals.

Examples of intimate care include support with dressing and undressing (underwear), changing incontinence pads, nappies or medical bags such as colostomy bags, menstrual hygiene, helping someone use the toilet, or washing intimate parts of the body.

5. Health and Safety

Pupils may be unable to meet their own care needs for a variety of reasons and will require regular support.

Any member of staff that is required to assist a pupil with intimate care will be trained to do so and will carry out the procedure in accordance with the Academy Supporting Pupils with Medical Conditions Policy / Managing Medical Conditions Policy.

Staff will wear disposable aprons and gloves while assisting a pupil in the toilet or while changing a nappy, incontinence pad or medical bag.

Soiled nappies, incontinence pads and medical bags will be securely wrapped and disposed of appropriately.

Where one pupil requires intimate care or toileting support, nappies, incontinence pads and medical bags will be disposed of in an ordinary bin, as per health and safety guidelines.

Where more than one pupil requires intimate care, nappies, incontinence pads and medical bags will be disposed in an appropriate identified disposal facility such as a nappy or sanitary bin.

The changing area or toilet will be left clean. Hot water and soap will be available to wash hands. Paper towels or hand dryers will be available to dry hands.

6. Staff and Facilities

Staff members who provide intimate care will be suitably trained, and will be made aware of what is considered good practice.

Suitable equipment and facilities will be provided to assist pupils who need special arrangements following assessment from a physiotherapist or occupational therapist. This may include the following:

- Adjustable bed
- Changing mat
- Non-slip step
- Cupboard

- Adapted toilet seat or commode seat
- Hoist
- Swivel mat
- Disposable gloves/aprons
- Nappies, pads and medical bags
- Tissue rolls (for changing mat/cleansing)
- Supply of hot water
- Soap
- Barrier creams
- Antiseptic cleanser for staff
- Antiseptic cleanser for the changing bed/mat
- Clinical waste bag
- Spillage kit

Mobile pupils will be changed while standing up where appropriate. Pupils who are not mobile will be changed on a purpose-built changing bed or changing mat on the floor.

Staff will be supported to adapt their practice in relation to the needs of individual pupils, considering developmental changes.

7. School Responsibilities

Arrangements will be made with any engaged multi-agencies (such as Health or the LA SEND department) to discuss the personal care needs of any pupil prior to them attending the school.

Where possible, pupils who require intimate care will be involved in planning for their own healthcare needs, with input from parents welcomed.

Staff will explain each stage of intimate care using age-appropriate language and, where necessary, alternative communication methods such as visual prompts, Makaton, symbols or communication aids.

Wherever possible, the child's agreement will be sought before intimate care is provided. Pupils will be encouraged to express their preferences and make choices about how care is delivered.

Staff will respect a child's wishes wherever it is safe and appropriate to do so, recognising that pupils should remain central to decisions about their own care.

The Trust recognises that intimate care should support the development of independence rather than creating unnecessary dependence upon adults.

Staff will encourage pupils to complete elements of personal care independently wherever possible, including:

- recognising when they need the toilet
- managing clothing
- wiping appropriately
- flushing the toilet
- washing and drying hands
- managing continence products where appropriate.

Individual targets to promote independence will be agreed with parents and reviewed regularly within the pupil's Toilet Management Plan or Individual Intimate Care Plan.

In liaison with the pupil and parents, an individual intimate care plan will be created to ensure that reasonable adjustments are made for any pupil with a health condition or disability.

The privacy and dignity of any pupil who requires intimate care will be respected at all times. Only employed members of staff will engage with intimate care. Any pupil with wet or soiled clothing will be assisted in cleaning themselves and will be given spare clothing, nappies, pads, etc., as provided by the parents.

Members of staff will react to accidents in a calm and sympathetic manner. Accurate records of times, staff, and any other details of incidents of intimate care will be kept in a Record of Intimate Care Intervention.

For pupils requiring regular changes, arrangements will be made for how often the pupil should be routinely changed if the pupil is in school for a full day, and the pupil will be changed by a designated member of staff. A minimum number of changes will be agreed.

The family's cultural practices will always be considered for cases of intimate care. Where possible, only same sex intimate care will be carried out.

Parents will be contacted if the pupil refuses to be changed, or becomes distressed during the process.

High standards of hygiene will be maintained at all times when carrying out intimate care.

Where a pupil has an Education, Health and Care Plan (EHCP), Individual Healthcare Plan or Personal Care Plan, arrangements for intimate care will align with these documents to ensure a consistent approach across education, health and care professionals.

8. Parent/Carer Responsibilities

Parents / Carers will change their child, or assist them in going to the toilet, at the latest possible time before coming to school.

Parents will provide spare nappies, incontinence pads, medical bags, wet wipes and a change of clothing in case of accidents.

A copy of this policy is available for parents / carers to read to ensure that they understand the procedures surrounding intimate care.

Parents will inform the school should their child have any marks or rashes.

Parents will come to an agreement with staff in determining how often their child will need intimate care and how this will be provided.

9. Safeguarding

Staff members working directly with children will receive safeguarding training as part of their mandatory induction, in line with the Child Protection and Safeguarding Policy.

Intimate care is a regulated activity; therefore, only members of staff who have an enhanced DBS certificate with a barred list check are permitted to undertake intimate care duties.

Wherever possible, staff involved in intimate care will not be involved in the delivery of Sex and Relationships Education to the pupils in their care as an extra safeguard to both staff and pupils involved.

Individual intimate care plans will be drawn up for pupils as appropriate to suit the circumstances of the pupil.

If a pupil displays unusual distress, makes a disclosure, refuses intimate care without an obvious reason, or staff notice any unexplained marks, bruising or injuries, these concerns will be recorded immediately and reported to the Designated Safeguarding Lead in accordance with the Child Protection and Safeguarding Policy.

Staff must never investigate safeguarding concerns themselves.

Staff providing intimate care will maintain professional boundaries at all times by:

- explaining what they are doing before and during care
- respecting privacy whilst ensuring appropriate safeguarding
- avoiding unnecessary conversation or physical contact
- recording any concerns immediately
- ensuring another member of staff is aware when intimate care is taking place.

Each pupil's right to privacy will be respected. Careful consideration will be given to each pupil's situation to determine how many carers will need to be present when the pupil requires intimate care.

Where 1:1 intimate care is considered appropriate, this should be done with the knowledge of another member of staff.

2:1 intimate care may be considered appropriate in certain circumstances (for example complex physical needs), a rationale for this ratio should be recorded on the pupil's intimate care plan.

If any member of staff has concerns about physical changes to a pupil's presentation, such as marks or bruises, they will report the concerns to the Designated Safeguarding Leader immediately.

Special consideration will be taken to ensure that bullying and teasing does not occur.

10. Swimming

Pupils in Exceed Learning Partnership academies may participate in swimming lessons as part of their PE curriculum. During these lessons, pupils are entitled to privacy when changing; however, some pupils will need to be supervised during changing.

Parental consent will be obtained before assisting any pupils in changing clothing before and after swimming lessons.

Details of any additional arrangements will be recorded in the pupil's individual intimate care plan.

11. Toileting

Academies do not routinely provide toilet training for pupils.

Members of staff providing care involving toilets will inform another member of staff prior to taking pupils to use the toilet.

Where potties are used, they will be emptied immediately and cleaned with an anti-bacterial spray. The potty or toilet is checked to assess whether it is clean before use and toilet paper is well stocked.

Gloves and aprons will be worn before each change and the area should be prepared to ensure it is clean and suitable for use. Gloves must be worn at all times when changing nappies, and during any instances where the member of staff could come into contact with bodily fluids.

Staff will be sensitive and sympathetic when changing pupils and will not make negative facial expressions or negative comments. Pupils' efforts will be reinforced by praise where appropriate.

Staff are required to ensure that soiled/wet nappies are changed as soon as possible.

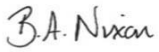
Pupils will be encouraged to wash their hands with soap and warm water, with assistance provided where necessary.

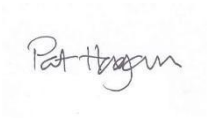
To build independence, pupils will be encouraged to replace their own clothes and flush the toilet, if they are capable of doing so.

12. Monitoring and Review

This policy is reviewed every year by the Head of Safeguarding and Inclusion.

Policy reviewed August 2025.

Signed Chief Executive Officer (CEO): 

Signed: Chair of Directors: 

Policy to be reviewed in August 2026.

Appendix A - Record of Intimate Care Intervention

Pupil's name:	Class/year group:
Name of support staff:	
Date:	Review date:

Date	Time	Procedure	Staff signature	Second signature

Appendix B – Toilet Management Plan

Pupil's name:	Class/year group:
Name of personal assistant:	
Date:	Review date:
Area of need	
Equipment required	
Locations of suitable toilet facilities	
Support required	**Frequency of support**

Working towards independence

Pupil will try to	Personal assistant will	Parents will	Target achieved date

Signed_____ Parent

Signed_____ Personal assistant / Teacher

Signed_____ Pupil (where appropriate)