Intimate Care Policy

Date	Review Date	Endorsed by	Approved by	Link Governor
January 2026	January 2027	FGB	Governing Body	Tosin Asaolu

Aspire, Believe & Achieve











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Article 3 The best interests of the child must be a top priority in all things that affect children.
Article 23 A child with a disability has the right to live a full and decent life with dignity and independence, and to play an active part in the community. Governments must do all they can to provide support to disabled children. Article 29 Education must develop every child's personality, talents and abilities to the full. It must encourage the child's respect for human rights, as well as respect for their parents, their

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1. Introduction

Coppice Primary School is committed to ensuring that all children are supported with their intimate care needs in a safe, respectful, and professional manner. No child will be attended to in a manner that causes distress, embarrassment, or pain. All children will be treated with dignity and respect at all times.

This Intimate Care Policy has been developed to safeguard both children and staff. It applies to all members of staff involved in the provision of intimate care and reflects our commitment to inclusive practice, safeguarding, and partnership with parents/carers.

Children's dignity will be preserved and a high level of privacy, choice, and control will be provided. Staff involved in intimate care have a clear understanding of child protection procedures and work transparently, ensuring their practice is open to scrutiny. Coppice Primary School works in close partnership with parent carers to provide continuity of care wherever possible.

2. Definition of Intimate Care

Intimate care is any care which involves washing, touching or carrying out an invasive procedure (such as cleaning up after a child has soiled him/herself), that most children can carry out for themselves, but with which some are unable to do due to physical disability, special educational needs associated with learning difficulties, medical needs or needs arising from the child's stage of development.

Care may involve help with drinking, eating, dressing and toileting. Help may also be needed with changing colostomy bags and other such equipment.

In most cases intimate care will involve procedures to do with personal hygiene and the cleaning of equipment associated with the process. In the case of a specific procedure only a person suitably trained and assessed as competent will undertake the procedure. Any additional training will be provided by the school or outside professionals eg a nurse.

3. Statement of Intent

Coppice Primary School recognises its duty to safeguard and promote the welfare of all children.

Some pupils may require assistance with intimate care due to age, SEND, or medical needs. In all cases, safeguarding procedures are paramount. This policy ensures that intimate care is delivered in a consistent, safe, and respectful manner.

The school is committed to providing intimate care that:

- Maintains the child's dignity
- Is sensitive to individual needs and preferences
- Maximises safety and comfort
- Protects children from intrusion or abuse
- Respects the child's right to give or withdraw consent (where appropriate)
- Encourages independence wherever possible
- Protects the rights of all involved

4. Principles

- Every child has the right to feel safe and secure
- Every child has the right to be treated as an individual
- Every child has the right to good health and hygiene
- Every child has the right to privacy, dignity, and professional care
- Every child has the right to information and support to make informed choices
- Every child has the right to be accepted regardless of age, gender, ability, race, culture, or belief

- Every child and parent/carer has the right to clear procedures for raising concerns or complaints

5. Coppice Primary's approach to Intimate Care

The management of intimate care is carefully planned and centered on the child's welfare and dignity. Children are treated with respect at all times.

Staff providing intimate care are given guidance and training where necessary in relevant areas, including safeguarding, moving and handling, and health and safety, and are aware of best practice. Staff may adapt their practice to meet individual needs, including changes associated with puberty and menstruation.

Appropriate facilities and specialist equipment will be provided where required, following advice from health professionals such as physiotherapists or occupational therapists.

Staffing arrangements

- Two adults will be available during intimate care at all times.
- Where this is not practicable, the door will be left open and another adult must be able to observe at all times
- Same-sex care is preferred where possible; parents will be consulted where this cannot be accommodated

Good practice includes:

- Clear communication using the child's preferred method
- Explaining each step of the process
- Using the child's name and ensuring they understand what is happening
- Encouraging independence, including hand-over-hand support where appropriate
- Respecting preferences and routines
- Maintaining privacy and dignity
- Ensuring areas are clean and hygienic
- Maintaining accurate records of care provided

6. Roles and Responsibilities

The Executive Headteacher is responsible for:

- Handling any complaints about the provision of intimate care in line with the school's Complaints Procedures Policy.

The SENCO is responsible for:

- Ensuring that intimate care is conducted professionally and sensitively.
- Ensuring that the intimate care of children is carefully planned.
- Communicating with parents in order to establish effective partnerships when providing intimate care to children.

All members of staff who provide intimate care are responsible for:
Undertaking intimate care practice respectfully, sensitively and in line with the guidelines outlined in this policy.

Staff have access to a bathroom area with a toilet and hand basin with access to warm water. There is also a stock of baby wipes, plastic bags and disposable protective gloves and aprons for staff to use. If a child soils themselves during school time, and they need support, two members of staff will help the child:

- remove their soiled clothes
- clean skin (this usually includes bottom, genitalia, legs, feet)
- dress in the child's own clothes or those provided by the school
- wrap soiled clothes in plastic bags and give to parents to take home.

Two members of staff should be present whilst changing a child.

The member of staff supporting the child will note the following information with each entry that you make.

Date:
Time:
Name of child:
Where the child was changed/supported:
Why:
Name of staff member:
Who you informed/who supported:

Both staff members should sign to say they have witnessed this.

At all times the member of staff should pay attention to the level of distress and comfort of the child. If the child is ill the office staff will telephone the parent/carer. In the event a child is reluctant to accept intimate care and refuses, the parent/carer will be contacted immediately.

Our intention is that the child will never be left in soiled clothing, and as soon as a member of staff is aware of the situation, they will clean the child. The member of staff responsible will check the child regularly and ensure that they are clean before leaving to go home. The child will experience only positive encouragement and praise for their efforts to manage toileting. Staff will avoid drawing attention to such events and positively encourage the child in their efforts to gain these skills.

The management of all children with intimate care needs is carefully planned.

Where specialist equipment and facilities are required, every effort will be made to provide appropriate facilities in a timely fashion, following assessment by a physiotherapist and/or occupational therapist. (eg a hoist or standing frame)

There is careful communication with any pupil who requires intimate care in line with their preferred means of communication to discuss needs and preferences.

Staff will be supported to adapt their practice in relation to the needs of individual children taking into account developmental changes such as the onset of puberty and menstruation.

Pupils will be supported to achieve the highest level of independence possible, according to their individual condition and abilities.

Careful consideration will be given to individual situations to determine how many adults should be present during intimate care procedures.

Intimate care arrangements will be discussed with parents/carers and recorded in a toileting book or in the medical book.

The needs and wishes of children and parents will be taken into account wherever possible, within the constraints of staffing and equal opportunities legislation.

Parents are responsible for:

- Liaising with the school to communicate their wishes in regard to their child's intimate care.
- Adhering to their duties and contributions to their child's intimate care plan, as outlined in this policy.

7. Home/School Liaison

Partnership with parents is an important principle in any educational setting and is particularly necessary in relation to children needing intimate care. Parents should be encouraged and empowered to work with staff to ensure their child's needs are

identified, understood and met. The school will liaise closely with parents to establish individual intimate care programmes for each child which will set out the following:

- What care is required,
- Any additional equipment needed.

For children on an Intimate Care Plan, parents will be asked to supply the following items for their child's use:

- Wipes, creams etc,
- Spare clothing,
- Spare underwear,
- Nappies.

Where intimate care is likely to be a regular part of a child's daily routine at school, parents are given the opportunity to talk through the policy and approaches with the SENCo so that everyone is clear about what will happen and why. Parents sign a copy of the policy and this is reviewed with them annually. No intimate care will be carried out without prior parental consent. In respect of the above, if no parental consent has been given and the child does not have an intimate care plan, but the child requires intimate care, parents will be contacted by phone in order to gain consent or a request will be made for the parent to attend the setting. Any changes that may need to be made to a child's intimate care plan will be discussed with the parents to gain consent and will then be recorded in the written intimate care plan.

All matters concerning intimate care will be dealt with confidentially and sensitively so that the child's right to privacy and dignity is maintained at all times.

A record of all intimate care given will be kept securely via a written school log book in each classroom setting. At Coppice, this is in the form of an intimate care book. Each child that needs intimate care will have their own books, there will be a general intimate care log for nursery, reception and the rest of the school. This is treated as personal data for the purpose of GDPR. Log books are checked termly by the SENCo as part of safeguarding procedures.

8. Pupil Voice

As a school, we will agree the appropriate terminology for private parts of the body and functions to be used by staff. It may be possible to determine a child's wishes by observation of reactions to the intimate care. Where there is any doubt that a child is able to make an informed choice on these issues, the child's parents are usually in the best position to act as advocates. It is the responsibility of all staff caring for a child to ensure they are aware of the child's method and level of communication. Communication methods may include words, signs, symbols, body movements and eye pointing. To ensure effective communication with the child, staff will ascertain the agreed method of communication.

9. The protection of children

All safeguarding and child protection procedures will be followed in line with school policy and statutory guidance.

Concerns regarding marks, bruises, distress, or changes in behaviour will be reported immediately to the Designated Safeguarding Lead (DSL). Allegations against staff will be managed in accordance with safeguarding procedures and statutory guidance.

10. Legal Frameworks

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

- Equality Act 2010
- Safeguarding Vulnerable Groups Act 2006
- Childcare Act 2006
- Education Act 2002
- Education Act 2011
- The Control of Substances Hazardous to Health Regulations 2002 (as amended in 2004)

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

- DfE (2023) 'Keeping children safe in education'

Contact details for raising a concern

Address:

Coppice Primary School,
Manford Way,

Chigwell,

Essex,

IG7 4AL

Telephone:

020 8708 0740

Email:

admin@coppice.redbridge.sch.uk

The Local Authority Local Offer

Our local authority's local offer is published here: http://find.redbridge.gov.uk

Our school's local offer forms part of the local authority's local offer, which is also available on this site and provides information for parents/carers on SEN services available within Redbridge and neighboring boroughs.

Monitoring Arrangements

This policy and information report will be reviewed every year. It will also be updated if any changes to the information are made during the year.

It will be approved by the governing board.

Links with Other Policies

- Anti-Bullying Policy
- Behaviour Policy
- Disability Equality & Accessibility Plan
- Mainstream Schools' Local SEND Offer Form
- SEND policy