

Live Life in All its Fullness, John 10:10



**Heartwood Church of England VC Primary and Nursery
School**

Intimate Care Policy

Agreed by the Governing Board September 2026

Review Date: September 2027

School Intimate Care Policy

1. Introduction

Heartwood Church of England VC Nursery and Primary School is committed to ensuring that all staff responsible for providing intimate care to children and young people carry out their duties in a professional, respectful and sensitive manner at all times.

The school takes seriously its responsibility to safeguard and promote the welfare of all children and young people in its care. The Governing Body recognises its duties and responsibilities under the Equality Act 2010 and is committed to ensuring that children and young people with impairments that affect their ability to carry out normal day-to-day activities are not discriminated against.

The school recognises the importance of ensuring that children and young people are treated with respect, dignity and sensitivity whenever intimate care is provided. Their privacy, dignity and individual needs will be considered at all times.

Staff will work in close partnership with parents and carers to share relevant information, understand individual needs and ensure continuity and consistency of care.

2. Purpose of the Policy

The purpose of this policy is to:

- protect the dignity, privacy and wellbeing of every child receiving intimate care;
- ensure that intimate care is provided consistently, safely and appropriately;
- protect children from avoidable distress, embarrassment or harm;
- safeguard children and staff by ensuring that appropriate procedures are followed;
- ensure that staff understand their responsibilities when providing intimate care;
- ensure that parents and carers are appropriately involved;
- support children's independence and development wherever possible;
- ensure that reasonable adjustments are made where required;
- provide clear procedures for responding to concerns, disclosures, accidents or incidents arising during intimate care;
- ensure that intimate care is undertaken in accordance with the school's safeguarding, health and safety and infection-control arrangements.

3. Definition of Intimate Care

For the purposes of this policy, intimate care refers to care involving tasks of a personal nature where a child's private parts may need to be exposed or physical contact may be required. Disabled pupils may be unable to meet their own care needs for a variety of reasons and will require regular support throughout the day.

Intimate care is a sensitive issue and requires staff to be respectful of the child's needs and wishes. The child's dignity should always be preserved with a high level of privacy, choice and control. Safeguarding the child and member of staff should be paramount and staff must work in partnership with parents and/or carers to provide continuity of care to children and young people.

This may include:

- assisting with toileting;
- changing nappies or continence products;
- cleaning a child after toileting;
- assisting a child who has soiled or wet themselves;
- changing clothing following toileting or an accident;
- providing support with personal hygiene;
- assisting with personal care associated with a disability or medical condition;
- applying prescribed or authorised creams or other products where staff are trained and authorised to do so;
- other personal care tasks identified in a child's Individual Healthcare Plan (IHCP).

Intimate care does not include ordinary assistance such as helping a child wash their hands, blow their nose or manage clothing where the child's privacy and intimate areas are not involved.

4. Principles

The following principles underpin all intimate care provided at the school:

- Dignity and respect

Every child will be treated with dignity, respect and sensitivity. Staff will use age-appropriate language or visuals to explain what they are doing before and during intimate care.

- Child-centred care

The individual needs, abilities, communication methods, preferences and wishes of each child will be considered.

Children will be encouraged to participate in their own care wherever they are able to do so.

- Privacy

Children will be afforded an appropriate level of privacy while ensuring that safeguarding requirements are met.

- Safeguarding

Intimate care will always be provided in accordance with the school's safeguarding and child protection procedures.

Staff must remain alert to signs that a child may be distressed, uncomfortable, fearful or reluctant to receive care.

- Independence

Staff will support children to develop independence in personal care wherever developmentally appropriate.

The aim is not to provide assistance that a child can safely undertake for themselves.

- Equality and inclusion

No child will be disadvantaged or treated less favourably because of disability, additional needs, medical needs, age, sex, race, religion or belief, or any other protected characteristic.

Reasonable adjustments will be considered and implemented where appropriate.

- Partnership with families

Parents and carers will be involved in planning and reviewing intimate care arrangements wherever appropriate.

5. Individual Healthcare Plans

Where a child has regular intimate care needs, the school will develop an individual intimate care plan in partnership with parents/carers and, where appropriate, the child and relevant professionals. At Heartwood we use the ERIC IHCP template which can be found here <https://eric.org.uk/individual-healthcare-plan/>

The plan will consider:

- the child's specific care needs;
- the type and frequency of care required;
- the child's level of independence;
- the child's preferred communication methods;
- how the child indicates that they need assistance;
- the child's preferences regarding staff who provide care;
- any medical or physical needs;
- any equipment required;
- appropriate changing/toileting arrangements;
- arrangements for maintaining dignity and privacy;
- infection-control requirements;
- any known sensitivities or triggers;
- the child's ability to participate in their own care;
- arrangements for recording care or incidents where necessary;
- arrangements for reviewing the plan.

Plans should be reviewed whenever the child's needs change and at least annually where intimate care is ongoing.

Parents and carers should be consulted about their child's intimate care needs and should provide relevant information that will assist the school in meeting those needs safely and appropriately.

The school will seek to maintain continuity between home and school wherever this is practical and appropriate.

Parents/carers will be informed of significant changes in a child's intimate care needs and, where appropriate, of accidents or incidents requiring additional intervention.

6. Children with Additional Needs and Disabilities

The school recognises that children with disabilities or additional needs may require additional or different intimate care arrangements. Support will be planned according to the child's individual needs and be outlined in their IHCP.

The school will consider reasonable adjustments to ensure that children can access education and participate fully in school life. The Equality Act 2010 places duties on schools in relation to disabled pupils, including reasonable adjustments.

Where appropriate, the school may seek advice from parents/carers, GP or health professionals, SEND and Inclusion Team or other relevant professionals.

7. Our Approach to Best Practice:

- The management of all children with intimate care needs will be carefully planned to ensure their needs are met.
- Staff who provide intimate care will be trained to do so and will hold a valid DBS check. They will have up to date Safeguarding Training and Moving and Handling, where appropriate.
- Where specialist equipment and facilities above that currently available in the school are required, the SENDCo will work closely with Physiotherapists and/or Occupational Therapists to provide this in a timely manner.
- Staff will communicate with all pupils who require intimate care and share verbally and/or visually what they are about to do so that they are happy and understand.
- Staff will be supported to adapt their practice in relation to the needs of individual children.
- Pupils will be supported to achieve the highest level of independence possible, according to their individual condition and abilities.
- If Intimate Care is regularly provided by school staff an Individual Health Care Plan will be created by the SENDCo in agreement with parents/carers and the child where possible.
- All intimate care provided by school will be recorded on a pupils Intimate Care Record Sheet (Appendix 2). Parents will be made aware of this at the end of the school day.
- Normally one pupil will be cared for by one adult unless stated in a child's IHCP.

- Intimate care arrangements will be discussed with parents/carers on a regular basis and plans updated where necessary.
- The needs and wishes of children and parents will be taken into account wherever possible, within the constraints of staffing and equal opportunities legislation.
- Where an Individual Health Care Plan is not in place and a child needed help with intimate care (in the case of a toilet 'accident') then parents/carers will be informed the same day. This information should be treated as confidential and communicated in person or by telephone.
- If a child is wearing nappies or pull ups, the parent/carer is responsible for providing these. This is outlined further in the **Nappy Changing Policy**.
- Schools are responsible for providing gloves, plastic aprons, a bin and liners to dispose of any waste.

8. Safeguarding and Staff Conduct

All staff providing intimate care must follow the school's **Staff Code of Conduct, Safeguarding Policy**, and relevant individual healthcare plans. Staff must always act in a way that protects the child's dignity, safety and wellbeing and maintains appropriate professional boundaries.

Where a child appears distressed, fearful or unusually reluctant to receive intimate care, staff should stop where it is safe to do so, establish what is causing the concern where appropriate, and seek advice from a senior member of staff. Any indication that a child may be experiencing harm or abuse must be reported immediately in accordance with the school's safeguarding procedures.

The school recognises that intimate care can place staff in a position of particular trust. All staff are therefore expected to maintain high standards of professional conduct.

If a child makes an allegation about a member of staff this will be investigated in accordance with our school's agreed procedures.

9. Complaints and Concerns

Parents/carers or children who have concerns about intimate care should be encouraged to raise them with the class teacher or SENCO.

Complaints will be handled in accordance with the school's Complaints Policy.

Any complaint that raises a safeguarding concern will be dealt with under the school's safeguarding procedures rather than solely through the ordinary complaints process.

Appendix 1- Intimate Care- Permission form



Intimate Care – Permission Form



Pupil's Personal Details	
Full Name:	
Date of Birth: / /	Parent/Carer name:
Address:	

I/We give permission for school to provide intimate care to my/our child.

I/We will advise the school of anything that may affect issues of personal care (if medication is changed or my child has an infection for example)

I/We understand the procedures that will be carried out and will contact the school immediately if there are any concerns.

Signature

Name:

Relationship to child:

Date: / /

Appendix 2- Intimate Care Record Sheet



Intimate Care - Record Sheet

Pupil's Details
Full Name:
Names of staff involved:

Date	Time	Procedure	Signature(s)	Comments