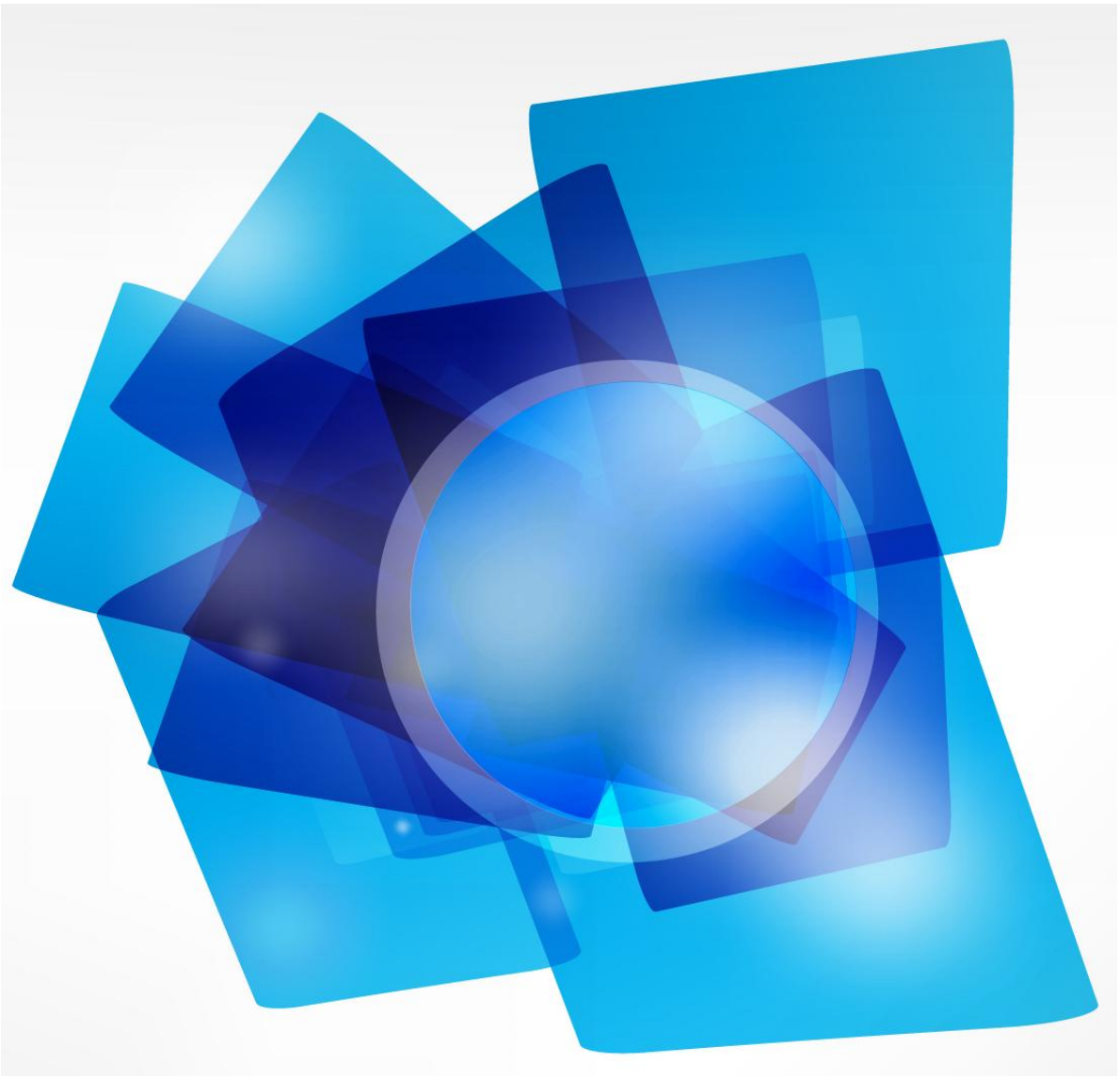
2025-2026

Wollescote Primary School

Be Proud, Be Positive, Be Polite.



Intimate Care Policy

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2025 –2026

The Wollescote Way

At Wollescote we are committed to ensuring that the health, safety, independence and welfare of pupils. Arrangements for intimate and personal care are open and transparent. Intimate care is any care which involves washing, touching or carrying out an invasive procedure (such as cleaning up a pupil after they have soiled themselves) to intimate personal areas.
In most cases such care will involve cleaning for hygiene purposes as part of a staff member's duty of care.

All staff will receive training to best support pupils' when carrying out intimate care routines and have a professional duty to comply with school policies and procedures that include:

- Safeguarding
- Health and Safety including health care plans and risk assessments
- Confidentiality

In addition, some staff will receive training in Moving and Handling (SPH) as required.

The purpose of this policy is:

- To safeguard the rights and promote the best interests of the children;
- To ensure children are treated with sensitivity and respect, and in such a way that their experience of intimate care is a positive one
- To safeguard adults required to operate in sensitive situations;
- To raise awareness and provide a clear procedure for intimate care;
- To inform parents/carers in how intimate care is administered;
- To ensure parents/carers are consulted in the intimate care of their children.

Definition Intimate care may be defined as any activity required to meet the personal care needs of each individual child. Parents have the responsibility to advise staff of any intimate care needs of their child, and staff have a responsibility to work in partnership with children and parents. Intimate care can include:
Dressing/undressing - Supporting a pupil with dressing/undressing.
Providing comfort and support.
Providing medical treatment.
Feeding.
Oral care.
Washing.
Toileting - Assisting a pupil who has soiled him/herself, has vomited or feels unwell.

Intimate Care Arrangements

Supporting dressing/undressing

Sometimes it will be necessary for staff to aid a child in getting dressed or undressed particularly in Nursery, Early years and Nurture. Staff will always encourage children to attempt undressing and dressing unaided. If children need support when dressing or undressing this will be provided by the teachers and learning support assistants responsible for the children at such time, irrelevant of their gender. At times, members of the Office team and additional adults may be called upon to support.

Providing comfort or support

Children may seek physical comfort from staff, particularly in EYFS. Where children require physical support, staff need to be aware that physical contact must be kept to a minimum and be child initiated. When comforting a child or giving reassurance, the member of staff's hands should always be seen, and a child should not be positioned close to a member of staff's body which could be regarded as intimate. If physical contact is deemed to be appropriate staff must provide care which is suitable to the age, gender and situation of the child. If a child touches a member of staff in a way that makes him/her feel uncomfortable this can be gently but firmly discouraged in a way which communicates that the touch, rather than the child, is unacceptable.

Medical Treatment

It is preferable that medication is administrated at home before or after school. If it is necessary for a child to receive medicine during the school day parents/guardians must fill out a permission form from the school office and discuss their child's needs with a member of staff before the school agrees to administer medicines or medical care. When administering first aid treatment staff should be first aid trained and record all treatment on a medical slip. If medical treatment is necessary in an intimate place on the children, there must be 2 adults always present, and the parent must be notified.

Feeding

Staff at Wollescote will always encourage children to feed themselves, they will help to cut up food if this is appropriate. If children do not each their meals at lunch time, parents will be notified.

Oral care

At Wollescote we encourage oral care and hygiene as part of curriculum learning. In some instances, if the school have welfare concerns or child protection concerns, we will provide children with the opportunity to brush their teeth at school. This is usually under the advice of the school nurse or health visitor.

Washing

All children are actively encouraged to wash their hands, and this is an expectation after using the toilet. Before lunch or snack, all children are asked to use antiseptic gel. At lunch time this is on entry to the school hall; this is to ensure their hands are clean before eating.

Toileting - Assisting a pupil who has soiled him/herself, has vomited or feels unwell.

Any child who has personal care or continence needs will be attended to in a designated area within school. Parents will only be contacted in extreme cases where soiling is severe and/or linked to illness e.g. sickness and diarrhoea, or when a child refuses to let a member of staff help change their clothing.
If tending to a child who has soiled themselves during the school day staff will respond sensitively and professionally. If 'accidents' occur the child will change themselves into dry clothing, and wet items will be sent home for washing. All staff must be familiar with normal precautions for avoiding infection. They must follow basic hygiene procedures and have access to protective, disposable gloves.
The staff member assisting the child will ensure that another member of staff is aware of what they are doing. The member of staff assisting should take an available walkie talkie in case further assistance is required.

Children with continence issues <u>may</u> require an additional intimate care action plan (Example in appendix)

Nappies

At Wollescote, staff will work together in partnership with parents to support each child towards independent use of the toilet, this begins in Nursery. It is our expectation that all children attending school from nursery upwards are toilet trained, unless there is a medical or special educational need. In this case, the SENCO will work in partnership with the health visitor, school nurse and parents.

Care Plans

Where a pupil has specific medical or special education needs (e.g. wearing nappies or pull-ups regularly or has continence difficulties which are more frequent than the odd 'accident', staff will work with parents/carers (and health visitors/school nurse, if appropriate) to set out a plan to ensure that the child is able to attend daily.

Recruitment

Parents must feel confident that relevant staff have been carefully vetted and trained helping to avoid potentially stressful areas of anxiety and conflict. Recruitment and selection of all candidates for posts follows the DBS procedure, equal opportunities and employment rights legislation, and regarding guidance and legislation detailed in Safeguarding Children and Safer Recruitment in Education. At least one person on each interview panel must be accredited in safer recruitment. Candidates should be made fully aware of what will be required and detailed in their job description before accepting the post. Enquires should be made into any restrictions the candidates may have which will impede their ability to carry out the tasks involved. This will enable employers to identify and provide necessary support and adjustments that are practical. No employee can be required to provide intimate care.

Staff Development

Staff must receive Safeguarding training every year. Staff must be trained in the specific types of intimate care that they carry out and fully understand the intimate care policy and guidelines within the context of their work. Whole school staff training should foster a culture of good practice and a whole school approach to intimate care. It is imperative for the school and individual staff to keep a dated record of all training undertaken. Senior staff members should be able to:

- Ensure that sensitive information about a child is only shared with those who need to know, such as parents, members of staff specifically involved with the child. Other personnel should only be given information that keeps the child safe.
- Consult parents about arrangements for intimate care
- Ensure staff are aware of all appropriate procedures, Child Protection Policy & Health & Safety Policy etc
- Ensure staff understand the needs of refugee children, asylum seekers and children from different racial and cultural backgrounds and specialist advice is sought when necessary
- Ensure staff know who to ask for advice if they are unsure or uncomfortable about a particular situation.
- Ensure staff know of a whole school approach to intimate care

In addition, identified staff members should be able to:

- Identify and use a communication system that the child is most comfortable with.
- 'Read' messages a young child is trying to convey
- Communicate with and involve the child in the intimate care process
- Offer choices, wherever possible. Develop, where possible, greater independence with the procedure of intimate care
- Maintain confidentiality with children who discuss elements of their intimate care unless it is a child protection issue when Child Protection procedures must be followed.

Environmental Advice

When children need intimate care facilities, reasonable adjustments will need to be made. Additional considerations may include:

- Protective clothing including disposable protective gloves - provided by the school
- Supplies of suitable cleaning materials; anti-bacterial spray, sterilising fluid, deodorisers , Anti-bacterial hand wash
- Supplies of appropriate clean clothing, nappies, disposal bags and wipes
- An effective system should be identified to alert staff for help in emergency

Vulnerability to abuse

Children should be encouraged to recognise and challenge inappropriate assistance and behaviour that erodes their dignity and self-worth. Staff should be encouraged to listen. It is essential that all staff are familiar with the school's Safeguarding Policy and procedures. The following are factors that can increase a child's vulnerability:

- Children with disabilities may have less control over their lives than others
- Children may experience multiple carers
- Children may not be able to distinguish between intimate care and abuse
- Children may not be able to communicate

If a child is hurt accidentally, he or she should be immediately reassured, and the adult should check that he or she is safe, and the incident reported immediately to the designated line manager.

Safeguarding and allegations of abuse

It is essential that all staff are familiar with the school's Child Protection and Safeguarding Policies and procedures. If a child is hurt accidentally, he or she should be immediately reassured, and the adult should check that he or she is safe, and the incident reported immediately to the designated line manager. If a child misunderstands or misinterprets an action / instruction, the incident should be reported immediately to the designated line manager.

Personnel working in intimate situations with children can feel particularly vulnerable. The school policy can help to reassure both staff involved and the parents of vulnerable children. Action should be taken immediately should there be a discrepancy of reports between a child and the personal assistant. It is advised that the support role be changed as quickly as possible, should such a discrepancy occur, and then reviewed on a regular basis.

It is advised that a care plan is completed for all learners who have continence difficulties that affect their school day. As the care plan is a working document designed to assist school in their care for a learner, this should include all the information they require. It should be completed by school with the parents/carers and involve the child as far as their age and development allows. If school have any concerns, if the child's condition or treatment is complex, or if there are any disagreements, schools may consult the school nurse, or the relevant healthcare professional.

CARE PLAN

Name of School: Wollescote

Child's/young person's details

Child's name	
Date of Birth	
Year group	
Home address	
School name	
School address	

Date of plan:

Planned review date:

(The plan should be reviewed at least annually or more frequently if the child's situation changes)

Name of person(s) completing plan and their role:

Mrs C Sankey – Assistant Head / SENCo

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Family contact information

Name		
Relationship to child		
Telephone number	Home: Work: Mobile:	
Email		
Address if different to child		
Name		
Relationship to child		
Telephone number	Home: Work: Mobile:	
Email		
Address if different to child		
Siblings' names		

Health contacts

Specialist nurse	
Consultant	
General Practitioner	
Health Visitor/School nurse	

Education contacts

Class teacher	
Special Needs coordinator (if relevant)	
Other support staff in school	

Description of child

Give brief details of child's interests, behaviour and relevant conditions, e.g. speech and language, mobility.

Description of continence difficulty

Goals for continence management

Describe how the child's bladder and bowel health is going to be promoted and maintained and how potential and independence are going to be appropriately promoted. You may include goals for parents, child and /or school staff depending on individual needs.

Medication

Details of medication. If any medication needs to be taken in school refer to the school's medical policy and follow school procedures.

Management and description of routine

e.g. details of drinking, toileting and changing routines, aides used and any reward schemes

Toilet routine:

Details of help required for personal care, who will provide this, where and how

Arrangements for sporting activities, school visits/trips etc

Details of staff training needed/undertaken

Include who has been trained, the training given, by whom with dates and signatures of trainer and staff member

Use and disposal of continence products and aids

Include arrangement for soiled clothes and underwear, provision or new/spare equipment e.g. catheters).

Emergency situations

Describe what would constitute an emergency for the child and what action should be taken. Schools should always act in line with their safeguarding, medical and first aid policies.

Name of parent/carer

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Signature of parent/carer ..... **Date**

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Name of school representative: Mrs C Sankey

Role/job title of school representative: Assistant Head / SENCo

Signature of school representative Date

Name of child/young person

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Signature of child/young person ..... **Date**

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