# Intimate Care Policy

This policy is prescribed by The Good Shepherd Trust and all reference to 'the Trust' includes all Trust schools, the central team and subsidiary organisations.

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| Date adopted: | 14/09/2026 | Last reviewed: | 14/09/2026 |
| Review cycle: | Annual | Is this policy statutory? | No |
| Approval: | CEdO | Author: | Head of Early Years |
| Local approval*: | Head Teacher | Local author*: | Early Years Lead |
| Next Review Date of Template Policy: | 01/09/2027 | | |

**Revision record**

Minor revisions should be recorded here when the policy is amended in light of changes to legislation or to correct errors. Significant changes or at the point of review should be recorded below and approved at the level indicated above.

| Revision No. | Date | Revised by | Approved date | Comments |
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**1. Introduction**

It is the intention of the trust that this policy reflects our vision of "Flourishing Together" and our values of kindness, integrity and resilience.

1.1 The Good Shepherd Trust is committed to safeguarding and promoting the welfare, dignity, privacy and independence of all children.
1.2 This policy provides guidance for staff involved in intimate care and ensures that all children are treated with respect, sensitivity and in accordance with safeguarding requirements.
1.3 The Trust recognises that some children may require assistance with intimate care on a short-term, occasional or long-term basis due to their age, developmental stage, disability, medical condition or additional needs.

1.4 This policy should be read alongside:

- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Supporting Pupils with Medical Conditions Policy
- SEND Policy
- Behaviour Policy
- Equality Information and Objectives

- EYFS Policy



**2. Principles of Dignity and Safeguarding**

2.1 All children have the right to:
- Privacy and dignity.
- Be safe and protected from harm.
- Be treated with sensitivity and respect.
- Receive support in a way that promotes independence.
- Be listened to and involved in decisions affecting their care where appropriate.

2.2 Staff must ensure that intimate care is provided:
- In a respectful and professional manner.
- By appropriately trained adults.
- Following agreed procedures.
- In accordance with safeguarding guidance.

**3. Definition of Intimate Care**

3.1 Intimate care includes any care task involving:
- Washing.
- Dressing or undressing.
- Changing continence products.
- Assisting with toileting.
- Cleaning a child following soiling, sickness or accidents.
- Supporting personal hygiene needs.

3.2 Intimate care does not include ordinary first aid procedures unless they involve intimate areas of the body.

**4. Roles and Responsibilities**

4.1 Headteacher
The Headteacher will ensure:
- Appropriate procedures are in place.
- Staff receive suitable training.
- Intimate care arrangements are monitored.
- Care plans are implemented where required.

Names of staff or designated roles responsible for intimate care: Jane Lewis (CT)/Dawn Potterton (LSA)

4.2 Staff
Staff will:
- Follow this policy and safeguarding procedures.
- Respect privacy and dignity.
- Record intimate care when required.
- Report concerns immediately.

4.3 Parents and Carers
Parents/carers are expected to:

- Share relevant information with the school.
- Work in partnership with staff.
- Provide spare clothing and continence supplies where required.
- Participate in care planning meetings.

**5. Partnership with Parents**

5.1 The school will work closely with parents/carers to ensure a consistent approach.
5.2 Discussions will take place before any long-term intimate care support is provided.
5.3 Parents will be informed of significant concerns, changes in need or repeated accidents.

**6. Consent and Care Plans**

6.1 Where intimate care is required regularly, an Individual Intimate Care Plan will be completed.
6.2 The plan will identify:

- The child's needs.
- Agreed support arrangements.
- Preferred approaches.
- Health and safety requirements.
- Emergency procedures.

**6.3 Plans will be reviewed at least annually or sooner if needs change.**

**7. Toileting and Continence**

7.1 Children who require toileting support will be assisted sensitively while encouraging independence.
7.2 Staff will:

- Use appropriate language.
- Respect privacy.
- Encourage children to manage as much of the process as possible.

7.3 Toileting support should take place in designated facilities where available.

**Location of toilets/changing areas: Adjacent to the Bees Classroom**

**8. Nappy Changing (where applicable)**

8.1 Nappy changing will be undertaken only by authorised members of staff.
8.2 Staff will:

- Wear appropriate PPE.
- Follow infection prevention procedures.
- Ensure changing areas are clean and hygienic.
- Dispose of waste safely.

8.3 Children will never be left unattended during a nappy change.

**9. Supporting Children Learning to Use the Toilet**

9.1 The school recognises that children develop toileting skills at different rates.
9.2 Staff will:

- Work collaboratively with families.
- Use positive encouragement.
- Avoid punishment or embarrassment.
- Support consistent routines where possible.

9.3 Reasonable adjustments will be made for children with SEND and medical needs.

**10. Managing Accidents**

10.1 Staff will respond promptly and sensitively to accidents.

10.2 Children will be:

- Reassured.
- Cleaned appropriately.
- Given clean clothing where available.
- Supported to return to learning quickly.

10.3 Parents may be informed where accidents are frequent or of concern.

11. Manual Handling

11.1 Staff will avoid lifting children unless absolutely necessary.

11.2 Where lifting or physical support is required:

- Appropriate training will be provided.
- Risk assessments will be completed.
- Safe moving and handling procedures will be followed.

11.3 Specialist equipment will be used where appropriate.

**12. Infection Prevention**

12.1 Staff must follow hygiene procedures including:

- Handwashing before and after intimate care.
- Use of disposable gloves and aprons.
- Cleaning of surfaces and equipment.
- Safe disposal of waste.

12.2 Any bodily fluids must be cleaned using approved procedures.

**13. Recording Intimate Care**

13.1 Records will be completed whenever:

- A child requiring a care plan receives support.
- There is a significant incident.
- An accident requires changing or cleaning beyond routine expectations.

13.2 Records should include:

- Date and time.
- Nature of support provided.
- Name of staff member.
- Any concerns observed.

13.3 Records will be kept securely in accordance with data protection requirements.

Paper records – annual book

**14. Safeguarding and Allegations**

14.1 All staff must remain alert to safeguarding concerns.

14.2 Any unusual marks, injuries, behaviours or disclosures must be reported immediately to the

**Designated Safeguarding Lead (DSL).**

14.3 If a child becomes distressed or makes an allegation during intimate care, staff must:

- Stop where safe to do so.
- Reassure the child.
- Report immediately to the DSL.
- Make a factual written record.

14.4 Allegations against staff will be managed in accordance with safeguarding and Trust procedures.

**15. Educational Visits**

15.1 Appropriate arrangements for intimate care will be considered when planning educational visits.
15.2 Risk assessments will identify:

- Staffing arrangements.
- Toileting facilities.
- Hygiene requirements.
- Emergency arrangements.

15.3 Parents/carers will be consulted where necessary.

**16. Equality Act 2010**

16.1 The Trust will comply with the Equality Act 2010.
16.2 No child will be disadvantaged because of:

- Disability.
- Medical need.
- Gender.
- Race.
- Religion or belief.
- Any other protected characteristic.

16.3 Reasonable adjustments will be made to ensure equitable access to education and care.

**17. EYFS Requirements**

17.1 The Trust recognises the requirements of the Early Years Foundation Stage.
17.2 Children must:

- Have their privacy and dignity respected.
- Be supported in developing independence.
- Receive appropriate personal care when required.
- Be safeguarded at all times.

17.3 Staff working within EYFS will follow this policy alongside current EYFS statutory requirements.

**18. Risk Assessment**

The school will undertake risk assessments where intimate care presents additional risks arising from:

- Medical conditions.
- Mobility difficulties.
- Behaviour that may present a risk to the child or staff.
- Moving and handling requirements.
- Off-site activities.

**19. School-Specific Arrangements**

While this policy establishes Trust expectations for intimate care, schools may include local procedures that reflect their setting, staffing structure and facilities. Any local arrangements must remain consistent with safeguarding requirements and Trust policies. Examples may include:

- Location of changing facilities.
- Procedures for recording intimate care.
- Communication arrangements with parents.
- Nappy changing procedures within nursery provision.
- Allocation of trained staff.

- Use of electronic or paper-based recording systems.

At Surrey Hills All Saints School, intimate care support is normally provided by designated members of the EYFS team who have completed safeguarding and intimate care training. Intimate care records are maintained by a paper copy in a book and parents are informed on the same day where support is provided beyond routine expectations. Children receiving regular support have an Individual Intimate Care Plan reviewed termly in partnership with parents.

**Risk assessments will be reviewed regularly and whenever needs change.**

Appendix 1: Individual Intimate Care Plan
Child Name: _____
Date of Birth: _____ Class:
_____ Reason
for Intimate Care Support:
_____ Details
of Support Required:
_____ Equipment/PPE
Required:
_____
Staff Responsible:
_____
Parent/Carer Agreement Date: _____
Review Date: _____
Parent Signature: _____
School Representative Signature: _____
_____
Appendix 2: Parent Agreement
I agree that the school may provide intimate care support for my child in accordance with the school's Intimate Care Policy and Individual Intimate Care Plan.
Child Name: _____
Parent/Carer Name: _____
Signature: _____
Date: _____
_____
Appendix 3: Intimate Care Record Sheet
Date Time Nature of Support Provided Staff Initials Parent Informed Comments