



INTIMATE CARE POLICY

Recommended by: **Principal**

Recommendation Date: **Autumn 2026**

Ratified by: **Doug Mills**

Position on Board: **Chair of Governors**

Ratification Date: **Autumn 2026**

Next Review: **Autumn 2027**

School Statement of Intent

At Oak Hill First School, we recognise that some children may require support with intimate care during the school day.

We are committed to ensuring that all intimate care is provided safely, respectfully and sensitively whilst promoting children's dignity, wellbeing, independence and inclusion.

We believe that intimate care should always be:

- Child-centred.
- Respectful.
- Safe.
- Proportionate.
- Developmentally appropriate.
- Delivered in partnership with families.

Every child has the right to be treated with dignity, to feel safe and valued, and to be supported in a way that promotes their independence wherever possible.

No child should be prevented from accessing education, school visits, wider opportunities or school life because they require intimate care or toileting support.

Legal Framework

This policy has due regard to relevant legislation and guidance including:

- Children and Families Act 2014
- Equality Act 2010
- Health and Safety at Work Act 1974
- Children Act 1989 and 2004
- Special Educational Needs and Disability Code of Practice
- Early Years Foundation Stage Framework
- Keeping Children Safe in Education
- Working Together to Safeguard Children This policy should be read alongside:
- Child Protection and Safeguarding Policy Supporting Pupils with Medical Conditions Policy
- SEND Policy
- Health and Safety Policy
- First Aid Policy
- Staff Code of Conduct
- Behaviour Policy

Principles of Intimate Care

At Oak Hill:

- The child's welfare is paramount.
- Children's privacy and dignity will always be respected.
- Children will be listened to and involved wherever possible.
- Intimate care will be delivered in a way that promotes independence.
- Families will be involved in planning and reviewing support.
- Intimate care will be approached calmly, positively and without embarrassment.
- Staff will follow safeguarding procedures at all times.

Every child has the right to:

- Feel safe.
- Be treated with dignity and respect.
- Privacy.
- Be involved in decisions that affect them.
- Receive appropriate support.
- Have their views listened to and considered.
- Experience consistency in their care.

Definition of Intimate Care

Intimate care involves providing support with personal care tasks that may involve close or direct contact with intimate areas of the body.

This may include:

- Toileting support.
- Changing nappies or pull-ups.
- Continence care.
- Assisting with washing and personal hygiene.
- Menstrual care.
- Changing clothing following accidental soiling.
- Supporting the use of medical equipment such as continence or stoma bags.
- Assistance with dressing or undressing where intimate areas may be exposed.

Intimate care does not include routine pastoral support such as comforting an upset child, providing reassurance or supporting emotional wellbeing.

Promoting Independence

Wherever possible, children will be encouraged and supported to undertake aspects of their own personal care.

Staff will:

- Encourage independence.
- Celebrate progress.
- Promote confidence and self-esteem.
- Support age-appropriate self-care skills.
- Adapt support according to individual needs.

The level of support provided will reflect the child's age, developmental stage, SEND needs, medical needs and personal circumstances.

Individual care plans will identify opportunities for children to develop increasing independence over time.

Individual Intimate Care Plans

Some children may require an individual Intimate Care Plan.

Plans will be developed in partnership with:

- Parents and carers.
- The child, where appropriate.
- Relevant health professionals.
- School staff.

Plans may include:

- Nature of support required.
- Frequency of support.
- Staffing arrangements. Equipment required.
Preferred communication methods.
Cultural or religious considerations.
Strategies to promote independence.
Review arrangements.

Plans will be reviewed regularly and updated whenever needs change.

School Responsibilities

The school will:

- Ensure appropriate facilities are available.
- Provide appropriate training for staff.
- Maintain records where appropriate.
- Promote children's dignity and privacy.
- Make reasonable adjustments where required.
- Ensure intimate care is delivered safely and consistently.
- Work collaboratively with families and professionals.
- Review individual arrangements regularly.

Members of staff providing intimate care will do so sensitively and professionally and will support children in a calm and reassuring manner.

Where intimate care is provided regularly, agreed procedures will be documented within the child's individual care plan.

Parent and Carer Responsibilities

Parents and carers play a vital role in supporting intimate care arrangements.

Parents and carers are expected to:

- Inform the school of any relevant medical, physical or developmental needs.
- Provide appropriate supplies where required.
- Work in partnership with school staff.
- Contribute to the development and review of care plans.
- Inform the school of any changes in circumstances.
- Ensure spare clothing is available where appropriate.

A positive partnership between home and school is essential to ensuring children receive consistent and effective support.

Facilities and Equipment

The school will provide suitable facilities to enable intimate care to be carried out safely and respectfully.

Where required, this may include:

- Accessible toilet facilities.
- Changing facilities.
- Changing beds or mats.
- Disposable gloves and aprons.
- Clinical waste arrangements.
- Handwashing facilities.
- Cleaning and infection control resources.

All equipment will be maintained appropriately and used in accordance with health and safety requirements.

Health, Safety and Hygiene

Appropriate hygiene procedures will always be followed.

Staff will:

- Wear appropriate personal protective equipment (PPE).
- Wash hands thoroughly before and after procedures.
- Dispose of waste safely and hygienically.
- Follow infection control procedures.
- Clean changing areas after use.

Any bodily fluids will be managed in accordance with health and safety guidance and infection control procedures.

Soiled clothing will be securely bagged and returned home. Clothing will not be rinsed or washed by school staff.

Safeguarding

All intimate care must be carried out in accordance with the school's Child Protection and Safeguarding Policy and Staff Code of Conduct.

The welfare and wellbeing of the child will always be the primary consideration.

Staff will:

- Respect children's privacy and dignity.
- Explain what they are doing.
- Seek cooperation wherever possible.
- Respond sensitively to verbal and non-verbal communication.
- Report concerns promptly.
- Record intimate care interventions where appropriate.

Children should feel safe, respected and listened to at all times.

If a child appears uncomfortable, distressed or unwilling to continue, staff will seek to understand the reason and respond appropriately.

Any concerns regarding:

- Injuries.
- Bruising.

- Marks.
- Changes in presentation.
- Unusual behaviours.

Safeguarding concerns will be reported immediately to the Designated Safeguarding Lead.

Only appropriately recruited and vetted members of staff will provide intimate care.

Children of Different Genders

The school recognises the importance of dignity, privacy and respect.

Intimate care may be provided by a member of staff of a different gender where appropriate and necessary.

The school will seek to respect the wishes of children and families wherever reasonably possible while ensuring that appropriately trained staff are available to meet children's needs safely.

Any requests or individual arrangements will be considered sensitively on a case-by-case basis.

Off-Site Visits and Residential Experiences

Children who require intimate care will be fully included in school visits and wider opportunities wherever reasonably possible.

Prior to any visit:

- Risk assessments will be completed.
- Individual care plans will be reviewed.
- Staffing arrangements will be agreed.
- Parents and carers will be consulted.

Appropriate facilities, equipment and staffing arrangements will be considered as part of the planning process.

Toileting and Toilet Training

While most children attending school will be toilet trained, we recognise that children develop at different rates and some may require additional support due to:

- Age.
- Developmental stage.
- SEND.
- Disability.
- Medical needs.
- Emotional wellbeing needs.
- Other individual circumstances.

The school will work closely with families to support children respectfully and consistently.

Children will never be made to feel embarrassed, ashamed or punished for accidents.

Staff will:

- Respond calmly and sensitively.
- Support children to change when necessary.
- Encourage handwashing and hygiene routines.
- Promote increasing independence.
- Communicate appropriately with families.

Toilet training approaches will be agreed with parents and carers to provide consistency between home and school.

Safer Sleep

The school recognises its responsibility to promote the health, safety and welfare of all children and will have regard to current safer sleep guidance as outlined within the EYFS Statutory Framework and in accordance with the school's Health and Safety Policy.

Although children in Reception do not routinely sleep as part of the school day, provision will be made for children who require rest due to individual needs, medical circumstances or exceptional situations.

We believe that safer sleep should always be:

- Safe.
- Appropriately supervised.
- Responsive to individual need.
- Delivered in partnership with families.
- Reviewed regularly.

Any child requiring sleep or rest during the school day will be appropriately supervised and cared for in a safe and suitable environment.

Staff will:

- Remain aware of current safer sleep guidance.
- Take reasonable steps to ensure parents are informed of any concerns relating to a child's health, wellbeing or sleep needs.
- Work in partnership with parents, carers and health professionals to support individual children's welfare requirements.
- Supervise any child who is resting or sleeping at all times.
- Report any concerns promptly in line with the school's Safeguarding and Health and Safety policies.

The school will ensure that all safeguarding and welfare procedures relating to children's health, supervision and wellbeing are implemented consistently and reviewed regularly in line with statutory guidance and school policy.

The EYFS Leader will ensure that staff remain up to date with statutory safeguarding and welfare requirements, including any guidance relating to safer sleep, health and wellbeing.

Recording

Where intimate care is provided regularly or where agreed within a care plan, records will be maintained.

Records may include:

- Date and time.
- Nature of support provided.
- Staff involved.
- Any concerns or observations.
- Communication with parents and carers.

Records will be stored securely in accordance with safeguarding, record management and data protection procedures.

Monitoring and Review

This policy will be reviewed annually by the Principal, Designated Safeguarding Lead and SENDCo.

The effectiveness of the policy will be monitored through:

- Care plan reviews.
- Parent and carer feedback.
- Staff feedback.
- Safeguarding monitoring.
- Changes in legislation and guidance.

Our Commitment

At Oak Hill First School, we are committed to ensuring that every child receives intimate care in a way that preserves dignity, promotes independence, protects wellbeing and enables full participation in school life.

Through respect, partnership and inclusion, we will ensure that every child is known, supported and able to flourish.