

Intimate Care Policy

Trinity St Mary's CE Primary

2026 - 2027



'Anyone who does not provide for their relatives, especially their immediate household, has denied the faith.'

1 Timothy 5:8



The Diocese of
Southwark



Status & Review Cycle: Statutory Annual

Reviewed: September 2026

Next Review Date: September 2027 (or earlier if statutory guidance changes)

Policy Lead: Headteacher

Purpose and Ethos

This policy sets out how Trinity St Mary's Primary School's (TSM), supported by its Christian values, creates an environment where every child who needs intimate or personal care is treated with dignity, respect, sensitivity and kindness, and is kept safe from harm.

Intimate care will be provided in a way that promotes inclusion, supports children's growing independence and recognises that children develop at different rates. No child will be discriminated against because they require help with toileting, continence, dressing, hygiene, disability, medical needs or another personal care need.

Scope

This policy applies to all school staff who may provide intimate or personal care. It is particularly relevant to children in the Early Years Foundation Stage (EYFS), but also applies to older children who require support because of SEND, disability, medical needs, temporary injury, continence needs or another assessed need.

Definition of intimate care

Intimate care is care that involves helping a child with personal hygiene or bodily functions where there may be physical contact, close personal proximity or observation.

-  toileting, wiping and continence care, including changing nappies or soiled clothing;
-  washing or cleaning intimate areas after an accident;
-  dressing and undressing where assistance is required;
-  supporting the changing of sanitary products;
-  supporting a child with personal care linked to disability or medical needs; and
-  administering treatment that involves intimate areas, where this is covered by the school's medicines/medical procedures and staff are appropriately trained.

Core principles

When providing intimate care, staff will:

-  preserve the child's dignity and privacy while balancing this with safeguarding and support needs;
-  explain what they are going to do in age-appropriate language and seek the child's cooperation, taking account of the child's age, communication and understanding;
-  listen to the child and respond if they show discomfort, distress or indicate that they want care to stop, while ensuring essential health or safety needs are addressed;
-  encourage and support the child to do as much for themselves as they can safely manage;
-  use calm, respectful language and never shame, blame or punish a child for accidents or continence needs;
-  follow agreed hygiene, safeguarding and record-keeping procedures; and
-  work in partnership with parents/carers and, where appropriate, the SENCO and health professionals.

EYFS requirements: toileting, privacy and hygiene

The EYFS statutory framework for group and school-based providers, effective from 1st September 2026, requires providers to have an adequate number of toilets and hand basins, suitable hygienic changing facilities for children in nappies, and sufficient clean bedding, towels, spare clothes and other necessary items. Crucially, children's privacy must be considered and balanced with safeguarding and support needs when changing nappies and toileting.

Accordingly, intimate care at Trinity St Mary's will take place in an appropriate area that protects the child from unnecessary exposure while maintaining safe working practices. Doors, screens and positioning are used thoughtfully: privacy does not create avoidable safeguarding risk or prevent appropriate supervision.

Toileting and continence

Children enter school at different stages of continence development. A child will not be treated less favourably because they are not yet toilet trained or because they have continence needs. Staff work constructively with parents/carers to support progress and independence.

For children who need regular or significant support, the school will agree an individual intimate care/toileting plan with parents/carers. The plan will record, as relevant, the child's usual routine, level of independence, communication needs, equipment or adjustments, signs of distress, medical considerations and arrangements for sharing information.

Where a child's continence needs may be linked to SEND, disability or a medical condition, the school will involve the SENCO and seek appropriate professional advice where needed.

Safeguarding and staff conduct

Safeguarding is everyone's responsibility and at Trinity St Mary's, we ensure that intimate care is provided only by staff who have been appropriately recruited, checked, inducted and authorised by the school. Staff will follow the school's Safeguarding and Child Protection Policy, Staff Code of Conduct and whistleblowing procedures.

Before providing intimate care, the member of staff will make another appropriate member of staff aware that the care is taking place. There is no general EYFS requirement for two adults to be present for routine intimate care. Trinity St Mary's arrange staffing so that the child's privacy and dignity are balanced with their individual support and safeguarding needs. A second adult will be present or nearby when an individual risk assessment, care plan, safeguarding concern or the nature of the care identifies this as necessary.

Staff must:

-  use only the level of physical contact that is necessary for the task;
-  avoid unnecessary exposure of the child and preserve privacy as far as is safely possible;
-  never make sexualised, demeaning or inappropriate comments;

- ✚ report any unusual marks, injuries, disclosures, significant changes in behaviour or other safeguarding concerns in accordance with school procedures;
- ✚ report immediately if a child becomes distressed by a particular adult providing care or if there is any concern about staff practice; and
- ✚ record and report any allegation or safeguarding concern without investigating it themselves.

Safer recruitment and suitability

Trinity St Mary's follow current safer-recruitment and suitability requirements. The school complete the required checks before allowing a person to have unsupervised contact with children and follow the current EYFS requirements for enhanced criminal-record and barred-list checks.

Hygiene and infection prevention

Staff providing intimate care follow the school's infection-control procedures and use appropriate personal protective equipment (PPE). As appropriate to the task, staff will:

- ✚ wash hands before and after providing care;
- ✚ wear fresh disposable gloves and an apron for each change where contact with bodily fluids is possible;
- ✚ use a suitable changing surface and clean/disinfect it after use in accordance with school procedures;
- ✚ dispose of nappies, wipes and contaminated materials safely;
- ✚ support the child to wash and dry their hands after toileting;
- ✚ ensure soiled clothing is contained appropriately for return to parents/carers, following school procedures; and
- ✚ ensure toilets and changing areas are left clean, safe and ready for use.

Facilities and equipment

Trinity St Mary's provides suitable hygienic changing arrangements appropriate to the age, mobility, dignity and needs of the child. Wherever practicable, children who can safely do so, will be supported to change standing up. Children who require lying-down care will use an appropriate, safe and hygienic changing surface.

Changing arrangements take account of manual handling, accessibility and the child's individual needs. Staff must not improvise an arrangement that compromises the child's safety, dignity or staff safety.

Medical needs (See Medical Procedures Policy)

Where intimate care involves the administration of medicine or a medical procedure, TSM's 'Supporting Pupils with Medical Conditions/Medicines procedures' are also be followed.

'Written parental permission is required for any medicines administered by staff and staff must be trained where administration requires medical or technical knowledge, and a written record must be kept each time medicine is administered.'

Recording and information sharing

Routine intimate care will be recorded, proportionately, on Arbor in accordance with school procedures. Trinity St Mary's makes a more detailed record where there is an accident, injury, administration of medicine, safeguarding concern, unusual event, significant change in a child's needs, or where an individual care plan requires this.

Records will be factual, respectful, confidential and stored securely. Trinity St Mary's share relevant and accurate information with parents/carers and, where appropriate and lawful, with professionals involved in the child's care. The school maintains a regular two-way communication with parents/carers and handle confidential child records securely.

Working with parents and carers

Parents/carers are important partners in agreeing how a child's intimate care needs will be met. Trinity St Mary's seek relevant information about routines, communication, health, SEND, cultural or religious considerations and strategies that support independence. The school asks parents/carers to tell us promptly about any change that may affect their child's care.

Trinity St Mary's keep parents/carers appropriately informed about their child's intimate care. Parents/carers will be informed when care was unexpected or involved significant soiling, injury, medicine, distress, a safeguarding matter, or another significant issue. For children receiving regular planned care, the individual care plan will set out how routine information will be shared.

Child voice, dignity and independence

Children at Trinity St Mary's are supported to understand their bodies, privacy and personal boundaries in an age-appropriate way. Staff give children choices wherever this is safe and practical, such as choosing between suitable clothing or completing parts of the routine independently. Staff respect each child's communication method, including non-verbal communication.

SEND, disability and equality

Trinity St Mary's make reasonable adjustments where required and do not apply a blanket expectation that every child must be continent before admission. The school bases decisions and support arrangements on the individual child's needs and its duties under relevant equality and SEND legislation and guidance.

Where specialist equipment, moving and handling support or clinical procedures are required, Trinity St Mary's put an individual plan and appropriate staff training in place before staff undertake the procedure, except where immediate action is required to protect a child's health or safety.

Concerns, complaints and whistleblowing

Staff report any concerns about a child's welfare or about the conduct of an adult immediately in line with the school's safeguarding procedures. Trinity St Mary's ensure staff know how to

use the school's whistleblowing procedure if they believe unsafe or inappropriate practice is not being addressed.

If a parent/carer has a concern about intimate care, Trinity St Mary's will listen to the concern and respond in line with school procedures. Parents/carers can speak to the class teacher, or Headteacher and can use the school's complaints procedure if they wish.

Monitoring and review

The Headteacher ensures that this policy is understood and implemented. It is reviewed annually or sooner if there is a change to statutory guidance, safeguarding requirements or school practice.

Related school policies and guidance

- Safeguarding and Child Protection Policy
- Staff Code of Conduct
- SEND Policy / SEN Information Report
- Supporting Pupils with Medical Conditions / Medicines Policy
- Health and Safety Policy
- First Aid Policy
- Behaviour Policy
- Whistleblowing Policy
- Data Protection / Records Management arrangements