



Intimate Care Policy

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Policy owner	Academy Committee
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Approved by

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1.0	New Policy - no changes	Senior Leadership Team	September 2025

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1. Aims

This policy aims to ensure that:

- Intimate care is carried out properly by staff, in line with any agreed plans
- The dignity, rights and well-being of every child are safeguarded
- Pupils who require intimate care are not discriminated against, in line with the Equality Act 2010
- Parents/carers are assured that staff are knowledgeable about intimate care and that the needs of their child are considered
- Staff carrying out intimate care work do so within guidelines (i.e. health and safety, manual handling, safeguarding protocols awareness) that protect themselves and the pupils involved

Intimate care refers to any care that involves toileting, washing, changing, touching or carrying out an invasive procedure on children's intimate personal areas.

2. Legislation and statutory guidance

This policy complies with [statutory safeguarding guidance \(Keeping Children Safe In Education\)](#). It also complies with our funding agreement and articles of association.

3. Role of parents/carers

3.1 Seeking parental permission

Parents/carers will be asked to sign a consent form for children who need routine or occasional intimate care (e.g., toileting or toileting accidents).

For children whose needs are more complex or who need support outside the permission form, an intimate care plan will be created and discussed with parents/carers (see section 3.2 below).

Where there is not an intimate care plan or parental consent for routine care, parental permission will be sought before performing any intimate care procedure.

If the school is unable to contact parents/carers and an intimate care procedure urgently needs to be carried out, the procedure will be carried out to ensure the child is comfortable, and the school will inform parents/carers afterwards.

3.2 Creating an Intimate Care Plan

Where an intimate care plan is required, it will be agreed upon in discussion between the school, parents/carers, the child (where possible), and any relevant health professionals.

The school will work with parents/carers and take their preferences on board to make the process of intimate care as comfortable as possible, dealing with needs sensitively and appropriately.

Subject to their age and understanding, the child's preferences will also be taken into account. If there's doubt whether the child can make an informed choice, their parents/carers will be consulted.

The plan will be reviewed every year, even if no changes are necessary, and updated regularly and whenever a pupil's needs change.

See Appendix 1 for a blank template plan to see what this will cover.

We will use Norfolk County Council's Intimate Care – Toileting Plan discussion with parents/carers (Appendix 3) and Norfolk County Council's Intimate Care – Checklist to support the process of creating the Intimate Care plan.

3.3 Sharing information

The school will share information with parents/carers to ensure a consistent approach. It will expect parents/carers to share relevant information regarding any intimate matters as needed.

4. Role of staff

4.1 Which staff will be responsible

We will ensure that anyone who undertakes intimate care is an employee of the school and has had appropriate safeguarding checks. Only those staff members

named on the individual care plan will provide support and intimate care to a learner. We will ensure sufficient staff are named on care plans and available to provide the required support in all foreseeable circumstances. If, in exceptional circumstances, none of the named staff members for an individual are available, we will contact the parents/carers for consent to involve a different staff member.

4.2 How staff will be trained

Staff will receive:

- Training in the specific types of intimate care they undertake
- Regular safeguarding training
- If necessary, manual handling training that enables them to remain safe and for the pupil to have as much participation as possible

They will be familiar with:

- The control measures set out in risk assessments carried out by the school
- Hygiene and health and safety procedures

They will also be encouraged to seek further advice as needed.

5. Intimate care procedures

5.1 How procedures will happen

From a health and safety and safeguarding perspective, it is best practice to have two staff members present.

It is acceptable for male staff members to change female pupils and female staff members to change male pupils, as they all have an enhanced DBS with a barred list check.

Procedures will be carried out in the designated toileting area.

The academy will provide staff with appropriate equipment for carrying out procedures, such as protective gloves, cleaning supplies, and changing mats and bins.

For pupils needing routine intimate care, the school expects parents/carers to provide, when necessary, a good stock (at least a week's worth in advance) of necessary resources, such as nappies, underwear and/or a spare set of clothing.

Any soiled clothing will be contained securely, clearly labelled and discreetly returned to parents/carers at the end of the day.

The child's Intimate Care Record Sheet (Appendix 5) will be used to record every time intimate care is provided.

5.2 Concerns about safeguarding

If a staff member carrying out intimate care has concerns about physical changes in a child's appearance (e.g. marks, bruises, soreness), they will record and report this using our safeguarding procedures.

If a child is hurt accidentally or there is an issue during the procedure, the staff member will record and report the incident immediately to a designated safeguarding lead.

If a child makes an allegation against a member of staff, the responsibility for intimate care of that child will be given to another member of staff as quickly as possible, and the allegation will be investigated in accordance with our safeguarding procedures.

6. Monitoring arrangements

This policy will be reviewed by the senior leadership team every three years and approved by the academy committee at each review.

7. Links with other policies

This policy links to the following policies and procedures:

- Accessibility plan
- Child protection and safeguarding
- Health and safety (EMAT)
- SEND Information File

- First Aid and Medical (EMAT)

Appendix 1: Intimate Care Plan

Parents/Carers	
Name of child	
Type of intimate care needed	
How often care will be given	
What training staff will be given	
Where care will take place	
What resources and equipment will be used, and who will provide them	
How procedures will differ if taking place on a trip or outing	
Name of senior member of staff responsible for ensuring care is carried out according to the intimate care plan	
Name of parent or carer	
Relationship to child	
Signature of parent or carer	
Date	
Child	
Do you mind having a chat when you are being changed or washed?	
Signature of child	
Date	

This plan will be reviewed twice a year.

Next review date:

To be reviewed by:

Appendix 2: Parent/carer consent form

Permission for the academy to provide intimate care	
Name of child	
Date of birth	
Name of parent/carer	
Address and contact details	
I give permission for the school to provide appropriate intimate care to my child (e.g. changing soiled clothing, washing and toileting)	<input type="checkbox"/>
I will advise the school of anything that may affect my child's personal care (e.g. if medication changes or if my child has an infection)	<input type="checkbox"/>
I understand the procedures that will be carried out and will contact the school immediately if I have any concerns.	<input type="checkbox"/>
<p>I do not consent to my child being given intimate care (e.g. to be washed and changed if they have a toileting accident).</p> <p>Instead, the school will contact me or my emergency contact, and I will organise for my child to be given intimate care (e.g., to be washed and changed).</p> <p>I understand that if the school cannot reach me or my emergency contact, if my child needs urgent, intimate care, staff will need to provide this for my child, following the school's intimate care policy, to make them comfortable and remove barriers to learning.</p>	<input type="checkbox"/>
Parent/carer signature	
Name of parent/carer	
Relationship to child	
Date	

Appendix 3: Norfolk County Council's Intimate Care – Toileting Plan discussion with parents/carers

Pupil's Personal Details	
Full Name:	
Date of Birth:	Date of meeting:
Persons present:	

	Details	Action
Working towards independence, e.g. taking pupil to toilet at timed intervals, rewards		
Arrangements for nappy changing, e.g. who, where, privacy		
Level of assistance needed, e.g. undressing, hand washing, dressing		
Moving and handling needs, e.g. equipment, training needs, hoisting equipment		
Infection control, e.g. wearing gloves, nappy disposal		
Sharing information, e.g. nappy rash, infection, family/cultural customs		
Resources needed, e.g. toilet seat, step, nappies, creams, nappy sacks, change of clothes, gloves		
Other		

Appendix 4: Norfolk County Council's Intimate Care – Checklist

	Discussion	Actions
<p>Facilities</p> <p>Suitable toilet identified?</p> <p>Adaptations required?</p> <ul style="list-style-type: none"> • Changing table/bed • Grab rails • Step • Hot and cold water • Lever taps • Disposal unit/bin • Hoist • Other moving and handling equipment • Emergency alarm • Other 		
<p>Family provided supplies</p> <ul style="list-style-type: none"> • Nappies/pads • Catheters • Wipes • Spare clothes • Other 		
<p>School provided supplies</p> <ul style="list-style-type: none"> • Toilet rolls • Antiseptic cleanser • Cloths/paper towels • Soap • Disposable gloves/aprons • Disposal sacks • Urine bottles • Bowl/bucket • Milton/sterilising fluid • Other 		
<p>Good practice</p> <ul style="list-style-type: none"> • Advice sought from Health professionals? • Moving and Handling Co-ordinator? • Parent/carer views • Pupil's views • How does child communicate? 		

<ul style="list-style-type: none"> • Agree use of language to be used • Preferences for gender of carer • Training required for staff? • Awareness raising for all staff • Other 		
<p>PE issues</p> <ul style="list-style-type: none"> • Discreet clothing required? • Privacy for changing? • Other <p>Specific advice for swimming</p> <ul style="list-style-type: none"> • From parents/carers • From Health professionals • Moving and Handling Co-ordinator 		
<p>Support</p> <ul style="list-style-type: none"> • Designated staff • Back-up staff • Training for back-up staff • Transport • School visits • After-school clubs <p>Toilet management/intimate care plan to be prepared</p> <ul style="list-style-type: none"> • By whom • When • To be reviewed when 		

