

Heritage Park Primary School

Intimate Care Policy



Approved by: Senior Leadership Team

Last reviewed on: June 2025

Next review due by: June 2026

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Intimate Care Policy

Introduction

At Heritage Park Primary School we are committed to ensuring that all staff responsible for the intimate care of children or young people will undertake their duties in a professional manner at all times. We define intimate care as any care which involves washing, touching or carrying out a procedure to intimate personal areas which most people carry out themselves but some children are unable to do because of their young age, physical difficulties or other special needs.

We recognise that all children have different rates of development and differing needs during their time at school. Most children achieve continence before starting full-time school. There are, however, many children in mainstream education who are not fully independent in their toileting abilities.

The achievement of continence can help to improve a child's quality of life, independence and self-esteem. The stigma associated with wetting and soiling accidents can cause enormous stress and embarrassment to the children and families concerned. Children with toileting issues who receive support and understanding from those who act in loco parentis are more likely to achieve their full potential.

We are committed to ensuring that all pupils are able to access the whole curriculum and are able to be included in all aspects of school life. We will achieve this by attending to the continence needs of our pupils where necessary.

Aims

All children have the right to be safe, to be treated with courtesy, dignity and respect and to be able to access all aspects of the curriculum and Heritage Park Primary School will work:

- To ensure that pupils with continence difficulties are not discriminated against in line with the Equalities Act 2010
- To ensure, wherever possible, that children have the right to be involved and consulted in their own intimate care to the best of their abilities and have such views taken into account
- To provide help and support to pupils in becoming fully independent in personal hygiene
- To treat continence issues sensitively, so as to maintain the self-esteem of the child
- Work with parents in delivering a suitable care plan where necessary
- To ensure that staff dealing with continence issues work within guidelines that protect themselves and the pupils involved by adhering to the Health and Safety Policy and the Safeguarding and Child Protection Policy.

Our Approach to Best Practice

The management of all children with intimate care needs will be carefully planned and should be a positive experience for all involved. The child who requires intimate care is treated with respect at all times; the child's welfare and dignity are of paramount importance.

Staff who provide this care are trained to do so (including Safeguarding and Child Protection and Moving and Handling Training) and are fully aware of best practice, including having read the Guidance for Safer Working Practice for Adults who Work with Children and Young People in Education Settings (2022). Suitable equipment and facilities can be identified to assist with children/young people who need special arrangements by an assessment from an Occupational Therapist.

It is the school's responsibility to support staff that are carrying out intimate care procedures. Advice can be given by contacting the occupational therapy service, school nurse or the Education Safeguarding Team as required. Whenever possible, staff who are involved in the intimate care of children will not usually be involved with the delivery of relationships and sex education to the children in their care as an additional safeguard to both staff and children involved. If staff are involved, care should be taken to ensure that resource materials used during these lessons cannot be misinterpreted and clearly relate to the learning outcomes identified by the lesson plan. This plan should highlight particular areas of risk and sensitivity.

Children will be supported to achieve the highest level of autonomy possible given their age and abilities. Staff will ensure each child/young person does as much for him/herself as he/she can. This may mean, for example, giving the child responsibility for washing themselves. Individual intimate care plans will be drawn up as appropriate and shared and agreed by the child person and their parents/carers.

Intimate care arrangements will be discussed with parents/carers on a regular basis and recorded on the care plan. The needs and wishes of children and parents will be taken into account wherever possible within the constraints of staffing and equal opportunities legislation.

Pupils' Needs

The staff work hard to build effective relationships with the parents and carers of the children attending Heritage Park Primary School. Any particular needs that a child may have will be dealt with sensitively and appropriately, working with parents/carers to ensure that each child can access the curriculum.

Any child who has personal care or continence needs will be attended to in a designated area within school, primarily in the reception classroom toilet area. Parents will only be contacted in extreme cases where soiling is severe and/or linked to illness eg. sickness and diarrhoea, or when a child refuses to let a member of staff help change their clothing.

Care Plans

Where a pupil has particular needs (eg 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 care plan to ensure that the child is able to attend daily.

The written care plan (Appendix A) will include:

- Who will change the child, including back-up arrangements in case of staff absence
- Where changing will take place

- What resources and equipment will be used (cleansing products used) and clarification of who is responsible (parent or school) for the provision of the resources and equipment
- How the product, if used will be disposed of, or how wet or soiled clothes will be kept until they can be returned to the parent/carer
- What infection control measures are in place
- What the staff member will do if the child is unduly distressed by the experience or notice any marks/rashes on the child
- Training requirements for staff
- Arrangements for school trips and outings
- Care plan review arrangements

Care Plan Agreements

In these circumstances it may be appropriate for the school to set up an agreement that defines the responsibilities that each partner has, and the expectations each has for the other (see Appendix B). This will include:

The parent:

- agreeing to ensure that the child is changed at the latest possible time before being brought to the school
- providing the school with spare nappies/pull ups, wipes to clean up their child, nappy bags and a change of clothing and ensuring adequate supplies are kept in school
- understanding and agreeing the procedures that will be followed when their child is changed at school (including the use of any wipes or nappy creams)
- agreeing to inform the school should the child have any marks/rash
- agreeing to a 'minimum change' policy i.e. the school would not undertake to change the child more frequently than if s/he were at home. And agreeing to review arrangements should this be necessary.

The school:

- agreeing that two staff members will be in the vicinity at all times to comply with safeguarding procedures (employed staff only)
- agreeing to change the child during a single session should the child soil themselves or become uncomfortably wet
- agreeing to monitor the number of times the child is changed in order to identify progress made
- agreeing to keep a log of pre-existing injuries to ensure staff are protected from allegations
- agreeing to report if the child becomes distressed, or if marks/rashes are seen
- agreeing to review arrangements should this be necessary
- agreeing to take any religious views and cultural values of the families into account
- agreeing to provide adequate PPE resources to allow staff to carry out these duties safely
- agreeing to follow the school's confidentiality policy and only sharing sensitive information with those who need to know

This kind of agreement should help to avoid misunderstandings that might otherwise arise, and help parents feel confident that the school is taking a holistic view of the

child's needs. Should a child with complex continence needs be admitted, the school will consider the possibility of special circumstances and/or provision being made. In such circumstances, an appropriate health care professional (School Nurse or Family Health Visitor) will be closely involved in forward planning.

Personal Care Procedures

The staff at Heritage Park Primary School will follow agreed procedures (see Appendix C) when attending to the care or continence needs of any pupil within the setting, whether this be a child with a care plan agreement or a child who has had an occasional 'accident'.

Health and Safety Procedures

When dealing with personal care and continence issues, staff will follow agreed Health and Safety procedures (see Appendix D) to protect both the child and the member of staff.

Child Protection

The normal process of changing continence or wet/soiled clothes should not raise child protection concerns, but we will ensure a second member of staff is available to supervise the changing process to protect both the child and staff member from potential allegations. No students, visitors or supply teachers will be involved in changing a child. Wherever possible, the same member of staff will be allowed to change named children. This reduces the risk to the child and promotes their dignity. The care plan will outline back up or contingency measures in the event that the named member of staff is not available.

Cambridgeshire and Peterborough Safeguarding Children Partnership Board Interagency Procedures will be adhered to alongside the school's safeguarding and child protection policy and procedures.

All children will be taught personal safety skills as part of Personal Social and Health Education (PSHE) relative to their age, ability and understanding. Research indicates that children with an awareness of personal safety and the ability to be assertive are more resilient to abuse. These skills will be shared with parents/carers to enable them to be consolidated within the home/community.

If a member of staff has any concerns about physical or behavioural changes in a child's presentation, e.g. marks, bruises, soreness or reluctance to go to certain places/people etc. the staff member will immediately pass their concerns to the Designated Safeguarding Lead in school.

If a child is displaying inappropriate sexual behavior/language, advice should be sought from the appropriate source (e.g. the Designated Safeguarding Lead, School Nurse, Social Care, Education Safeguarding Team, and Cambridgeshire Sexual Behaviour Service)

If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution, e.g. staffing schedules may be altered until the issue/s are resolved so that

the child's needs remain paramount. Further advice, following the Interagency Procedures may also be taken from outside agencies as necessary.

If a child makes an allegation against a member of staff the procedures for Allegations against Staff will be followed as outlined in the school's Safeguarding and Child Protection policy. All staff involved in intimate care are required to have read the School's Policy and Guidance for Intimate Care and the Guidance for Safer Working Practice. There may be a need to refer to other policies the school may have in place for clarification of practices and procedures.

Monitoring and Review

The SLT will take responsibility for monitoring that agreed procedures are being followed and are meeting the needs of children and families. Any concerns that staff have about child protection issues will be reported to the Designated Safeguarding Lead (DSL) for further referral if appropriate.

APPENDIX A

Heritage Park Primary School Intimate Care Plan	
Name of child:	
Name of person(s) to change the child:	
Name of person(s) to change the child if main adult(s) are unavailable:	
Where changing will take place:	
What resources and equipment will be used:	
Who will provide the resources and equipment that will be used:	
Training requirements for staff:	
Arrangements for disposal of products:	
Infection control measures:	
Special arrangements for trips/ outings:	
Opportunities for child to develop their independence within the changing process:	
When will the plan be reviewed:	
Review comments:	

If the child is unduly distressed, a member of staff will contact the parent/carer.

*If the above named member of staff is not available due to illness or staff training, then another person, familiar to the child will attend to the child's needs.

SLT approval:

Date:

APPENDIX B

Heritage Park Primary School Intimate Care Plan Agreements
<p>The parent:</p> <ul style="list-style-type: none">• I agree to ensure that my child is changed at the latest possible time before being brought to the school• I will provide the school with spare nappies/pull ups, wipes to clean up my child, nappy bags, nappy creams, spare bags for soiled clothes and a change of clothing and that it is my duty to ensure adequate supplies are available in school and sign the appropriate 'Administration of Medicines in School' form where nappy cream is provided• I understand and agree to the procedures that will be followed when my child is changed at school (including the use of any wipes)• I agree to inform the school should my child have any marks/rash• I agree to a 'minimum change' policy i.e. the school would not undertake to change my child more frequently than if s/he were at home. And I agree to review arrangements should this be necessary.• I agree to dispose of soiled nappies/pull ups and wipes. <p>The school:</p> <ul style="list-style-type: none">• Agrees to change the child during a single session should the child soil themselves or become uncomfortably wet (two members of staff to be present)• Agrees to monitor and record the number of times the child is changed in order to identify progress made• Agrees to report to parents if the child is distressed, or if marks/rashes are seen and record any pre-existing injuries• Agrees to review arrangements should this be necessary• Agrees to use appropriate PPE when changing a child and when sealing used nappies/pull ups and wipes in the relevant waste disposal bags.

Signed: (parent/carer)

Name: (parent/carer)

Signed: (school member of staff)

Name: (school member of staff)

Date:

APPENDIX C

Personal Care Procedures

The staff at Heritage Park Primary School will follow agreed procedures:

- Change the child's clothing as appropriate, as soon as possible
- Use appropriate cleaning products and adhere to health and safety procedures (see Appendix D)
- Report any marks or rashes to parents and Designated Safeguarding Lead if appropriate
- Inform parent/carer that a continence issue has arisen during the session
- Contact a parent/carer only where soiling is severe and/or linked to illness eg. sickness and diarrhoea, or when a child refuses to let a member of staff help change their clothing.
- Ensure that privacy and dignity are maintained during the time taken to change the child.

APPENDIX D

Health and Safety Procedures

When dealing with personal care and continence issues, staff will follow agreed health and safety procedures:

- Staff to wear disposable gloves and aprons while dealing with the incident
- Soiled continence clothing/products used are to be double wrapped and returned to parent/carer at the earliest opportunity.
- Changing area will be cleaned after use by staff members, if required.
- Hot water and liquid soap will be available to wash hands as soon as the task is completed
- Paper towels/hand dryer will be available for drying hands
- Any concerns the staff member may have regarding Health and Safety and/or Safeguarding and Child Protection will be raised with the Designated Safeguarding Lead at the earliest convenience within the first 24 hours of concern being identified