ICKFORD SCHOOL

Intimate Care Policy

September 2026

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Statement of intent

Ickford School takes the health and wellbeing of its pupils very seriously. As described in the Supporting Pupils with Medical Conditions Policy, the school aims to support pupils with physical disabilities and illnesses to enable them to have a full and rich academic life whilst at school.

The governing board recognises its duties and responsibilities in relation to the Equality Act 2010, which states that any pupil with an impairment affecting their ability to carry out normal day-to-day activities must not be discriminated against.

Pupils will always be treated with care, sensitivity and respect when intimate care is given, and no pupil will be left feeling embarrassed or as if they have created a problem.

Intimate care will be provided in a way that promotes the pupil's dignity, privacy, safety, wellbeing and independence. Staff will provide only the level of assistance that the pupil requires and will encourage the pupil to undertake any aspect of their personal care that they are safely able to manage.

The school recognises that pupils may require intimate care for a range of reasons, including their age, developmental stage, disability, medical condition, additional needs or an unexpected accident. The school will consider each pupil's circumstances individually and will work in partnership with the pupil, parents/carers and relevant professionals where appropriate.

The provision of intimate care will be consistent with the school's safeguarding responsibilities and with its duties under the Equality Act 2010 and SEND legislation. Reasonable adjustments will be considered and implemented where required.

1. Legal framework

This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Children and Families Act 2014
- Education Act 2011
- Health Act 2006
- Equality Act 2010
- DfE 'Keeping children safe in education'

- Children Act 1989

- Data Protection Act 2018 and UK GDPR

- SEND Code of Practice: 0 to 25 years

- Working Together to Safeguard Children 2026

- Current Disclosure and Barring Service guidance relating to regulated activity with children

This policy will be reviewed against changes to legislation and statutory guidance as part of the school's annual policy review process.

This policy operates in conjunction with the following school policies:

- Health and Safety Policy
- Supporting Pupils with Medical Conditions Policy
- First Aid Policy
- Child Protection and Safeguarding Policy
- Staff Code of Conduct
- Whistleblowing Policy
- Administering Medication Policy

- SEND Policy

- Accessibility Plan

- Behaviour Policy

- Data Protection/Privacy Policy

2. Definitions

For the purpose of this policy, intimate care means care involving personal hygiene, toileting, continence, dressing or undressing, or other personal care where a pupil requires direct assistance with areas of their body that would ordinarily be private.

Examples of intimate care may include:

- Washing or cleaning intimate areas of the body
- Changing a child who has soiled themselves
- Changing nappies or incontinence pads
- Supporting a pupil with toileting
- Assisting with dressing or undressing where this involves underwear or other intimate areas
- Providing support with menstrual hygiene
- Supporting a pupil with a medical bag where this has been appropriately assessed and staff have received the required training
- Providing other personal hygiene support where this is required because of the pupil's age, disability, developmental needs or medical condition.

Intimate care tasks are associated with bodily functions, body products and personal hygiene that demand direct or indirect contact with, or exposure of, the genitals.

Routine physical contact, reassurance, comforting an upset pupil, ordinary first aid, or appropriate physical support are not automatically considered intimate care and will be managed under the relevant school policy and safeguarding procedures.

Clinical or invasive procedures are not automatically covered by the routine intimate-care arrangements in this policy. Where a pupil requires a clinical or invasive procedure, this will be managed through the Supporting Pupils with Medical Conditions Policy and/or Administering Medication Policy, with appropriate professional advice, training and authorisation.

Pupils may be unable to meet their own care needs for a variety of reasons and will require regular support.

Certain forms of intimate care constitute regulated activity with children. Relevant personal care involving physical assistance, prompting and supervision, or training, instruction, advice or guidance in relation to toileting, washing or dressing may constitute regulated activity where the statutory criteria are met. Other forms of intimate care may not fall within the legal definition of regulated activity. The school will ensure that the appropriate level of DBS check is obtained for staff according to their role and duties.

3. Health and safety

The Health and Safety Policy lays out specific requirements for cleaning and hygiene, including how to deal with spillages, vomit and other bodily fluids.

Any member of staff that is required to assist a pupil with changing a medical bag will be trained to do so and will carry out the procedure in accordance with the Supporting Pupils with Medical Conditions Policy.

Staff will wear disposable aprons and gloves while assisting a pupil in the toilet or while changing a nappy, incontinence pad or medical bag.

Soiled nappies, incontinence pads and medical bags will be securely wrapped and disposed of appropriately.

Disposal arrangements will comply with the school's current health and safety, hygiene and waste-disposal procedures. Where clinical waste arrangements are required because of the nature of the material or a pupil's medical condition, these arrangements will be followed.

The school will ensure that staff receive appropriate guidance regarding hand hygiene, the use of PPE, cleaning of changing areas and the safe disposal of bodily fluids and contaminated materials.

The changing area or toilet will be left clean. Hot water and soap will be available to wash hands. Paper towels will be available to dry hands.

Any concerns regarding the condition, cleanliness or suitability of intimate-care facilities will be reported to the appropriate member of staff and addressed promptly.

4. Staff and facilities

Staff members who provide intimate care will be suitably trained, and will be made aware of what is considered good practice.

Staff undertaking intimate care will receive appropriate information, instruction and/or training relevant to the needs of the pupils they support. Where a pupil requires specialist equipment, clinical procedures or specific physical handling techniques, staff will receive appropriate specialist training before undertaking those duties.

Staff will only be required to administer intimate care if it is listed in their job description or contract of employment.

Where an unexpected accident occurs, staff may provide appropriate assistance in accordance with this policy even where routine intimate care is not normally part of their role, provided that they are appropriately authorised and able to do so safely.

Suitable equipment and facilities will be provided to assist pupils who need special arrangements following assessment from a physiotherapist or occupational therapist. This may include the following:

- Changing mat
- Non-slip step
- Cupboard
- Adapted toilet seat or commode seat
- Swivel mat
- Disposable gloves/aprons
- Nappies, pads and medical bags
- Tissue rolls (for changing mat/cleansing)
- Supply of hot water
- Soap
- Barrier creams
- Antiseptic cleanser for staff
- Antiseptic cleanser for the changing bed/mat
- Clinical waste bag
- Spillage kit

The school has two extended disabled toilet facilities with a washbasin which include three changing areas.

Mobile pupils will be changed while standing up. Pupils who are not mobile will be changed on a changing mat on the floor.

The method of changing or providing intimate care will be determined according to the individual pupil's mobility, developmental needs, dignity, safety and any advice provided by relevant health professionals.

Staff will be supported to adapt their practice in relation to the needs of individual pupils, taking into account developmental changes such as the onset of puberty or menstruation.

The school will consider reasonable adjustments where a disabled pupil would otherwise be placed at a substantial disadvantage. Such adjustments will be considered on an individual basis and may include adaptations to equipment, environment, communication, staffing arrangements or routines.

5. School responsibilities

Arrangements will be made with a multi-agency to discuss the personal care needs of any pupil prior to them attending the school.

Where appropriate, the school will liaise with relevant professionals, such as health visitors, school nurses, physiotherapists, occupational therapists, speech and language therapists or other relevant services, with appropriate parental involvement and consent where required.

Where possible, pupils who require intimate care will be involved in planning for their own healthcare needs wherever possible, with input from parents welcomed.

In liaison with the pupil and parents, an individual intimate care plan will be created to ensure that reasonable adjustments are made for any pupil with a health condition or disability.

An individual intimate care plan will be considered where a pupil has an ongoing or significant need for intimate care. The plan will identify the level of support required, what the pupil can do independently, equipment required, communication needs, appropriate staffing arrangements, dignity and privacy arrangements, and procedures for responding to accidents, refusal or distress.

The pupil's views and preferences will be taken into account wherever they are able to express them. For pupils who communicate without speech, staff will consider their usual methods of communication, behaviour, gestures and other forms of communication.

Regular consultations will be arranged with all parents and pupils regarding toilet facilities.

The privacy and dignity of any pupil who requires intimate care will be respected at all times.

A trained and appropriately authorised member of staff will change the pupil, or assist them in changing themselves, if they become wet or soil themselves. The level of assistance provided will be appropriate to the pupil's age, developmental stage, individual needs and ability to manage aspects of their own care.

Any pupil with wet or soiled clothing will be assisted in cleaning themselves and will be given spare clothing, nappies, pads, etc., as provided by the parents.

Parents/carers should provide an appropriate supply of personal items required by their child, including nappies, continence pads and spare clothing where these are routinely required. The school will discuss with parents/carers any specialist equipment or consumables required as part of an individual care arrangement.

Members of staff will react to accidents in a calm and sympathetic manner.

Accurate records of times, staff, and any other details of incidents of intimate care will be kept in a Record of Intimate Care Intervention.

Records will be factual, proportionate and limited to information necessary for the safe care of the pupil. Where relevant, records will include any significant distress or refusal, injuries or marks observed, contact with parents/carers, or any significant deviation from the pupil's agreed care arrangements.

Intimate-care records will be stored securely and handled in accordance with the school's data protection and record-management arrangements.

Arrangements will be made for how often the pupil should be routinely changed if the pupil is in school for a full day, and the pupil will be changed by a designated member of staff.

A minimum number of changes will be agreed.

The frequency of routine care will be agreed on an individual basis and will take account of the pupil's physical needs, dignity, continence needs, medical advice and ability to communicate their needs. A minimum level of planned support may be identified where appropriate.

The family's cultural practices will always be taken into account for cases of intimate care.

The school will take account of the pupil's and family's preferences regarding the sex of the member of staff providing intimate care. Wherever reasonably practicable, these preferences will be accommodated while ensuring that the pupil's immediate health, safety, dignity and wellbeing remain the priority.

Parents will be contacted if the pupil refuses to be changed, or becomes distressed during the process.

Where a pupil refuses or becomes distressed during intimate care, staff will respond calmly and sensitively and will consider the reason for the pupil's distress or refusal. Staff will follow any communication, sensory or regulation strategies identified in the pupil's individual care plan. Routine intimate care will not be undertaken using force. Where it is safe to do so, staff will pause and seek an alternative approach or additional support.

Parents/carers may be contacted where appropriate, particularly where the situation cannot be safely resolved using the arrangements in the pupil's individual care plan. Contacting parents/carers will not automatically mean that the pupil must be collected from school.

Excellent standards of hygiene will be maintained at all times when carrying out intimate care.

Intimate care will be provided in a manner that promotes the pupil's independence wherever possible. Staff will encourage pupils to complete any aspect of toileting, cleaning, dressing and handwashing that they are safely able to undertake themselves.

The school will review an individual intimate care plan where a pupil's needs change, where the existing arrangements are no longer effective, or where repeated difficulties arise.

6. Parental responsibilities

Parents will change their child, or assist them in going to the toilet, at the latest possible time before coming to school.

Parents/carers are encouraged to support their child to use the toilet and/or change their child immediately before coming to school where appropriate, taking account of the child's individual needs.

Parents will provide spare nappies, incontinence pads, medical bags, wet wipes and a change of clothing in case of accidents.

Parents/carers should provide an appropriate supply of personal items routinely required by their child, such as nappies, continence pads and spare clothing. The school will discuss with parents/carers where additional or specialist equipment is required.

A copy of this policy will be read and signed by parents to ensure that they understand the policies and procedures surrounding intimate care.

Parents/carers will be provided with information about the school's intimate-care arrangements and will be invited to contribute to their child's individual care plan where one is required.

Parents will inform the school should their child have any marks or rashes.

Parents will come to an agreement with staff in determining how often their child will need to be changed, and who will do the changing.

Parents/carers will be consulted regarding the frequency and nature of their child's intimate care and their views will be taken into account. The school will determine appropriate staffing arrangements, taking account of the pupil's needs, safeguarding, dignity, privacy, staff availability and any reasonable adjustments.

Parents/carers should provide the school with relevant information about their child's toileting, continence, communication, medical or sensory needs that may affect intimate care.

Parents/carers should inform the school of any changes to their child's needs or circumstances that may require the individual care arrangements to be reviewed.

7. Safeguarding

Staff members working directly with children will receive safeguarding training as part of their mandatory induction, in line with the Child Protection and Safeguarding Policy.

All staff providing intimate care must understand and follow the school's safeguarding procedures and Staff Code of Conduct.

Intimate care is a regulated activity; therefore, only members of staff who have an enhanced DBS certificate with a barred list check are permitted to undertake intimate care duties.

Relevant personal care may constitute regulated activity with children and may therefore require an Enhanced DBS check with a Children's Barred List check. The school will determine the appropriate DBS level according to the statutory definition of regulated activity and the individual's role and duties.

The school will comply with current DBS requirements, including the removal of the previous supervision exemption for regulated activity with children from September 2026.

Wherever possible, staff involved in intimate care will not be involved in the delivery of sex education to the pupils in their care as an extra safeguard to both staff and pupils involved.

Individual intimate care plans will be drawn up for pupils as appropriate to suit the circumstances of the pupil.

Each pupil's right to privacy will be respected. Careful consideration will be given to each pupil's situation to determine how many carers will need to be present when the pupil requires intimate care.

The number of staff involved in intimate care will be determined on an individual basis, taking account of the pupil's needs, dignity, privacy, safeguarding, the nature of the care and the environment.

Where it is not appropriate or practicable for two members of staff to be physically present, another member of staff should be aware that intimate care is taking place in accordance with the pupil's individual care plan and school procedures, where practicable.

If any member of staff has concerns about physical changes to a pupil's presentation, such as marks or bruises, they will report the concerns to the Headteacher immediately.

Where a concern relates to the Headteacher, staff will follow the reporting arrangements in the school's Child Protection and Safeguarding Policy.

Any concern that a pupil may have been harmed, abused or subjected to inappropriate treatment during intimate care will be reported immediately in accordance with the school's safeguarding procedures.

Special consideration will be taken to ensure that bullying and teasing does not occur.

Pupils will not be shamed, blamed or disciplined because they require intimate care, have a toileting accident, wear nappies or continence products, or require assistance with personal hygiene.

Staff will maintain professional boundaries at all times. Intimate care will only be undertaken for the purpose for which it is required and in accordance with the pupil's individual needs and agreed arrangements.

Any allegation or concern relating to the conduct of a member of staff during intimate care will be managed in accordance with the school's safeguarding and allegations procedures.

8. Swimming

Parental consent will be obtained before assisting any pupils in changing clothing before and after swimming lessons.

Details of any additional arrangements will be recorded in the pupil's individual intimate care plan.

Where pupils require assistance with changing before or after swimming, staff will preserve the pupil's dignity and privacy and will provide only the level of assistance required.

Staff will follow the school's safeguarding arrangements and any specific risk assessment relating to swimming and changing facilities.

9. Offsite visits

Before offsite visits, including residential trips, the pupil's individual intimate plan will be amended to include procedures for intimate care whilst off the school premises.

Staff will apply all the procedures described in this policy during residential and off-site visits.

Meetings with pupils away from the school premises, where a chaperone is not present, will not be permitted, unless approval has been obtained by the headteacher.

Consent from a parent will be obtained and recorded prior to any offsite visit.

Where intimate care is anticipated during an offsite visit or residential trip, staffing, facilities, equipment, privacy, transport and emergency arrangements will be considered as part of the visit risk assessment and the pupil's individual care plan.

The school will ensure that staff undertaking relevant personal care during an offsite visit have the appropriate DBS status, training and information required for their role.

Where the usual facilities or equipment are unavailable, alternative arrangements will be planned in advance wherever reasonably practicable.

10. Toilet training

Members of staff providing care will inform another member of staff prior to taking a pupil to be changed or to use the toilet.

Where a pupil requires intimate care, the member of staff providing the care should follow the arrangements set out in the pupil's individual care plan. Where practicable, another member of staff should be aware that intimate care is taking place.

Where potties are used, they will be emptied immediately and cleaned with an anti-bacterial spray.

The potty or toilet is checked to assess whether it is clean before use and toilet paper is well stocked.

Gloves and aprons will be worn before each change and the area should be prepared to ensure it is clean and suitable for use.

Gloves must be worn at all times when changing nappies, and during any instances where the member of staff could come into contact with bodily fluids.

All pupils will be accompanied to the toilet and will be appropriately supervised and supported during the toilet training stage.

Staff will be sensitive and sympathetic when changing pupils and will not make negative facial expressions or negative comments.

Pupils' efforts will be reinforced by praise where appropriate.

Toilet training will be approached consistently and positively, with the aim of developing the pupil's independence rather than creating dependence on adult support.

The school will work with parents/carers to promote consistency between home and school where appropriate, while recognising that children may demonstrate different levels of independence in different environments.

Staff are required to ensure that soiled/wet nappies are changed as soon as possible.

Soiled or wet nappies and clothing will be dealt with promptly and sensitively, taking account of the pupil's age, individual needs, dignity, communication and level of cooperation.

Staff will never shame, punish or discipline a pupil because they have had a toileting accident or because they require intimate care.

If a pupil refuses or becomes distressed during changing, staff will follow the arrangements in the pupil's individual intimate care plan and the procedures outlined in this policy.

Where a pupil is repeatedly unable or unwilling to access the agreed intimate-care arrangements, the school will review the arrangements with the pupil, parents/carers and relevant professionals where appropriate.

Pupils will be encouraged to wash their hands with soap and warm water, with assistance provided where necessary.

If a pupil has a toileting accident, they will be offered assistance to change or be changed by a member of staff regardless of their age.

An unexpected toileting accident will be managed compassionately and without embarrassment or blame. Where a pupil is normally independent with toileting, staff will encourage the pupil to manage as much of the cleaning and changing as they are able to do independently. Where assistance is required, staff will provide appropriate support in accordance with this policy and the pupil's individual needs.

A one-off accident will not automatically require an individual intimate care plan. However, repeated accidents or an ongoing need for intimate care should prompt consideration of an individual plan.

To build independence, pupils will be encouraged to replace their own clothes and flush the toilet, if they are capable of doing so.

Pupils will also be encouraged to recognise and communicate their own toileting needs wherever they are able to do so.

Parents are consulted on the approach to toilet training their pupil to ensure there is consistency with the approach at home.

Pupils' progress is discussed at handover with parents.

If any pupil is struggling with toilet training techniques or has any issues, e.g. a rash, this will be discussed with the headteacher and the pupil's parents.

Where toilet-training difficulties appear persistent or may relate to a disability, medical condition, developmental need or sensory/communication difficulty, the school will consider whether further advice or assessment from an appropriate professional is required.

The school will not require a pupil to achieve full toilet independence as a condition of attending school where this would result in unlawful discrimination or otherwise fail to take account of the pupil's individual needs.

Equally, the school is not required to provide unlimited or unrestricted intimate care. The level and nature of support will be determined on an individual basis, taking account of the pupil's needs, dignity, safety, independence, reasonable adjustments, available facilities and appropriate staffing arrangements.

The school will work with parents/carers to identify an appropriate and sustainable approach where a pupil has ongoing toileting or continence needs.

11. Monitoring and review

This policy is reviewed annually by the Trust Board.

All changes are communicated to relevant stakeholders.

The policy will also be reviewed sooner where there is a significant change in legislation, statutory guidance, safeguarding expectations, school facilities or the needs of pupils requiring intimate care.

The Headteacher will ensure that staff providing intimate care are aware of the policy and any relevant individual care plans.

Individual intimate care plans will be reviewed at least annually, and sooner where the pupil's needs change or the existing arrangements are no longer appropriate.

The scheduled review date for this policy is September 2027.

Appendix A

Record of Intimate Care Intervention

Pupil's name:	Class/year group:
Name of support staff:	
Date:	Review date:

Date	Time	Procedure	Staff signature	Second signature

Appendix B

Toilet Management Plan

Pupil's name:	Class/year group:
Name of personal assistant:	
Date:	Review date:
Area of need	
Equipment required	
Locations of suitable toilet facilities	
Support required	**Frequency of support**

Signed_____ Parent

Signed_____ Personal assistant

Signed_____ Second member of staff

Signed_____ Pupil (where appropriate)