

WALFORD NURSERY & PRIMARY SCHOOL



Policy for Intimate Care

(including Nappy Changing and Toilet Training)

Reviewed and Updated: **June 2025**

Date for Review: **June 2026**

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Introduction

Intimate care is any care which is associated with invasive procedures relating to bodily functions, bodily products and personal hygiene which demands direct or indirect contact with, or exposure of intimate parts of the body, such as cleaning up after a child who has soiled themselves. In addition, some children may need help with dressing / undressing or using the toilet. Most children can carry out these functions themselves, but it is recognised that some are unable to due to physical disability, learning difficulties, medical needs or needs arising from the child's stage of development.

This Intimate Care Policy has been developed to safeguard children, support staff and ensure good practice is followed. At Walford Nursery & Primary School, all staff are checked with the Disclosure and Barring Service (DBS) and we are committed to ensuring that all staff responsible for the intimate care of children will undertake their duties in a professional manner, at all times.

We believe that the intimate care of children cannot be separated from other aspects of their learning and development and we also believe that every child has the right to feel safe and secure. We do not discriminate against children who have not reached a stage where they can manage their own personal hygiene and, as such, welcome all children to participate in our school and provide appropriate support for each child on an individual basis.

When intimate care is given, we recognise the need to treat all children with respect and dignity. No child should be attended to in a way that causes distress, embarrassment or pain.

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 wellbeing of children are safeguarded;
- pupils with intimate care difficulties are not discriminated against, in line with the Equalities Act 2010;
- parents / carers are assured that staff are knowledgeable about intimate care and that the needs of their children are taken into account;
- 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 which involves toileting, washing, changing, touching or carrying out an invasive procedure to children's intimate personal areas.

2. Legislation and Statutory Guidance

This policy complies with [statutory safeguarding guidance](#).

3. Role of Parents / Carers

Seeking Parental Permission

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

For children whose needs are more complex or who need particular support outside of what's covered in the permission form, if used, an Intimate Care Plan will be created in discussion with parents / carers.

Where there is not an Intimate Care Plan or parental / carer consent for routine care in place, parental / carer permission will be sought before performing any intimate care procedure.

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

Creating an Intimate Care Plan

Where an Intimate Care Plan is required, it will be agreed in discussion between the school, parents / carers, the child (when 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 whilst dealing with needs sensitively and appropriately.

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

The plan will be reviewed twice a year, even if no changes are necessary, and updated regularly, as well as whenever there are changes to a pupil's needs.

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

Sharing Information

The school will share information with parents / carers as needed in order to ensure a consistent approach. Parents / carers will also be expected to share relevant information regarding any intimate matters, as needed.

4. Role of Staff

Which Staff will be Responsible

Any staff who may carry out intimate care will have this set out in their job description. This includes EYFS and all nursery staff.

No other staff members will be required to provide intimate care.

All staff at the school who carry out intimate care will have been subject to an enhanced Disclosure and Barring Service (DBS) with a barred list check before appointment, as well as other checks on their employment history.

How Staff will be Trained

Staff will receive:

- training in the specific types of intimate care they undertake;
- regular safeguarding training;
- manual handling training, if necessary, that enables them to remain safe and for the pupil to have as much participation as is 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, including those related to COVID-19.

They will also be encouraged to seek further advice, as and when required.

5. Intimate Care Procedures

How Procedures will Happen

It is best practice, from a health and safety and safeguarding perspective, to have two members of staff present. If this is not possible, we will keep a door open so that we can be seen and heard by another member of staff. We will then inform another member of staff once the procedure has taken place.

Procedures will be carried out in the school's toilet areas or within the nursery environment.

When carrying out procedures, the school will provide staff with:

- protective gloves;
- cleaning supplies;
- changing mats;
- 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 nursery / school day.

Nappy Changing in the Early Years

Nappy changing procedures include:

- changing nappies in an allocated space;
- asking parents / carers about their child's nappy changing routines;
- ensuring that a child's Key Person changes their nappy, whenever possible, otherwise another member of staff that the child has a close bond with;

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- keeping a record of when each nappy is changed and sharing this information with parents / carers;
- a Key Person, or another member of staff if the Key Person is unavailable, checking children's nappies at appropriate intervals;
- nappy changing resources readily supplied;
- ensuring that children have spare clothes in their individual bags or a box of spare clothing is available for any child who has not got their own;
- a Key Person wearing a new set of gloves and apron for every nappy change;
- children being placed on a mat during a nappy change;
- soiled and wet nappies being placed in a nappy sack for disposal;
- soiled and wet clothing to be sent home in a separate bag;
- disposal of cleaning wipes in a nappy sack;
- nappy sacks being securely tied and placed in the appropriate bin for disposal;
- the disposal of all personal protective equipment used in the appropriate bin before dressing the child;
- hand washing before dressing a child;
- returning the child to the classroom / playroom;
- the thorough cleaning of the nappy changing area using medical grade cleaning products and the disposal of wipes;
- re-washing hands before returning to the playroom / classroom.

Potty Training in the Early Years

Toilet / potty training is a very important milestone for each and every child. Children require reassurance and guidance at every step to make sure that they are fully supported and encouraged during this stage of their development.

It is equally important that we ensure effective partnership and communication with parents / carers in order to give the child continuity between home and nursery. We ask that parents / carers inform us as soon as they start to think about potty training in order to maintain consistency. Potty training is a shared job and it is important that your child gets the same messages at home and at nursery.

Communication is the key: please make sure that nursery staff know what you are doing at home and vice versa. Parents / carers are asked to provide plenty of changes of clothes. This is very important because accidents do happen and your child should not feel anxious that they have to wear someone else's clothes. At this age, children prefer clothes that belong to them and it can frustrate them if they have to wear something that they do not want to wear.

All staff will be aware of each child's stage of potty training. Children will be taken to the toilet / potty regularly, mirroring the child's routine at home. We introduce where the potty is kept for children starting their training. Rewards, reassurance and praise are a key part of toilet training. When toilet training begins, children are accompanied to the toilet area where they are supervised and supported. Potties require immediate emptying and cleaning with medical grade cleaning products. Children are advised and supported to wash their hands with soap and water and to dry their hands thoroughly. Toileting information is shared with parents / carers via Family or at the end of each day at collection time. Staff use disposable gloves when assisting a child with toileting.

Concerns about Safeguarding

If a member of staff carrying out intimate care has concerns about physical changes in a child's appearance such as marks, bruises or soreness, they will report this using the school's safeguarding procedures (My Concern).

If a child is hurt accidentally or there is an issue whilst carrying out an intimate care procedure, the staff member will report the incident immediately to the DSL (Louise George) or DDSL (Emma Hanham).

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 according to the school's safeguarding procedures.

6. Policies

These guidelines should be read in conjunction with policies for:

- Health and Safety
- Child Protection & Safeguarding Children
- First Aid
- Supporting Pupils with Medical Conditions including Administering Medicine
- Confidentiality
- Complaints
- Whistle Blowing
- Staff Code of Conduct

7. Monitoring Arrangements

This policy will be reviewed and approved every year.

At every review, the policy will be shared with the governing board.

The policy was adopted by the Standards, Teaching & Learning Committee of the Governing Body of Walford Nursery & Primary School in June 2025.

Signed:

Chair of Standards, Teaching and Learning Committee

Appendix 1: Intimate Care Plan Template (for school aged children)

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	
How many members of staff would you like to help?	
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:

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Appendix 2: Parent / Carer Consent Form (for school aged children)

PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE	
Name of child	
Date of birth	
Name of parent / carer	
Address	
I give permission for the school to provide appropriate intimate care for my child (e.g. changing soiled clothing, washing and toileting).	☐
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).	☐
I understand the procedures that will be carried out and I will contact the school immediately if I have any concerns.	☐
I do not give consent for my child to be given intimate care (e.g., to be washed and changed if they have a toileting accident). Instead, the school will contact me or my emergency contact and I will organise for my child to be given intimate care (e.g., be washed and changed). 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 care for my child. Staff will follow the school's intimate care policy, to make my child comfortable and remove barriers to learning.	☐
Parent / carer signature	
Name of parent / carer	
Relationship to child	
Date	