

Intimate care policy

FHA Ladybrook



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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 wellbeing 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 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 that involves toileting, washing, changing, touching or carrying out an invasive procedure to children's intimate personal areas.

2. Legislation and statutory guidance

This policy has regard to the Equality Act 2010, the Children and Families Act 2014, the SEND Code of Practice: 0 to 25 years and Keeping Children Safe in Education 2026. It should be read alongside the school's Child Protection and Safeguarding Policy, SEND Policy, Supporting Pupils with Medical Conditions Policy, Health and Safety Policy and Staff Code of Conduct.

3. Role of parents/carers

3.1 Seeking parental permission

Parents/carers will provide written consent for planned or routine intimate care arrangements. Wherever possible, pupils will also be involved in developing their intimate care arrangements and their views, wishes and preferences will be respected.

Before providing intimate care, staff will seek the pupil's cooperation and explain what is happening in a way they can understand. Staff will remain alert to verbal and non-verbal indications that a pupil is uncomfortable or does not wish a particular action to continue.

Where a pupil is unable to provide informed consent because of their age or level of understanding, staff will act in the pupil's best interests while following the agreed care plan and maintaining their dignity and safety.

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 (see section 3.2 below).

Where there isn't an intimate care plan or parental consent for routine care in place, parental 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 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 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 preferences of the child will also be taken into account. If there's 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.

3.3 Sharing information

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

4. Role of staff

4.1 Which staff will be responsible

Any roles who may carry out intimate care will have this set out in their job description. This includes teachers, teaching assistants, breakfast and after school club leads,

No other staff members can 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.

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

Intimate care will always be provided in a way that protects the pupil's dignity, privacy and wellbeing. Staff will explain what they are going to do before providing care and will encourage the pupil to do as much for themselves as they are able to do safely.

Pupils will be given appropriate privacy during intimate care and will only be exposed to the extent necessary to complete the procedure safely. Staff will communicate respectfully and take account of the pupil's age, communication needs, developmental stage, preferences and level of understanding.

The number of adults required to provide intimate care will be determined by the individual needs of the pupil and any associated risk assessment or intimate care plan. Two members of staff are not routinely required for all intimate care procedures.

Where one member of staff provides intimate care, another member of staff will be made aware that the procedure is taking place and, where appropriate, when it has been completed. The pupil's privacy and dignity will be maintained throughout and doors will not routinely be left open as a safeguarding measure.

Where a pupil's individual needs, behaviour, moving and handling requirements, medical needs or risk assessment indicate that two members of staff are required, two appropriately trained members of staff will be available. Procedures will be carried out in the hygiene suite.

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

- protective gloves
- cleaning supplies
- changing plinth and bins.

For pupils needing routine intimate care, the school expects parents/carers to provide, when necessary, 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.

5.2 Emergency Intimate Care

There may be occasions when a pupil who does not have an Intimate Care Plan unexpectedly requires assistance, for example following a toileting accident or illness. Staff will provide appropriate support while maintaining the pupil's dignity, privacy and safety.

Wherever practicable, the pupil's wishes will be considered and parents/carers will be informed. A pupil will not be left in soiled clothing for an unreasonable period where doing so would compromise their dignity, comfort, health or access to education.

5.3 Educational Visits and Activities

Pupils who require intimate care will not be excluded from educational visits, residential visits or other school activities because of their care needs. Appropriate arrangements will be planned in advance, including staffing, accessible facilities, equipment, changing arrangements and the pupil's privacy and dignity. Where necessary, these arrangements will form part of the visit risk assessment.

5.4 Concerns about safeguarding

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

If a child is hurt accidentally or there is an issue when carrying out the procedure, the staff member will report the incident immediately to SLT: Early years lead or another member.

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.

5.5 Refusal of Intimate Care

A pupil will not be forced to accept intimate care unless immediate action is necessary to protect their health or safety. Where a pupil refuses routine care, staff will reassure the pupil, consider alternative approaches and seek support from an appropriate member of staff. Parents/carers will be contacted where necessary.

Persistent refusal or distress will prompt a review of the pupil's intimate care plan to identify whether changes to staffing, communication, environment or approach are required.

6. Monitoring arrangements

The Inclusion Team will monitor the implementation of this policy and the effectiveness of individual intimate care arrangements. The policy will be reviewed annually, or sooner following significant changes to legislation or guidance, a serious incident, safeguarding concern or identified change in school practice. The Headteacher will approve the policy following each review.

7. Complaints

Parents/carers who have concerns about their child's intimate care arrangements should raise these with the class teacher, SENDCo or Headteacher in the first instance. Formal complaints will be considered in accordance with the school's Complaints Policy.

Where a concern relates to safeguarding or the conduct of a member of staff, it will be managed through the school's safeguarding procedures rather than the general complaints process where appropriate.

8. Links with other policies

This policy links to the following policies and procedures:

- Accessibility plan
- Child protection and safeguarding
- Health and safety
- SEND
- Supporting pupils with medical conditions

Intimate care Plan

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 to my child (e.g. changing soiled clothing, washing and toileting) Add any specific information	☐
I will advise the school of anything that may affect my child's personal care (e.g. if medication changes or 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 washed and changed in case of a toileting accident. Instead, the school will contact me or my emergency contact and I/they will organise for my child to be washed and changed. I understand that if the school cannot reach me or my emergency contact, staff will need to wash and change my child, following the school's intimate care policy, to ensure comfort and remove barriers to learning.	☐
Parent/carer signature	
Name of parent/carer	
Relationship to child	
Date	

This plan will be reviewed twice a year.

Next review date:

To be reviewed by:



Intimate care: parent/carer consent form

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 to 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 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 washed and changed in case of a toileting accident. Instead, the school will contact me or my emergency contact and I/they will organise for my child to be washed and changed. I understand that if the school cannot reach me or my emergency contact, staff will need to wash and change my child, following the school's intimate care policy, to ensure comfort and remove barriers to learning.	☐
Parent/carer signature	
Name of parent/carer	
Relationship to child	
Date	