Happy in His
loving care

St Augustine Webster Catholic Voluntary Academy
Intimate Care Policy

Date agreed by governors	September 2026
To be reviewed	2 years
Policy Holder	Headteacher

Mission Statement
We consider ourselves a big happy family that is welcoming, caring and successful. Our school is a place where we show mutual respect, understanding and tolerance of all people in the world, and where we take responsibility for our actions. It is a place where self-belief and confidence are nurtured but, most of all, a place where we live out our virtues and keep Christ at the centre of everything we do.
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Aim
We will meet children's intimate care needs safely and sensitively while protecting their dignity, privacy and wellbeing. Children will be encouraged to do as much for themselves as they can. Intimate care will never be used as a punishment, and a child will not be excluded from school or an activity because they need support with toileting or personal care.

Meaning of Intimate Care
Intimate care is care involving direct or indirect contact with private parts of the body. It includes support with toileting, changing nappies or continence products, cleaning after an accident, changing soiled clothing, menstrual care and, where required, an agreed medical or personal-care procedure. Some children may need this support because of their age, development, disability, medical condition or an unexpected accident.

Principles
- the child's dignity, privacy, safety and best interests will come first
- the child will be treated with respect, told what is happening and encouraged to communicate their wishes
- support will promote independence and use consistent language agreed with the child and family
- care will reflect individual medical, communication, sensory, cultural and religious needs
- only staff who understand the procedure and are suitably trained or briefed will provide planned care
- information will be shared only with those who need it to safeguard and support the child.

Roles and Responsibilities
Headteacher
- has overall responsibility for this policy and for ensuring suitable staffing, facilities, equipment and training
- will ensure concerns about staff practice are managed under the school's safeguarding and staff conduct procedures.

SENDCO
- will coordinate planned arrangements with the child, parents, staff and relevant professionals
- will oversee intimate care plans, reviews, reasonable adjustments, training needs and arrangements for visits.

Staff Providing Care
- will follow the child's plan and agreed procedure, maintain professional boundaries and record care as required
- will report changes, distress, injuries, disclosures or safeguarding concerns immediately.

Parents and Carers

- will provide current information and agreed supplies such as nappies, pads, wipes and spare clothing
- will tell the school about relevant changes and help to review arrangements and independence targets.

Agreement and Intimate Care Plans

Routine age-appropriate support and help following an occasional accident will be handled sensitively under this policy. Where a child needs regular, complex or specialist intimate care, the SENDCO will coordinate a written plan with the child, parents or carers, staff and relevant health professionals. Parents will be asked for written agreement. The child's views and assent will be sought in a way they can understand.

The plan will record the procedure, location, equipment, language, level of assistance, staffing, privacy arrangements, infection-control measures, communication needs, emergency action and steps towards independence. It will also explain how parents will be informed and how care will be recorded. The plan will be reviewed at least annually and sooner when the child's needs, treatment, equipment, staffing or circumstances change.

Consent Choice and Distress

Before providing care, staff will explain what they are going to do and seek the child's cooperation. A child's preference for a particular member of staff will be considered where reasonably possible, but the school cannot guarantee a named person. Staff will not force intimate care. If a child refuses or becomes distressed, the member of staff will pause, reassure the child and seek advice from the SENDCO or senior leader. Parents will be contacted and urgent medical or safeguarding action taken where necessary.

Staffing and Safer Working

Intimate care will normally be provided by one suitable member of staff, with another adult aware of the care and available nearby. Two members of staff will be present only where the plan or a risk assessment shows that this is necessary, for example because of moving and handling, a complex procedure, the child's communication needs or an identified safeguarding risk. Requiring two adults in every case can unnecessarily reduce a child's privacy and does not replace safe practice.

- staff will use the agreed care area and preserve privacy without creating unnecessary isolation
- doors will not be locked in a way that prevents assistance in an emergency
- staff will encourage the child to complete each part they can manage safely
- staff will not use personal phones or take photographs during intimate care
- supply, temporary and volunteer staff will not provide planned intimate care unless specifically authorised, briefed and competent.

Early Years and Occasional Accidents

Early years staff will support children to develop toileting, handwashing, dressing and personal-care skills as part of their learning and development. Children who wear nappies or continence products will be supported without shame or unnecessary delay. Parents should provide spare clothing and any agreed products. Clean school clothing may be used when needed and should be returned washed.

When an occasional accident occurs, staff will offer the least assistance needed. If a child can clean and change themselves, staff will provide privacy and suitable supervision. Parents will be informed where significant assistance was required, clothing was heavily soiled, there is a health concern, or this is part of the child's agreed plan.

Care Procedure and Hygiene

- The care area and necessary equipment will be prepared before the procedure begins.
- Staff will use disposable gloves and an apron where there may be contact with urine, faeces, blood or other body fluids, changing them between children and tasks.
- Hands will be washed before and after care. The child will be supported to wash and dry their hands.
- The child will be cleaned from front to back using agreed disposable products. Creams will be used only with parental agreement and in accordance with the product instructions or care plan.
- Soiled clothing will not be rinsed by staff. It will be placed in a sealed, labelled bag for parents or carers.
- Used nappies, wipes and protective equipment will be placed in the appropriate lidded waste container and disposed of under the school's waste arrangements. They will not normally be placed in the child's bag.
- The changing surface and any contaminated area will be cleaned using the school's infection-control procedure.

Moving Handling and Specialist Procedures

Where care involves lifting, transfers, hoisting, catheter or stoma support, or another specialist procedure, an individual risk assessment and care plan will be in place. Staff will use the specified equipment and must have suitable training and confirmation of competence. They will not use an unsafe manual lift or act beyond their training. Any change in the child's condition or equipment will be referred for review before the procedure continues, unless emergency action is required.

Skin Changes Injuries and Medical Concerns

Staff will not diagnose or investigate. Any soreness, bruising, bleeding, injury, unusual mark, pain or significant change noticed during care will be recorded factually and reported promptly to the Designated Safeguarding Lead and, where appropriate, the parent or carer. The DSL will decide whether safeguarding or medical advice is required. Staff will not photograph an injury on a personal device.

Safeguarding and Allegations

Intimate care can make children and staff more vulnerable. Staff must follow the Child Protection Policy, staff code of conduct and current Keeping Children Safe in Education. A disclosure or concern about a child will be reported immediately to the DSL. A concern or allegation about an adult will be reported to the Headteacher, or to the Chair of Governors where the concern relates to the Headteacher. Low-level concerns will also be reported under the school's procedure. Parents will not be informed before advice is taken where this could place a child at risk or compromise an enquiry.

Educational Visits and Activities

A child will not be prevented from taking part because intimate care is required. Planning will identify suitable facilities, staffing, supplies, transport, privacy, disposal and emergency arrangements. The child and parents will be consulted, and relevant information will be included in the visit risk assessment. Parents will not be required to attend solely because the school has not made suitable arrangements.

Recording Confidentiality and Information Sharing

Planned intimate care and significant assistance following an accident will be recorded using the agreed form. Records will be factual, proportionate and stored securely. Parents will receive information in accordance with the plan or on the same day where there is an accident, concern or significant change. Information will be shared on a need-to-know basis in accordance with safeguarding and data-protection requirements.

Complaints and Review

Parents should raise concerns with the class teacher, SENDCO or Headteacher. Formal concerns may be addressed through the Complaints Policy, but safeguarding allegations will follow the relevant safeguarding procedure. The Headteacher and SENDCO will monitor implementation, training, incidents and feedback. This policy will be reviewed every two years and sooner if law, guidance, provision or experience indicates that a change is required.

Key Guidance

Keeping Children Safe in Education 2026
Early Years Foundation Stage statutory framework 2026
Equality Act 2010 and Children and Families Act 2014
SEND Code of Practice and current health protection guidance for education settings
Health and Safety at Work etc Act 1974 and Manual Handling Operations Regulations 1992.

Policy Revisions Since September 2024

Updated the policy from September 2024 to September 2026 and replaced obsolete legal references.
Strengthened dignity, assent, independence, individual planning and reasonable-adjustment arrangements.
Clarified proportionate staffing so two adults are used where the plan or risk assessment requires them, rather than automatically.
Updated hygiene, waste disposal, moving and handling, visits, recording and parent communication.
Added clearer safeguarding, allegations, low-level concerns and reporting arrangements.
Revised the intimate care plan and care record templates.

Appendix A Intimate Care Plan

Child's name and date of birth	
Parents or carers and contact details	
Relevant condition needs and communication	
Care procedure and level of assistance	
Child's views preferred language and privacy	
Location equipment and supplies	
Moving and handling arrangements	
Staffing and cover arrangements	
Hygiene cleaning and waste disposal	
Recording and parent communication	
Emergency action and safeguarding information	
Steps towards independence	
Training or competency required	
Plan agreed and review date	

Appendix B Intimate Care Record

Complete one line for each occasion of planned intimate care or significant assistance. Record any concern separately on the appropriate school system.

Date	Time	Care provided	Child's response	Staff initials	Parent informed or concern