

# Gossops Green Primary School



## Personal and Intimate Care Policy

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| Approved by: LGC (Local Governing Committee) |
| Last Reviewed: May '26                       |
| Next Review: May '28                         |
| Staff Member: DSL and SENDCO                 |



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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. Children of any age might need intimate care either occasionally or on a regular basis. The type and level of care a child needs depends on a number of factors, including: age; stage of development; and whether the child has any disabilities, special educational or additional needs, or medical conditions.

Children have the right to:

- assistance that respects their privacy and dignity
- feel safe and comfortable with the adults providing their care
- be encouraged to engage in their care procedure, know what’s happening and give permission at each stage
- have their feelings about the care they receive recognised and respected
- be encouraged and supported to work towards becoming independent where possible

### 2. Legislation and Statutory Guidance

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

It also complies with our funding agreement and articles of association.

For early years provision, this policy is underpinned by the Statutory Framework for the Early Years Foundation Stage (EYFS), including the safeguarding and welfare requirements. Intimate care is

recognised as a safeguarding activity and must be carried out in line with the our specific setting and our Safeguarding Policy.

### 3. Role of Parents/Carers

#### 3.1 Children Starting School Wearing Nappies

If a child starts school wearing nappies:

- Parents/carers will be informed that their child will be placed on the SEND Register
- An *Individual Support Plan* (ISP), previously referred to as an *Individual Learning Plan* (ILP), will be created for the child
- An *Individual Health Care Plan* (IHCP) will be created in discussion with parents/carers (see section 3.3 below)

For children who require frequent or ongoing intimate care (e.g. for toileting or toileting accidents):

- parents/carers will be asked to complete an *Intimate Care Permission* (ICP) form online (see Appendix 1)

For children whose needs are complex/long term:

- Parents/carers will be informed that their child will be placed on the SEND Register
- An ISP will be created for the child
- An Individual Health Care Plan (IHCP) will be created in addition to the ISP - in discussion with parents/carers (see section 3.3 below)
  - o Type of intimate care needed
  - o How often care will be given and what resources will be needed
  - o What training staff will be given
  - o Where care will take place
  - o What resources and equipment will be used, and who will provide them
  - o How procedures will differ if taking place on a trip or outing

#### 3.2 Parental Permission

**Where there isn't an *Intimate Care Permission* (ICP) form 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.

#### 3.3 Creating an Individual Health Care Plan for Intimate Care

Where an IHCP for Intimate Care is required (in addition to an *Intimate Care Permission* (ICP) form) it will be signed and 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.

School and parents/carers will work together to support the child.

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 regularly and updated when needed, as well as whenever there are changes to a pupil's needs.

### **3.4 Sharing information**

The school will share information with parents/carers as needed to ensure a consistent approach. The school 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 staff in roles who may carry out intimate care will have this set out in their job description. This includes all Professional Services staff.

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.
    - Location
    - Description of care given

## **5. Intimate Care Procedures**

### **5.1 How procedures will happen**

- Two staff are always required to carry out intimate care - **NEVER ACT ALONE TO PROVIDE INTIMATE CARE**
- Where possible, the child's voice will be listened to and in collaboration with parents/carers the care plan will be adapted
- Procedures will be carried out in toilet cubicles where possible, to provide privacy

- For children in the early years, staff deployment must ensure that statutory staff:child ratios are maintained at all times, including when staff are supporting a child with intimate care
- Children must remain adequately supervised at all times and never left alone during intimate care procedures. Staff must ensure that other children in their care are appropriately supervised while intimate care is being provided
- For children requiring nappy changing, staff must follow agreed procedures to ensure hygiene, dignity and safety. Changing areas must be cleaned after each use, and children must never be left unattended during changing

**Scenarios:**

Scenario 1 – Child has IHCP and ICP in place

- Follow the IHCP
- No phone call to parents/carers is required in advance and it does not need to be recorded

Scenario 2 – Child has IHCP but not ICP in place

- Phone call to parents/carers to seek consent for intimate care. However, if no response is obtained, care to go ahead – and to be recorded on CPOMS (online safeguarding portal) and on Arbor as a ‘medical note’ (see below).

Scenario 3 – Child has no IHCP or ICP in place

- Phone call to parents/carers to seek consent for intimate care. However, if no response is obtained, care to go ahead – and to be recorded on CPOMS and on Arbor as a ‘medical note’ (see below).

**Recording on Arbor**

- By recording the incident as a ‘medical event’ and then ‘First Aid’ on Arbor – parents/carers will be informed via email
- This information will include as a minimum
  - Date
  - Time
  - Named members of staff present

| Provided from Home  | Provided by School  |
|---|---|
| 1. Nappies/pull-ups<br>2. Wipes<br>3. Nappy Sacks<br>4. Spare clothes (including underwear)<br>5. Plastic bags for wet/soiled clothing<br><br>For Menstruation:<br>1. Sanitary wear<br>2. Wipes if appropriate<br>3. Spare clothes<br>4. Plastic bags for soiled clothing | 1. Disposable gloves and aprons<br>2. Clinical bin for disposal of nappies<br>3. Antibacterial cleanser and hot water |

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 day where possible.

## **5.2 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 in person to a member of the Safeguarding team – who will inform parents/carers and record the injury on CPOMS.

If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be investigated by the SENDCO and outcomes reported to parents/carers and recorded on CPOMS (online safeguarding portal). Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution. The child's needs remain paramount. Further advice will be taken from outside agencies if necessary. However, to ensure there are always two members of staff present – in the short term, it might be unavoidable to change the adult.

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. Monitoring Arrangements**

This policy will be reviewed by the SENDCO, biennially. At every review, the policy will be approved by the Local Governing Committee.

## **7. Links with Other Policies**

This policy links to the following policies and procedures:

- Equality Accessibility plan
- Child Protection and Safeguarding Policy
- Health and Safety Policy
- First Aid Policy
- SEND Policy
- Managing Medicines Policy

## Appendix 1: Intimate Care Permission (ICP) form

Please use this Intimate Care Permission form:

[Ongoing Intimate Care Permission Form – Fill in form](#)

(This is the information included on the Microsoft Form link above)

| PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE DUE TO ONGOING NEED   |                          |
|--|--------------------------|
| Name of child  |                          |
| Year Group   |                          |
| Name of parent/carer   |                          |
| Address and contact details  |                          |
| I give permission for the school to provide appropriate intimate care to my child (e.g. changing soiled clothing, washing and toileting)   | <input type="checkbox"/> |
| 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)   | <input type="checkbox"/> |
| I understand the procedures that will be carried out and will contact the school immediately if I have any concerns  | <input type="checkbox"/> |
| I <b>do not</b> give consent for my child to be given intimate care (e.g. to be washed and changed if they have a toileting accident).<br>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). | <input type="checkbox"/> |
| 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 for my child, following the school's intimate care policy, to make them comfortable and remove barriers to learning.                          |                          |
| Parent/carer signature   |                          |
| Name of parent/carer   |                          |
| Relationship to child  |                          |
| Date   |                          |