Intimate Care Policy

2026 - 2027

‘Because Children Deserve Better’

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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
- learners have the right to assistance that respects their privacy, dignity, rights and wellbeing of children are safeguarded
- learners 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 children are considered
- 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 learners involved

Intimate care refers to any care that involves toileting, washing, changing, touching or carrying out an invasive procedure to learners intimate personal areas.

2. Legislation and statutory guidance

This policy complies with statutory safeguarding guidance.

3. Definition

What is intimate care?

Intimate care is a term used to describe activities involved in meeting the personal care needs of a learner. It includes providing care which requires direct or indirect contact with, or exposure to the body such as:

- Helping a learner use the toilet
- Bathing, showering or washing
- Performing some forms of specialist medical care

It can also include physical care or 'personal care' such as

- Feeding, changing
- Haircare
- Applying or administering external oral medicine

4. Role of parents/carers

Seeking parental permission

Where there is not 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 learner is comfortable, and the school will inform parents/carers afterwards.

Creating an intimate care plan

Intimate care plans are created with parent/carers, including any relevant health professionals, to ensure consistency and address any specific needs, including cultural or religious sensitivities. 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.

Learners are encouraged to perform as much of their own care as possible to promote independence. Subject to their age and understanding, the preferences of the learner will be considered. If there is doubt whether the learner can 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, whenever there are changes to a learner's needs.

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.

5. Role of staff

Which staff will be responsible?

It is important to identify in advance who in the organisation will be providing intimate care to learners.

A named person will be responsible and trained to deliver intimate care support. Where possible, learners should have a consistent adult who is responsible for intimate care. This helps give learner continuity and protects their dignity. Learners with an intimate care plan should have a named person, as well as additional staff names who can provide cover in absences.

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
- if necessary, manual handling training enables them to remain safe and for the learner 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.

6. Intimate care procedures

How procedures will happen

For safeguarding and health and safety purposes, there will be two staff members present during any undertaking of intimate care. All staff will have enhanced DBS with a barred list check. Wherever possible, male staff will support male learners, and female staff will support female learners.

Procedures will be carried out in the Medical/First Aid room or in a private toilet e.g. disabled toilet.

When carrying out procedures, the school will provide staff with protective gloves, aprons, wipes and bins.

For learners 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 pull ups, 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.

Management of menstrual care

All staff will be sensitive to the fact that:

- Girls at our school may start to menstruate
- While there is no shame or stigma attached to this, those learners may wish to deal with it discreetly

The school will offer sensitive and practical information to learners about:

- Where the sanitary products are
- How to use and dispose of them

Concerns about safeguarding

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

If a learner is hurt accidentally or there is an issue when carrying out the procedure, the staff member will report the incident immediately to the Designated Safeguarding Lead (DSL).

If a learner 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.

7. Monitoring arrangements

This policy will be reviewed by the Strategic Lead for SEN and Inclusion annually. At every review, the policy will be approved by the directors.

8. Links with other policies

This policy links to the following policies and procedures:

- Accessibility Plan
- Safeguarding and Child Protection Policy
- Health and Safety Policy
- SEND Policy
- Supporting Pupils with Medical Conditions Policy
- Personal, Social and Health Education Policy

9. Appendix 1: template intimate care plan

Parents/carers	
Name of learner:	
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: **Other named staff who may assist in staff absence are:**	
Name of parent/carer:	Relationship to child:
Signature (parent/carer):	Date:
Learner	
How many members of staff would you like to help?	
Do you mind having a chat when you are being changed or washed?	
Signature (learner):	Date:

10. Appendix 2: template parent/carer consent form

Permission for school to provide intimate care	
Name of learner:	Date of birth:
Address:	
Postcode:	
I give permission for the school to provide appropriate intimate care to my child (changing soiled clothing, washing and toileting etc). Yes / No	
I will advise the school of anything that may affect my child's personal care (e.g. medication changes or if my child has an infection). Yes / No	
I understand the procedures that will be carried out and will contact the school immediately if I have any concerns. Yes / No	
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 for my child, following the school's intimate care policy, to make them comfortable and remove barriers to learning. Yes / No	
Name of parent/carer:	Relationship to child:
Signature (parent/carer):	Date: