Wittersham Church of England Primary Intimate Care Policy 2026

We strive to cooperate and work alongside all members of our community to feel valued, nurtured, and empowered as they embark upon their journey to become the very best that God intended. Throughout their voyage of discovery with us, we ensure all children are provided with a rich curriculum and experiences that promote courage and a strong moral purpose underpinned by our Christian values, preparing them to become compassionate citizens within our rural community and the wider world

Revision History

Version	Date	By	Description
V01	September 2025	Stella Coulson	New Policy
V02	September 2026	Stella Coulson	Updated

1. Policy Statement

Wittersham Church of England Primary School is committed to ensuring that all children who require support with intimate or personal care are treated with dignity, respect, compassion and sensitivity.

We recognise that children develop independence at different rates and that some children may require support with toileting, changing, continence or other personal-care needs.

Our approach is to promote children's independence wherever this is developmentally appropriate while ensuring that no child is left in a situation that compromises their dignity, health, safety or welfare.

At Wittersham, children who experience an occasional toileting accident will ordinarily be supported and encouraged to clean and change themselves rather than routinely being changed by a member of staff.

Where a child cannot reasonably manage their own intimate care because of their age, developmental stage, SEND, disability, medical condition or other identified need, appropriate individual arrangements will be made in partnership with parents/carers and, where necessary, relevant professionals.

2. Aims

This policy aims to ensure that:

- intimate care is carried out safely, sensitively and consistently;
- the dignity, privacy, rights and well-being of every child are protected;
- children are encouraged to develop independence wherever possible;
- children who require intimate care are not discriminated against or disadvantaged;
- intimate-care needs do not create unnecessary barriers to participation in school life;
- children's views, wishes and preferences are taken into account according to their age, development and communication needs;
- parents and carers understand the school's arrangements;
- staff understand their safeguarding responsibilities;
- staff providing intimate care are appropriately checked, supported and trained; and
- intimate care is undertaken in accordance with safeguarding, hygiene, health and safety and manual-handling requirements.

3. Definition of Intimate Care

Intimate care is any care involving washing, touching or carrying out a procedure involving intimate personal areas which most children would normally undertake for themselves but which some children may be unable to manage without support.

This may include:

- toileting;
- changing nappies or continence products;
- changing wet or soiled clothing;
- washing or cleaning following a toileting accident;
- menstrual care;
- support with personal hygiene;
- helping a child to dress or undress where intimate areas may be exposed; or
- other personal care involving intimate areas of the body.

Intimate care may be required occasionally, for example following a toileting accident, or may form part of a child's regular support because of SEND, disability, a medical condition or developmental need.

4. Legislation and Statutory Guidance

This policy has regard to relevant legislation and statutory guidance, including:

- Keeping Children Safe in Education 2026;
- the Early Years Foundation Stage statutory framework effective from 1 September 2026;
- the Children Act 1989 and 2004;
- the Equality Act 2010;
- the Children and Families Act 2014;
- the SEND Code of Practice: 0 to 25 years;
- relevant health and safety legislation; and
- statutory safeguarding requirements.

The 2026 EYFS framework requires suitable hygienic changing facilities for children who are in nappies and requires children's privacy during changing and toileting to be balanced with safeguarding and support needs.

This policy should be read alongside the school's Child Protection and Safeguarding Policy, Staff Code of Conduct and Supporting Pupils with Medical Conditions Policy.

5. Principles of Intimate Care

Every child has the right to:

- be treated with dignity and respect;
- feel safe;
- have their privacy respected;
- be involved in decisions about their care as far as possible;
- understand what is happening;
- be supported to develop independence;
- communicate discomfort or concern; and
- receive care appropriate to their individual needs.

Staff will never:

- shame or criticise a child because of a toileting accident or continence need;
- make negative comments about a child's personal-care needs;
- use intimate care as a punishment or consequence;
- unnecessarily expose a child;
- undertake intimate care in a way that unnecessarily compromises privacy or safeguarding; or
- knowingly leave a child wet, soiled or distressed where this would compromise their dignity, health or welfare.

6. Equality, SEND and Inclusion

Children will not be discriminated against because they require intimate care.

The school recognises that toileting and continence difficulties may be associated with:

- age and developmental stage;
- SEND;
- disability;
- medical conditions;
- emotional or developmental needs; or
- temporary illness or circumstances.

Reasonable adjustments will be considered in accordance with the Equality Act 2010.

A child will not be excluded from school, an educational visit or another school activity simply because they require support with intimate care where reasonable arrangements can be made.

7. Wittersham Facilities and Approach to Changing

Wittersham Church of England Primary School does not have a dedicated nappy-changing room or specialist changing facility on site.

For children who experience an occasional toileting accident, the school's approach is therefore to support and encourage the child to manage their own personal care as independently as possible.

Where a child is developmentally able to clean and change themselves, staff will not routinely undertake the changing for them.

Staff will:

- reassure the child and respond calmly and without judgement;
- provide access to clean clothing and appropriate hygiene resources;
- provide clear verbal guidance where necessary;
- ensure the child has appropriate privacy;
- encourage the child to clean and change themselves;
- provide reasonable practical assistance where necessary;
- ensure appropriate handwashing afterwards; and
- inform parents/carers in accordance with school procedures.

Staff will remain available to support and guide the child. A child will not simply be left to manage independently where they are distressed or genuinely unable to do so.

Direct physical assistance with cleaning or changing will not routinely be provided where a child is developmentally capable of managing independently.

8. Children Requiring Direct or Regular Intimate Care

The school's usual expectation that children manage their own changing does not override the individual needs or rights of a child who cannot reasonably do so.

Where a child is unable to manage their own personal care because of:

- SEND;
- disability;
- a medical or continence condition;
- age or developmental stage; or
- another identified individual need,

the school will work with parents/carers and, where appropriate, health or other professionals to determine suitable arrangements.

An Individual Intimate Care Plan will normally be established.

Where regular nappy changing or more complex intimate care is required, the school will consider:

- the child's individual needs;
- the facilities currently available;
- the child's dignity and privacy;
- safeguarding;
- hygiene and infection control;
- equipment requirements;
- staffing;
- staff training;
- manual-handling requirements; and
- any reasonable adjustments that may be necessary.

Where the school's existing facilities are not sufficient to meet an individual child's identified needs, appropriate professional advice will be sought and reasonable adjustments considered.

The absence of a dedicated changing facility will not, in itself, be used as a reason to exclude a child or prevent them from accessing education.

9. Working with Parents and Carers

Parents and carers have an important role in helping the school understand and meet their child's needs.

Where a child requires regular or predictable intimate care, parents/carers will normally be

asked to provide consent and work with the school to establish appropriate arrangements.

Parents/carers may be asked to provide:

- nappies or continence products;
- wipes where individually required;
- creams where authorised;
- spare underwear;
- spare clothing; and
- other individually required personal-care items.

Where needs are more complex or regular, an Individual Intimate Care Plan will be developed in partnership with:

- the child, where appropriate;
- parents/carers;
- relevant school staff; and
- health or other professionals where necessary.

10. Consent

Where intimate care is predictable or routine, parental consent should normally be obtained in advance.

However, the child's immediate dignity, health, comfort and welfare remain paramount.

Where a child has an unexpected toileting accident, staff will support the child to manage their own personal care as independently as possible.

Where a child cannot reasonably manage independently because of their age, development, SEND, disability, medical condition or another identified need, staff will provide reasonable and proportionate assistance in accordance with this policy and any existing care plan.

Where possible, parents/carers will be contacted if no prior consent is held and direct intimate care is considered necessary.

If they cannot be contacted and care is reasonably necessary to protect the child's health, dignity or welfare, the minimum necessary care may be provided and parents/carers informed afterwards.

A child will not knowingly be left wet or soiled for an unreasonable period solely because prior consent cannot immediately be obtained.

11. Child Voice and Consent During Care

Children will be involved in decisions about their care wherever possible.

Before providing direct care, staff should:

- explain what they are going to do;
- use language appropriate to the child's age and understanding;
- encourage the child to do as much as possible independently;
- seek the child's agreement where appropriate;
- respond sensitively to signs of discomfort or anxiety; and
- respect reasonable preferences concerning how care is provided.

Where a child communicates non-verbally, staff will be alert to behaviour, body language and other forms of communication.

Children should know that they can tell a trusted adult if anything about their intimate care makes them uncomfortable.

12. Individual Intimate Care Plans

An Individual Intimate Care Plan should normally be established where a child:

- requires regular intimate care;
- wears nappies or continence products;
- has a medical or continence condition;
- requires specialist equipment;
- needs regular physical assistance;
- has SEND affecting personal care;
- requires care involving particular safeguarding considerations; or
- has sufficiently complex needs that a consistent agreed approach is necessary.

The plan should identify:

- the child's needs;
- care required;
- level of independence;

- preferences and communication needs;
- staff who may provide care;
- location in which care will take place;
- equipment and resources;
- hygiene arrangements;
- manual-handling requirements;
- medical considerations;
- arrangements for trips and visits;
- recording arrangements;
- communication with parents;
- safeguarding considerations; and
- review arrangements.

Plans will normally be reviewed at least twice each academic year and whenever the child's needs change.

13. Role of Staff

Staff who may provide intimate-care support include appropriately deployed teaching assistants, Early Years staff and other members of staff whose role reasonably encompasses supporting children's personal needs.

The Headteacher and Designated Safeguarding Lead (DSL), Mrs Stella Coulson, will oversee the implementation of this policy.

The Headteacher/DSL will:

- ensure appropriate safeguarding arrangements are in place;
- ensure staff understand this policy;
- ensure appropriate training is provided;
- oversee complex Individual Intimate Care Plans;
- provide advice to staff and parents;
- consider staffing and safeguarding arrangements; and
- respond to concerns arising from intimate care.

Staff supporting intimate care will:

- understand the child's individual needs;
- follow agreed plans;

- promote independence;
- protect dignity and privacy;
- follow appropriate hygiene procedures;
- record care where required; and
- report safeguarding concerns immediately.

14. Suitability of Staff

Staff undertaking intimate care must have appropriate safeguarding checks.

The EYFS 2026 framework includes suitability requirements for individuals undertaking personal care, including assistance with toileting, washing and dressing.

No person whose suitability has not been appropriately established will provide unsupervised intimate care.

15. Staff Training

Staff providing regular or specialist intimate care will receive information, instruction or training appropriate to the child's needs.

This may include:

- safeguarding;
- intimate-care procedures;
- continence care;
- infection prevention and control;
- personal protective equipment;
- manual handling;
- specialist equipment;
- medical procedures; and
- communication with children with additional needs.

Staff will not be expected to undertake specialist procedures for which they have not received appropriate training.

16. Number of Adults Present

For most routine intimate-care situations, one appropriately checked member of staff may

provide care.

Two adults are not automatically required simply because care is intimate.

Two appropriately trained adults may be required where:

- an individual risk assessment identifies this;
- specialist equipment is used;
- moving or handling requires two adults;
- the child's Individual Intimate Care Plan specifies this;
- the child's needs or behaviour create an additional risk; or
- there are other significant safeguarding considerations.

Where one adult provides direct intimate care, another member of staff should normally know that the care is taking place.

17. Privacy and Safeguarding

Intimate care will take place in the most appropriate private and hygienic space available within the school's existing facilities.

Privacy must be balanced with safeguarding.

Doors will not automatically be left open merely to demonstrate safeguarding compliance. Equally, staff should not place themselves and children in unnecessarily isolated situations.

The arrangements should provide the child with appropriate dignity while maintaining safe working practices.

The EYFS statutory framework specifically requires children's privacy during toileting and changing to be balanced with safeguarding and support needs.

Where appropriate:

- another member of staff will know that care is taking place;
- agreed procedures will be followed;
- direct intimate care will be recorded;
- unnecessary interruptions will be avoided; and
- children will never be photographed or filmed during intimate care.

18. Promoting Independence

Promoting independence is central to Wittersham's approach.

Children will be supported to undertake as much of their own personal care as they can safely and reasonably manage.

This may include encouraging children to:

- recognise when they need the toilet;
- communicate their needs;
- manage their own clothing;
- clean themselves;
- wash and dry their hands;
- manage menstrual products appropriately; and
- organise clean clothing.

Support should reduce as the child becomes increasingly independent.

19. Toileting Accidents

Toileting accidents will always be managed calmly, sensitively and without embarrassment.

For an occasional toileting accident, staff will primarily support the child to clean and change themselves.

Staff will provide:

- reassurance;
- privacy;
- verbal guidance;
- clean clothing and hygiene resources; and
- reasonable assistance where required.

Direct physical assistance with cleaning or changing will not routinely be provided where a child is developmentally capable of managing independently.

Where a child cannot reasonably manage without assistance, staff will respond according to the child's individual needs and any agreed Individual Intimate Care Plan.

The child's dignity, welfare and safety will remain paramount.

Repeated or significant changes in toileting may indicate a medical, developmental, emotional, SEND or safeguarding need. Where appropriate, concerns will be discussed sensitively with parents/carers and the SENCO, DSL or relevant professionals.

20. Hygiene and Infection Control

Staff will follow appropriate hygiene and infection-control procedures.

Depending on the care required, this may include:

- disposable gloves;
- disposable aprons;
- handwashing;
- appropriate cleaning of surfaces;
- safe disposal of waste;
- safe handling of soiled clothing; and
- cleaning or disinfecting equipment.

Soiled clothing will be placed in an appropriate sealed bag and returned discreetly to parents/carers.

Staff must wash their hands thoroughly following direct intimate care.

Children will also be supported to wash their hands appropriately.

21. Nappies and Continence Products

Wittersham does not have a dedicated nappy-changing room or specialist changing facility.

Where a child regularly requires nappies or continence products because of an identified individual need, an Individual Intimate Care Plan and appropriate risk assessment will be established before or as soon as reasonably practicable after the provision begins.

The plan will identify:

- the most appropriate hygienic and private space available;
- equipment required;
- appropriate PPE;
- staffing;
- disposal arrangements;

- infection-control procedures;
- safeguarding arrangements;
- the child's participation in their own care; and
- any reasonable adjustments required.

The EYFS framework requires suitable hygienic changing facilities for children who are in nappies.

Where Wittersham's current facilities cannot appropriately meet a child's identified needs, the school will seek professional advice and consider what reasonable adjustments are necessary.

22. Menstrual Care

The school recognises that children who menstruate may require discreet and sensitive support.

Sanitary products will be available.

Children will be encouraged to manage menstrual care independently wherever they are able to do so.

Staff may provide practical guidance, reassurance and access to appropriate facilities.

Direct assistance with changing menstrual products will only normally be provided where a child's additional needs make this necessary and appropriate arrangements are documented within an Individual Intimate Care Plan.

Menstrual care will never be treated as embarrassing, problematic or a disciplinary matter.

23. Medical Procedures

Where intimate care involves a medical procedure, the school's Supporting Pupils with Medical Conditions Policy will apply.

Appropriate healthcare plans, parental consent and staff training must be in place.

Only staff who have received the necessary training and are competent to undertake the procedure will do so.

24. Moving and Handling

Where intimate care requires lifting, transferring or specialist moving and handling, an appropriate risk assessment will be undertaken.

Staff will:

- follow agreed manual-handling procedures;
- use specialist equipment where required;
- not undertake procedures beyond their training or competence; and
- seek professional advice where necessary.

25. Recording Intimate Care

Direct intimate care will be appropriately recorded.

At Wittersham, intimate-care incidents are recorded using the school's agreed digital recording system/First Aid App.

The record should identify:

- the child;
- date and time;
- nature of the care provided;
- member of staff providing care; and
- any relevant concern or unusual circumstance.

Routine verbal prompting or a child independently changing themselves following an occasional accident does not require the same level of intimate-care recording unless there is a concern or school procedure requires it.

Parents/carers will be informed in accordance with the school's agreed communication arrangements.

26. Safeguarding Concerns

Intimate care can place both children and adults in situations of particular vulnerability.

Staff must remain alert to safeguarding concerns.

Where a member of staff observes:

- unexplained marks, bruising or injuries;
- unusual soreness;
- significant changes in behaviour;
- distress associated with intimate care;
- inappropriate sexualised behaviour or language;
- repeated unexplained toileting difficulties; or
- anything else causing concern,

the concern must be reported promptly to the DSL in accordance with the Child Protection and Safeguarding Policy.

Staff must not investigate safeguarding concerns themselves.

27. Concerns About an Adult's Practice

Any concern about the conduct of an adult providing intimate care must be reported in accordance with the school's safeguarding procedures.

This includes conduct that may:

- meet the harm threshold; or
- constitute a low-level concern.

Staff do not need to decide which threshold has been met before reporting their concern.

Where the concern relates to the Headteacher, it must be reported to the Chair of Governors.

28. Allegations

Any allegation that a member of staff or volunteer has behaved inappropriately during intimate care will be managed in accordance with:

- the Child Protection and Safeguarding Policy;
- Keeping Children Safe in Education;
- local safeguarding procedures; and
- LADO procedures where applicable.

The welfare of the child will remain paramount.

29. Disclosure During Intimate Care

If a child makes a safeguarding disclosure during intimate care, the member of staff should:

- listen carefully;
- remain calm;
- not ask leading questions;
- not promise confidentiality;
- reassure the child appropriately;
- complete any immediately necessary care where it remains appropriate to do so;
- record the child's words accurately; and
- report the concern immediately to the DSL.

30. Educational Visits and Off-Site Activities

Children requiring intimate care will be included in educational visits and other school activities wherever reasonably possible.

Planning should consider:

- available facilities;
- staffing;
- privacy;
- equipment;
- transport;
- storage and disposal of continence products;
- medication;
- manual handling; and
- emergency arrangements.

Individual Intimate Care Plans should identify any necessary changes to care arrangements while off site.

31. Transition

Where a child receiving regular intimate care moves:

- into Wittersham;
- between classes;
- between key stages; or
- to another educational setting,

appropriate information will be shared securely with relevant staff and parents/carers.

Where necessary, transition planning will involve the SENCO and relevant health professionals.

32. Confidentiality

Information concerning intimate care will be treated sensitively and confidentially.

Information will only be shared with staff who require it in order to meet the child's needs or fulfil safeguarding responsibilities.

Children's personal-care needs will not be discussed unnecessarily in front of peers or other adults.

Records will be managed in accordance with the school's data-protection and retention arrangements.

33. Information for Parents and Carers

The school will make its approach to intimate care clear to parents and carers.

In particular:

> Wittersham Church of England Primary School does not have a dedicated changing facility. Where a child has an occasional toileting accident and is developmentally able to do so, staff will support and guide them to clean and change themselves rather than routinely changing the child. Where a child cannot manage independently because of an identified additional, medical, developmental or disability-related need, appropriate individual arrangements will be agreed with parents/carers.

Parents/carers are encouraged to discuss any concerns about their child's toileting, continence or personal-care needs with the school at the earliest opportunity.

34. Monitoring and Review

The Headteacher and DSL will monitor implementation of this policy.

The policy will be reviewed annually or sooner where:

- statutory guidance changes;
- safeguarding guidance changes;
- the EYFS statutory framework changes;
- legislation changes;
- an individual case identifies a need for review; or
- school practice indicates that amendment is required.

Policy adopted: September 2026
Next review: September 2027

35. Links with Other Policies

This policy should be read alongside:

- Child Protection and Safeguarding Policy;
- Staff Code of Conduct;
- Low-Level Concerns procedures;
- Whistleblowing Policy;
- SEND Policy;
- Accessibility Plan;
- Supporting Pupils with Medical Conditions Policy;
- First Aid procedures;
- Health and Safety Policy;
- Behaviour Policy;
- Equality Policy;
- Educational Visits Policy;
- Data Protection Policy; and
- PSHE/RSE Policy.

Appendix 1: Template Intimate Care Plan

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:

Appendix 2: Template Parent/Carer Consent Form

Permission for School to Provide Intimate Care

Name of child	
Date of birth	
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)	
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 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(s) and I will organise for my child to be given intimate care. I understand that if the school cannot reach me or my emergency contact(s), and my child needs urgent intimate care, staff will 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: