Diocese of Norwich Education and Academies Trust

Intimate Care Policy

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Our Christian Ethos and Values
All policies within the Diocese of Norwich Education and Academies Trust (hereafter referred to as "the Trust"), whether relating to an individual academy or the whole Trust, will be written and implemented in line with our Christian ethos and values.

We have high ambition for all, and we truly value the wider educational experience.

We walk and talk our Christian values. We put people at the centre of the organisation and want to see them flourish and grow. Our schools are inclusive, welcoming those of all faiths and none.

Overall accountabilities and roles
The Trust has overall accountability for all its academies and staff. Through a Scheme of Delegation it sets out the responsibilities of the Trust, its Executive Officers, the Local Governance Committee and the Principal / Headteacher. The Principal / Headteacher of each academy is responsible for the implementation of all policies of the Trust.

All employees of the Trust are subject to the Trust's policies.

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Introduction

[insert name of academy] (hereafter referred to as "the academy" is committed to ensuring that all staff responsible for intimate care of children and young people will undertake their duties in a professional manner at all times.

The academy takes seriously its responsibility to safeguard and promote the welfare of the children and young people in its care.

The Trust recognises its duties and responsibilities in relation to the Equality Act 2010, with specific regard to disability, which requires that any child with an impairment that affects their ability to carry out normal day-to-day activities must not be discriminated against.

We recognise that there is a need for children and young people to be treated with respect when intimate care is given.

No child shall be attended to in a way that causes distress, embarrassment or pain.
Staff will work in close partnership with parents and carers to share information and provide continuity of care.

Aims of this policy

- To ensure a whole school approach which ensures that the needs of the children are paramount and their rights and privacy are respected.
- To safeguard the dignity, rights and wellbeing of all children, regardless of disability, gender or race.
- To ensure staff are properly trained and briefed on any intimate care they provide.
- To ensure intimate care procedures minimise any risks associated with intimate care.
- To assure parents and carers that staff are knowledgeable about intimate care and that their child's individual needs and concerns are taken into account.
- To ensure the procedures are non-discriminatory and that parents of children with disabilities are not asked to do more than their peers who do not have children with disabilities.

Definition

Intimate care is defined as any care which involves washing, touching or carrying out an invasive procedure that most children and young people carry out for themselves, but which some are unable to do. Pupils with a disability may be unable to meet their own care needs for a variety of reasons and will require regular support.

Our approach to best practice:

- The management of all children with intimate care needs will be carefully planned.
- Staff who provide intimate care are trained to do so (including Child Protection & Safeguarding, and Moving and Handling where appropriate) and are fully aware of best practice.
- Where specialist equipment and facilities above that currently available in the school are required, every effort will be made to provide appropriate facilities in a timely fashion, following assessment by a Physiotherapist and/or Occupational Therapist.
- There will be careful communication with any pupil who requires intimate care in line with their preferred means of communication to discuss needs and preferences.
- Staff will be supported to adapt their practice in relation to the needs of individual children taking into account developmental changes such as the onset of puberty and menstruation.
- Pupils will be supported to achieve the highest level of independence possible, according to their individual condition and abilities.
- Individual Intimate Care Plans will be drawn up for any pupil requiring regular intimate care.
- Careful consideration will be given to individual situations to determine how many adults should be present during intimate care procedures. Children who have an intimate care plan, should where possible, be cared for by one adult unless there is a sound reason for having more adults present. In such a case, the reasons will be documented. Adults will have undertaken safeguarding advice on the risks of working on a one-to-one basis as part of their safeguarding training.
- Intimate care arrangements will be reviewed with parents/carers on a regular basis and the Individual Intimate Care Plan updated as necessary.
- The needs and wishes of children and parents will be taken into account wherever possible, within the constraints of staffing and equal opportunities legislation.
- Where a care plan is not in place and a child has needed help with intimate care (in the case of a toilet 'accident') then parents/carers will be informed the same day. This information should be treated as confidential and communicated in person, via telephone, email or by sealed letter (not via the home school diary).

Procedures

All staff carrying out intimate care of children in the school must be aware and follow the procedures and advice outlined below:

- Any adult involved in intimate care should be a member of the school staff, not a volunteer or parent helper.
- Ensure they are aware of the Safeguarding policy and procedures in place within the school. If concerned about a child's actions or comments whilst carrying out intimate

care, staff should record this in the usual way (i.e. CPOMS) and discuss this with the school's Designated Safeguarding Lead.

- Adults working on their own with a class or group of children should seek assistance from another member of staff (for example, using the red card system) if a child needs intimate care.
- Children who need changing during lesson time due to a toileting accident should be changed, staff should choose the most appropriate space that allows privacy and/or supervision.
- Use the nature of the accident and the knowledge of the child to make a judgement on how many adults should be involved in intimate care. Wherever possible children should be responsible for attending to their needs. It is a requirement to have two adults in attendance if the child requires a high level of support (even if only one is directly attending to a child's needs and the other is in the same area).
- Consider the dignity of the child and allow them to make a decision on how they are assisted.
- Ensure another member of staff, preferably the class teacher if during lesson time, knows that you are withdrawing the child and why.
- Speak to the child by name and explain what is happening. Ensure privacy appropriate to the child's age and situation.
- If children can change themselves, wait outside the door with the younger children and reassure them you are there. If the child is mature enough, offer the option of going alone without an adult. Professional judgement should be used.
- Be aware and responsive to the child's reactions if assisting with intimate care.
- Ensure any religious and cultural values are taken into account.
- Ensure spare clothing is readily available. If washing is required, use a disposable cloth/wipes. Encourage the child to wash any intimate parts of the body themselves.
- Any injuries needing intimate care should be dealt with sensitively. An appropriate Senior Leader such as a Headteacher or DSL should be called in such circumstances and parents may be requested to attend as appropriate.
- The academy will provide staff with appropriate resources to ensure that the agreed procedures can be carried out hygienically. This may include aprons, gloves, wipes, nappy sacks, hand-washing products and disinfectant cleaner.
- Disposable gloves should be used if assisting in any form of intimate care.
- Dispose of any used items appropriately. Soiled nappies should be double bagged and placed in the bin. Creams or ointments for use in reducing soreness or rash should only be applied by prior agreement of parents/carers and in line with the Administration of Medicines policy.
- If necessary, clean and disinfect any soiled surfaces once the child has rejoined their class.
- If a child has need of support or reassurance after the incident, an appropriate space should be used.
- Record all incidents of intimate care on the Record Sheet and, if there is not an Individual Intimate Care Plan in place, inform the parents if the child has been assisted in this way, on the same day.
- Staff with concerns over any aspect of intimate care should discuss these with the Headteacher or Deputy.

Regular Occurrences

- Where a routine procedure needs to be established, an Individual Intimate Care Plan should be prepared, in consultation with all relevant parties. Where possible, Individual Intimate Care Plans should be prepared prior to admission, this should be signed by all parties who contribute and be reviewed on a regular basis.
- Children with an Individual Intimate Care Plan will have a separate Record of Intimate Care (Appendix 1) where the date and time is noted and the signature of the staff member(s) who provided the care. Parents/carers of these children will be aware of the procedure and will not receive a notification every day.

Parents / Carers

- Parents/carers have the right to information regarding academy policy and procedures designed to meet the needs of their child. The academy will work closely with parents/carers to ensure that all aspects of the care procedure and shared and understood.
- Parents/carers have a responsibility to ensure that all relevant information is provided to help the academy assist their child in an appropriate way. Parents/carers should meet the adults who will provide intimate care to their child, and be informed of the school's arrangements in the event of that person being absent.
- Parents/carers must provide the academy with written permission for regular intimate care to be provided and attend all review meetings as requested by the academy.
- The academy may contact the child's parents/carers if the child is or becomes agitated, distressed or upset due to their intimate care needs.

The Pupil

- The pupil has the right to assistance that respects their dignity, and to feel safe when being moved or handled.
- The pupil has the right to feel comfortable with the adult assisting them, and to make it known if this level of comfort is disturbed.
- The child should be encouraged to engage in the intimate care procedure, to know what is happening, and give permission at each stage.
- The child should be encouraged to work towards independence, and helped to do as much as possible for themselves.

Confidentiality

- Information regarding the agreed procedures must be treated with sensitivity. Information should not be disclosed or discussed with any adults other than those with responsibility for or involvement with the child's intimate care arrangements, and should not be referred to in the presence of other pupils.
- Intimate care should be provided at the agreed times, at the pupil's request or in response to an agreed signal. Staff should make themselves familiar with the child's manner of communication, whether verbal, sign or eye contact.

- Appropriate terminology for parts of the body or body functions should be clarified between the child, parents/carers and the personal care assistant(s) to avoid confusion and support safeguarding.

Early Years

In line with the EYFS Statutory framework (2026):

- There is an adequate number of toilets and hand-basins available for children – with separate toilet facilities for adults.
- There are suitable hygienic changing facilities for changing children who are in nappies.
- Children's privacy is considered and balanced with safeguarding and support needs when changing nappies and toileting.
- The academy maintains a suitable supply of spare clothing, and other necessary items to support hygiene.

Child Protection and Safeguarding

The Trust and staff of the academy recognise that children with disabilities are particularly vulnerable to all forms of abuse. Intimate care is a regulated activity; therefore, only employed members of staff, with the appropriate training, are permitted to undertake intimate care duties.

Each pupil's right to privacy will be respected. Careful consideration will be given to each pupil's situation to determine how many carers will need to be present when the pupil requires intimate care.

Child Protection, Trust Safeguarding policy and Multi-Agency Child Protection procedures will be adhered to at all times.

If a member of staff has any concerns about physical changes in a child's presentation (unexplained marks, bruises or soreness for example) they will immediately report concerns to the Designated Safeguarding Lead.

If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be investigated at an appropriate level and outcomes recorded.

Parents/carers will be contacted at the earliest opportunity as part of the process of reaching a resolution. Further advice will be taken from partner agencies.

If a child makes an allegation about a member of staff this will be investigated in accordance with agreed procedures.

Swimming

All pupils who participate in swimming lessons as part of the curriculum are entitled to privacy when changing. Parental consent will be obtained before assisting any pupils in changing clothing before and after swimming lessons. Details of any additional arrangements will be recorded in the pupil's Individual Intimate Care Plan.

Offsite visits

Before offsite visits, including residential trips, the pupil's Individual Intimate Care Plan will be amended to include procedures for intimate care whilst off the school premises.
Staff will apply all the procedures described in this policy during residential and off-site visits.

Associated Documents

This policy should be read in conjunction with the academy's Safeguarding policy, Administration of Medicines policy and Code of Conduct for staff.

Links to other policies

- Supporting Pupils with Medical Conditions
- Administration of Medicines
- Health and Safety
- Safeguarding
- Behaviour / Relationships
- Staff Code of Conduct
- Special Educational Needs and Disabilities

Appendix 1: Record of Intimate Care Intervention

Record of Intimate Care				
Pupil's name:		Class/year group:		
Name of support staff:				
Date:		Review date:		
Date	**Time**	**Procedure**	**Staff signature**	**Second signature**

Appendix 2: Intimate Care Planning Meeting with Parents/Carers (Optional)

Pupil's name:	Class/year group:
Discussion between:	
Date:	School:
Background information and medical diagnoses	
What is in place to encourage independence (e.g. timed interval trying, prompt cards, rewards)	
Level of assistance needed	
Moving and handling requirements (e.g. specialist staff training, hoisting equipment)	
Arrangements for sharing information (e.g. rash, medication, medical updates, cultural customs)	
Equipment needed (e.g. toilet seat, step, nappies/pull-ups, pads, change of clothes, PPE)	
Inclusion arrangements (e.g. swimming, schools trips, after school clubs)	
Other concerns raised / discussion points	

Appendix 3: Individual Intimate Care Plan

CONFIDENTIAL INFORMATION

Individual Care Plan for

INSERT NAME

INSERT DATE

Intimate Care Plan	
Pupil's name:	Class/year group:
Name of personal assistant(s):	
Date:	Review date:
Area of need	
Equipment required	
Locations of suitable toilet / changing facilities	
Assistance required	**Frequency of support**

Working towards independence

Pupil will try to	Personal assistant(s) will	Parents will	Target achieved (date)

Signed_____ Parent/Carer

Signed_____ Personal assistant (staff)

Signed_____ Second member of staff

Signed_____ Pupil (where appropriate)

Appendix 4: Agreement between Pupil and Personal Assistant (Older Pupils)

Pupil's name:	Class/year group:
Name of personal assistant(s):	
Date:	Review date:

Staff member

As the personal assistant helping you with intimate care, you can expect me to do the following:

- When I am the identified person, I will stop what I am doing to help you. I will avoid all unnecessary delays.
- When you use our agreed emergency signal, I will stop what I am doing and come and help.
- I will treat you with respect and ensure privacy and dignity at all times.
- I will ask permission before touching you or your clothing.
- I will check that you are as comfortable as possible, both physically and emotionally.
- If I am working with a colleague to help you, I will ensure that we talk in a way that does not embarrass you.
- I will listen carefully if there is something you would like to change about your Intimate Care Plan.

Pupil

As the pupil who requires help with intimate care, you can expect me to do the following:

- I will try, whenever possible, to let you know a few minutes in advance that I am going to need help with intimate care, so that you can make yourself available and be prepared to help me.
- I will try to use the toilet at break time, or at the agreed times.
- I will only use the agreed emergency signal for real emergencies.
- I will tell you if I want you to stay in the room or stay with me in the toilet.
- I will tell you straight away if you are doing anything that makes me feel uncomfortable or embarrassed.
- I may talk to other trusted people about how you help me. They too will let you know what I would like to change.

Signed (Pupil):	Signed (Personal assistant 1):
	Signed (Personal assistant 2):

Appendix 5: Agreement between Pupil and Personal Assistant (Younger Pupils)

Pupil's name:	Class/year group:
Name of personal assistant(s):	
Date:	Review date:

Staff Member

As the personal assistant helping you with intimate care, you can expect me to do the following:

	When I am the identified person, I will stop what I am doing to help you. I will avoid all unnecessary delays.
	When you use our agreed emergency signal, I will stop what I am doing and come and help.
	I will treat you with respect and ensure privacy and dignity at all times.
	I will ask permission before touching you or your clothing.
	I will check that you are as comfortable as possible, both physically and emotionally.
	If I am working with a colleague to help you, I will ensure that we talk in a way that does not embarrass you.
	I will listen carefully if there is something you would like to change about your Intimate Care Plan.

Pupil

As the pupil who requires help with intimate care, you can expect me to do the following:

	I will try, whenever possible, to let you know a few minutes in advance that I am going to need help with intimate care, so that you can make yourself available and be prepared to help me.
	I will try to use the toilet at break time, or at the agreed times.
	I will only use the agreed emergency signal for real emergencies.
	I will tell you if I want you to stay in the room or stay with me in the toilet.
	I will tell you straight away if you are doing anything that makes me feel uncomfortable or embarrassed.

Signed (Pupil):	Signed (Personal assistant 1):
	Signed (Personal assistant 2):