

The Willows School Academy Trust



Intimate Care Policy

Reviewed: September 2025

Next Review: September 2026

Overview

The pastoral care of our children is central to the aims, ethos and teaching programmes at The Willows School Academy Trust and we are committed to developing positive and caring attitudes in our children. It is our intention to develop independence in each child, however there will be occasions when help is required. The principles and procedures apply to everyone involved in the intimate care of children.

Intimate care may be defined as an activity required to meet the personal care needs of each individual child in partnership with the parent, carer and the child. In school this may occur on a regular basis or during a one-off incident.

The Willows School Academy Trust is committed to ensuring that all staff responsible for the intimate care of children will undertake their duties in a professional manner at all times. We recognise that there is a need to treat all our children with respect when intimate care is given. No child should be attended to in a way that causes distress or pain and adults and staff must be sensitive to each child's individual needs.

Intimate care is any care which involves one of the following:

1. assisting a child to change his/her clothes
2. changing or washing a child who has soiled him/herself
3. assisting with toileting issues
4. supervising a child involved in intimate self-care
5. providing first aid assistance
6. providing comfort to an upset or distressed child
7. feeding a child
8. providing oral care to a child
9. assisting a child who requires a specific medical procedure and who is not able to carry this out unaided *

* In the case of a specific procedure only a person suitably trained and assessed as competent should undertake the procedure (e.g. the administration of insulin). Parents have the responsibility to advise the school of any known intimate care needs relating to their child.

Principles of Intimate Care

The following are the fundamental principles of intimate care upon which our policy guidelines are based:

- every child has a right to be safe
- every child has the right to personal privacy
- every child has the right to be valued as an individual
- every child has the right to be treated with dignity and respect
- all children have the right to be involved and consulted in their own intimate care to the best of their abilities
- all children have the right to express their views on their own intimate care and to have their views taken into account
- every child has the right to have levels of intimate care that are appropriate and consistent

Assisting a child to change his/her clothes

On occasions an individual child may require some assistance with changing if, for example, he/she has an accident at the toilet, gets wet outside, or has vomit on his/her clothes etc.

Staff will always encourage children to attempt undressing and dressing unaided. However, if assistance is required this will be given.

Staff will always ensure that they have a colleague in attendance when supporting dressing/undressing and will always give the child the opportunity to change in private, unless the child is in such distress that it is not possible to do so.

If staff are concerned in any way parents will be sent for and asked to assist their child and informed if the child becomes distressed.

Changing a child who has soiled him/herself

If a child soils him/herself in school a professional judgement has to be made whether it is appropriate to change the child in school, or request the parent/carer to collect the child for changing. In either circumstance the child's needs are paramount and he/she should be comforted and reassured throughout.

The following guidelines outline our procedures but we will also seek to make age-appropriate responses:

- The child will be given the opportunity to change his / her underwear in private, either in the toilets or medical room as appropriate, and carry out this process themselves.
- A designated room will be used where a child is in nappies and additional adults will be requested to support the child.
- Parents will need to send spare clothes, wipes and nappies (if a child is still using nappies).
- If a child is not able to complete this task aided, school staff will attempt to contact the parent/carer or emergency contact to inform them of the situation.
- If the parent/carer or emergency contact is able to come to school within an appropriate time frame, the child will be accompanied and supported by a staff member until they arrive. This avoids any further distress and preserves dignity.
- If the parent/carer or emergency contact cannot attend, school will seek verbal permission for staff to change the child. If none of the contacts can be reached, the Headteacher is to be consulted and the decision taken on the basis of loco-parentis and our duty of care to meet the needs of the child.
- Staff should check if the intimate care plan form has been completed before proceeding.
- When a child requires intimate care, the member of staff caring for the child will notify another member of staff of the task being undertaken, so that they are aware and remain in close proximity and it will then be recorded on the 'Intimate Care' record sheet.
- Intimate care arrangements will be discussed with parents/carers on a regular basis and recorded on the 'Care Plan'. The needs and wishes of children and parents will be taken into account wherever possible, within the constraints of staffing. If a child has a continuing need for intimate care, for example, they are in a nappy, arrangements will be discussed with parents/carers, and an individual care/support plan will be written and signed. Advice and support from a Health Visitor/School Nurse will be sought where necessary. Meetings will take place between the parents/carers and the school on a regular basis to monitor progress.

Safeguarding Guidelines

Ensure that the action you are taking is necessary. Get verbal agreement to proceed from parents and headteacher.

- ensure the child is happy with who is changing him/he
- be responsive to any distress show
- basic hygiene routines
- always wear protective disposable gloves
- seal any soiled clothing in a plastic bag for return to parents
- female teachers will be supporting boys and girls
- volunteers are **not** permitted to be involved in intimate care

Assisting a child who requires a specific medical procedure and who is not able to carry this out unaided.

Our Administration of Medications Policy outlines arrangements for the management of the majority of medications in school.

Parental permission must be given before any medication is dispensed in school.

A small number of children will have significant medical needs and in addition to the arrangements included in our Administration of Medications Policy will have an individual 'Care Plan'. This Care Plan will be formulated by the relevant medical body. If required, school staff will receive appropriate training.

To be reviewed by the Headteacher, September 2025

Signed:

Mr Malcolm Shaw
Headteacher

Date: September 2025



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Parental Permission to Provide Intimate Care

Child's Name	
Male/Female	
Date of Birth	
Parent/Carers name	
Address	

I give permission to the school to provide appropriate intimate care support to my child e.g. changing wet or soiled clothing, washing and toileting.

I will advise the school of any medical needs my child may have which affects issues of intimate care.

I understand I will need to provide spare clothes, wipes and nappies (if needed).

I understand that staff will endeavour to encourage my child to be independent.

I understand that I will be informed discretely should the occasion arise.

Name.....

Signature.....

Relationship to Child.....

Date.....



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Intimate/Personal Care Plan

Child's Name:	Date:
Main areas of need:	
Is there an Individual Healthcare Plan? Y/N	
If so, this must be attached to this document.	
Dressing/Undressing Plan – if applicable. (Should include equipment needed and location)	
Toileting Plan (if applicable) – include equipment needed and location	
This plan was written by _____ on (date) _____ .	
Agreed with parents/carers on _____	
Child's views were sought in relation to this plan on _____.	
If this was not the case, please state why:	
Signed (Parent/carers) _____ Date _____	
Signed (Staff member) _____ Date _____	

