

Ysgol Gynradd **Gwyrosydd** Primary School

Working together to unlock our potential



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GWYROSYDD PRIMARY SCHOOL

Intimate Care Policy

2025/2026



Our values are more than words – They are the heart of our school.



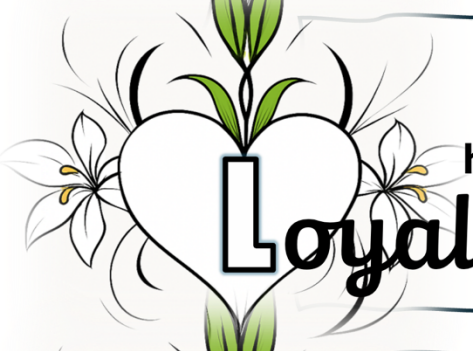
We care for each other, include everyone and show empathy whilst we work together to make our school a happy and safe place.

Community



We believe in ourselves, aim high and work hard to achieve our goals

Aspiration



We are loyal to our values. We are honest, kind, respectful and always do what is right.

Loyalty



We take responsibility for our actions, our learning and our choices.

We are proud of our work and try to improve everyday.

Ownership



We are resilient; we keep trying, even when things are hard. We learn from mistakes and always aim to be the best that we can be.

Never Give Up

Rationale

It is our intention to develop independence in each child, however there will be occasions when help is required. Our intimate care policy has been developed to safeguard children and staff. The principles and procedures apply to everyone involved in the intimate care of children.

There shall be a high awareness of child protection issues throughout the use of intimate care. Staff behaviour must be open to scrutiny and staff must work in partnership with parents/carers to provide continuity of care to children/young people wherever possible.

School staff are working within local authority insurance cover; provided that the Intimate Care Policy in conjunction with the pupil's Health Care Plan/Intimate Care Plan are agreed and recorded by the parents, education, and health (where required).

Children are generally more vulnerable than adults; and staff involved with any aspect of pastoral care need to be sensitive to their individual needs.

Intimate care is any care which involves washing, touching, or carrying out an invasive procedure (such as cleaning up a pupil after they have soiled themselves) to intimate personal areas. In most cases such care will involve cleaning for hygiene purposes as part of a staff member's duty of care.

Intimate care can be defined as any activity that is required to meet the personal needs of an individual child on a regular basis or during a one-off incident. Such activities can include:

- feeding
- oral care
- washing
- changing clothes
- toileting
- physiotherapy, in conjunction with the physiotherapy plan provided by the physiotherapist
- first aid and medical assistance, in conjunction with the relevant Health Care Plan
- supervision of a child involved in intimate self-care

Parents have a responsibility to advise the school of any known intimate care needs relating to their child.

Principles of Good Practice in Intimate Care

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

All children have an educational entitlement irrespective of their difficulties with toileting.

- every child has the 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 such views considered; and
- every child has the right to have levels of intimate care that are appropriate and consistent.

Schools should work in partnership with parents and carers in planning for children's intimate care needs and effective toilet training, acknowledging that continence and independent toileting may not be achieved by some children.

School Responsibilities

All staff working with children will be subject to the usual safer recruitment procedures. This includes students on work placement and volunteers. Vetting includes DBS checks at an enhanced level and two written references.

Only those members of staff who are familiar with the intimate care policy and other pastoral care policies of the school are to be involved in the intimate care of children.

Where anticipated; intimate care arrangements are agreed between the school and parents and if appropriate, by the child. Intimate care agreements are signed by the parent and stored in the child's file. Only in an emergency would staff undertake any aspect of intimate care that has not been agreed by parents and school. Parents would then be contacted immediately.

Intimate care arrangements should be reviewed at least six monthly. The views of all relevant parties should be sought and considered to inform future arrangements.

If a staff member has concerns about a colleague's intimate care practice he or she must report this to the designated teacher for child protection.

Guidelines for Good Practice

The school will identify a suitable changing area for pupils, to enable the privacy of pupils to be maintained and to provide sufficient staff to safeguard the pupil. Within our school, intimate care is generally delivered by one member of staff.

The school should designate a suitable changing area to provide intimate care for a child. Within our school, children will be changed in the disabled toilet room, in the main infant corridor. Children where possible, should be encouraged to be changed whilst standing up, however if they are required to lay down, there is a changing bed that staff can choose to use. The door of the accessible toilet room will be kept slightly open/ajar if staff need to call for assistance but children's dignity and privacy will be maintained at **all** times. This is not acceptable as a long-term solution, and therefore plans need to be put in place (if required) to consider an accessible "changing places" toilet room, with adequate space for the learner and staff member(s) to move and support safely with a changing bed, toilet, and sink.

All children have the right to be safe and to be treated with dignity and respect. These guidelines are designed to safeguard children and staff. They apply to every member of staff involved with the intimate care of children.

Young children and children with additional learning needs can be especially vulnerable. Staff involved with their intimate care need to be particularly sensitive to their individual needs.

Staff also need to be aware that some adults may use intimate care, as an opportunity to abuse children. It is important to bear in mind that some forms of assistance can be open to misinterpretation. Adhering to the following guidelines of good practice should safeguard children and staff.

1. Involve the child in the intimate care

The child will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage **each child to do as much for him/herself as he/she can**. This may mean, for example, giving the child the responsibility for washing themselves. Individual intimate care plans will be drawn up for children as appropriate to suit the circumstances.

Where a situation renders a child fully dependent; talk about what is going to be done and provide choices where possible. Check your practice by asking the child or parent about any preferences while carrying out the intimate care.(see appendix 1,2,3,4)

2. Treat every child with dignity and respect and ensure privacy appropriate to the child's age and situation.

As per this policy, intimate care can be delivered by one member of staff if specified within their individual intimate care/health care plan. They should inform a colleague of when and where they are going to carry out this support

3. Make sure practice in intimate care is consistent.

As a child may have multiple assistants, a consistent approach to care is essential. Effective communication between all parties ensures that practice is consistent. Issues regarding complex areas would need to be explicit within the pupil's intimate care/ healthcare plan, which must be referred to.

4. Be aware of your own limitations

Only carry out activities you understand and feel competent with. If in doubt, ASK. Some procedures must only be carried out by members of staff who have been formally trained and assessed.

5. Promote positive self-esteem and body image.

Confident, self-assured children who feel their body belongs to them are less vulnerable to sexual abuse. The approach you take to intimate care can convey lots of messages to a child about their body worth.

Your attitude to a child's intimate care is important. Keeping in mind the child's age, routine care can be both efficient and relaxed.

6. If you have any concerns you must report them.

If you observe any unusual markings, discolouration or swelling report it immediately to the designated teacher for child protection and record in the relevant observation log.

If a child is accidentally hurt during the intimate care or misunderstands or misinterprets something, reassure the child, ensure their safety, and report the incident immediately to the designated teacher for child protection. Report and record any unusual emotional or behavioural response from the child. A written record of concerns must be made available to parents and kept in the child's personal file.

If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution. Staffing schedules will be altered until the issue(s) are resolved so that the child's needs are paramount. Further advice will be taken from outside agencies if necessary.

If a child or parent/carer makes an allegation against a member of staff, all necessary child protection procedures must be followed and the designated teacher must be informed immediately; as will the LA's Child & Vulnerable Adult Safeguarding Officer. (See schools Child Protection Policy for details).

Working With Children of the Opposite Sex

There is positive value in both male and female staff being involved with children.

The intimate care of boys and girls can be carried out by a member of staff of the opposite sex with the following provisions:

- When intimate care is being carried out, all children have the right to dignity and privacy, i.e. they should be appropriately covered, the door closed or screens/curtains put in place.
- If the child appears distressed or uncomfortable when personal tasks are being carried out, the care should stop immediately. Try to ascertain why the child is distressed and provide reassurance.
- Report any concerns to the designated teacher for child protection and make a written record; and
- Parents must be informed about any concerns.

Communication with Children

It is the responsibility of all staff caring for a child to ensure that they are aware of the child's method and level of communication. Depending on their maturity and levels of stress children may communicate using different methods - words, signs, symbols, body movements, eye pointing, etc. To ensure effective communication:

- make eye contact at the child's level;
- use simple language and repeat if necessary;
- wait for response;
- continue to explain to the child what is happening even if there is no response; and
- treat the child as an individual with dignity and respect

Equipment Provision

Parents should provide clean change of clothing, nappies/ pull ups/ pads, wipes, etc. and parents must be made aware of this responsibility. Schools are responsible for providing gloves, plastic aprons, a bin, and liners to dispose of waste.

Health and Safety

The following procedures are in place for dealing with spillages of bodily fluids for staff to follow when a child wets or soils himself, or is sick while on the premises. This includes:

- Staff to wear fresh aprons and disposable gloves while supporting a pupil.
- Soiled nappies securely wrapped and disposed of appropriately.
- Changing area/ toilet to be left clean. Caretaking/ cleaning staff to be informed.
- Hot water and soap available to wash hands as soon as toileting/supporting with intimate care is finished.
- Paper towels to be available to dry hands.

Staff should always wear appropriate PPE (e.g., a disposable apron and disposable gloves) when supporting any child with intimate care. Any nappies, pull ups or pads should be placed along with used PPE within a biohazard bin, which has a lid.

Recording the use of Intimate Care:

Where it is agreed that intimate care might be required for a child an agreement between parents and the school will be completed. This agreement will detail what care is to be provided and by whom. (See appendix 1).

Alongside this parents and the school will work together to complete an individual intimate care plan for the child (see appendix 2)

Where possible, the child will contribute towards the intimate care plan and be involved with the write up of the learner/staff agreement (see appendix 3).

Where there are particular issues which might indicate a need for the intimate care to be delivered by two members of staff; a risk assessment must be completed and retained on the child's record e.g.: manual handling, safeguarding issues.

For each use of intimate care staff will record using the personal care intervention log (see appendix 4).

School staff may be asked to undertake a physiotherapy regime (such as assisting children with exercises). School staff must only do this once the technique has been demonstrated by a physiotherapist and the physiotherapist has signed the schools training record (see appendix 5) to agree that the staff member trained is competent to carry out this task within school. The physiotherapist will observe the member of staff undertaking the exercises before signing the staff member as competent. These will be recorded in the pupil's physiotherapy plan and reviewed regularly.

Any concerns about the regime or any failure in equipment will be reported to the physiotherapist. School staff will not devise or carry out their own exercises or physiotherapy programmes

REVIEW

This policy document will be evaluated and reviewed as and when appropriate as part of the school's self-evaluation process.

Signed:



Mrs Donna Saunders (Chair of Governors)



Mrs Anna Edwards (Headteacher)

Appendices

Where it is agreed that intimate care might be required for a child an agreement between parents and the school will be completed. This agreement will detail what care is to be provided and by whom. (See appendix 1).

Appendix 1

School Name:

Child's Name:

Child's Date of Birth:

Child's School Year:

Child's Class Teacher & Support Staff:

Partnership Agreement and Consent for Intimate Care for a Child/Young Person

The purpose of this agreement is to ensure that both parents/carers and professionals are in agreement with what care is to be provided and that staff have received any appropriate training that may be relevant. Teaching of certain care procedures may be carried out by the parent/carer or by the professional experienced in that procedure.

When the parent/carer and/or professionals are agreed that the procedure has been learned or where routine intimate care is to be provided, the details will be recorded fully below and all parties must sign this record and be provided a copy; an additional copy is to be retained on the child's file in school and where appropriate a copy is to be provided for the child's medical record.

Reasons why intimate care will be provided:

Toilet accident

Who will provide this care (please details names and designation of those staff who will be providing care):

Early years staff

Detail of care to be provided:

**Staff will assess what the pupil can do himself/herself.
Staff will support the pupil to change their clothes and under garments as necessary, in the toilet cubicles.**

Parental Agreement:

I/ We give permission for the school to provide intimate care to my/ our child.

I/ We agree to this plan and consent to procedures identified.

I/ We will inform the school of any changes that may affect my/ our child's intimate care (e.g. if medication has changed or my/ our child has an infection).

I/ We will contact the school immediately if there are any concerns.

Name of Parent/ Carer(s):

Relationship to child:

Signature of Parent/ Carer(s):

Date: _____

Schools Agreement:

We agree to inform parents/ carer(s) of any concerns we have with regard to intimate care of their child.

We agree to inform parents/ carers of any changes in staff, procedure or any changes to this plan or our school intimate care policy.

We agree to treat all children with dignity and respect by providing appropriate support with intimate care professionally and with sensitivity.

Headteacher & _____

Members of staff:

Signatures: Headteacher _____

& of member of staff

Date:

A review of this agreement will be made on: 3 months or sooner if needed _____

Outcome of review: (please detail any changes to the plan moving forward and produce a new Individual Intimate Care Plan as required):

Alongside this letter/appendix 1, parents and the school will work together to complete an individual intimate care plan for the child (see appendix 2)

Appendix 2

Individual Intimate Care Plan

Date of plan: _____

Pupil's name: _____

Year Group: _____

	<u>Details</u>
<p><u>Arrangements for nappy/pad changing/toileting:</u></p> <p><i>e.g. where, when, arrangements for privacy.</i></p>	
<p><u>Staffing requirements:</u></p> <p><i>e.g. how many, who, when.</i></p>	
<p><u>Method for changing/using toilet</u></p> <p><i>e.g., standing up (holding on to what?), laying down on a mat (short term measure online), laying down on a changing bed, what support is required.</i></p>	
<p><u>Equipment</u></p> <p><i>e.g. what equipment is required?</i></p>	
<p><u>Level of assistance needed:</u></p> <p><i>e.g. undressing, dressing, hand washing, washing, drying, application of cream, talking/signing to child/young person.</i></p>	
<p><u>Working towards independence/:</u></p> <p><i>e.g. what can the learner do themselves? What is the learners' current independence target?</i></p> <p><i>How can staff encourage independence for the learner? How will the learner be encouraged to participate in the procedure?</i></p>	
<p><u>Infection control:</u></p>	

<p><i>e.g. wearing disposable gloves, aprons, arrangements for nappy/pad disposal.</i></p>	
<p><u>Resources needed from parents:</u> <i>e.g. wipes, cream, nappies/pull ups/pads, disposable sacks, change of clothes etc.</i></p>	
<p><u>Resources provided by the school:</u> <i>e.g. antibacterial spray, disposable hygiene roll, bio-hazard bin liners, step, paper towel, hand wash,</i></p>	
<p><u>Disposal arrangements</u> <i>e.g. where to staff place used nappies, PPE, etc. immediately after use and at the end of the day.</i></p>	
<p><u>Communication</u> <i>e.g. can the learner communicate that they need support with intimate care? How? What signs do staff need to look out for?</i> <i>How will staff communicate with the learner that it is time to go to the toilet/changing room? Any code words to use/words to avoid?</i></p>	
<p><u>How often?</u> <i>e.g. how often in the morning/afternoon/timed intervals/agree the limited amount of times to support with intimate care per day.</i></p>	
<p><u>Procedure for wet/soiled clothing:</u> <i>e.g. where do staff place wet/soiled clothing.</i></p>	
<p><u>Method of recording when intimate care is carried out:</u> <i>e.g. where will information be recorded/shared when required.</i></p>	
<p><u>Sharing Information:</u> <i>e.g. how will staff inform parents if child/young person has a nappy rash or any marks etc.</i></p>	
<p><u>Encouragement/Reassurance:</u> <i>e.g. how will staff positively encourage/reassure learners whilst meeting their intimate care needs/ any rewards used?</i></p>	

What the member of staff will do if the child is unduly distressed?	
<u>Consideration for off site visits:</u>	
<u>Procedure to report any marks/injuries:</u> What the member of staff will if marks or injuries are noticed?	
Any other comments/ important information: <i>e.g. medical information, learners own views/preferences/specific names for body parts.</i>	
Parent/ Carer(s) Name	
Parent/ Carer(s) Signature	
Staff who will complete intimate care Name(s)	
Staff Signature(s)	
Review Date	

Where possible, the child will contribute towards the intimate care plan and be involved with the write up of the learner/staff agreement (see appendix 3).

Agreement between learner and staff supporting with intimate care

Child's Name _____ Year _____

Name(s) of Support Staff Involved _____

Date _____

Review Date _____

Support Staff

As the member of staff helping you in the toilet/changing room, you can expect me to do the following:

- I will be professional at all times when supporting you with intimate care.
- When I am the identified person I will stop what I am doing to help you with intimate care. 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/ explain 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 look and listen carefully if there is something you would like to change about your intimate care plan.
- I will value how you feel and ensure I communicate with you professionally.

Learner

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

- Use my own way to communicate that I need support with intimate care, if possible.
- Where appropriate - I will try, whenever possible to let you know a few minutes in advance, that I am going to need the toilet so that you can make yourself available and be prepared to help me.
- 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 know that how I feel is important and is valued by staff. I will communicate with staff about how I feel using my own way to communicate, e.g. speech, body language, facial expressions.
- 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 _____ Member of Staff

Signed _____ Child (if appropriate)



Appendix 4

For each use of intimate care staff will record using the personal care intervention log (see appendix 4).

Physiotherapy Training Record

School staff may be asked to undertake a physiotherapy regime (such as assisting children with exercises). School staff must only do this once the technique has been demonstrated by a physiotherapist and the physiotherapist has signed the schools training record (see appendix 5) to agree that the staff member trained is competent to carry out this task within school. The physiotherapist will observe the member of staff undertaking the exercises before signing the staff member as competent. These will be recorded in the pupil's physiotherapy plan and reviewed regularly.

Child's name:

School's name:

Please keep this training record with the physiotherapy programme and guidance for staff.

Please record below all staff who have been trained by the physiotherapist to carry out physiotherapy on the above pupil.

The physiotherapist is certifying that the below members of school staff have been trained and are competent to deliver the physiotherapy programme within school to the above pupil.

If the pupil's physical ability changes or staff have any concerns carrying out physiotherapy, the school should contact the physiotherapy department at Hafan Y Mor immediately on 01792 200400.

Date	Staff Member Name	Physiotherapist Name	Physiotherapy Signature	Comments (if necessary)