



ROBERT MELLORS
PRIMARY ACADEMYTM

Intimate Care & Toileting Policy & Procedures

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Contents

Section 1	Introduction
Section 2	Policy Development
Section 3	Definition of Intimate Care
Section 3a	Definition of Personal Care
Section 3b	Principles of Intimate Care and
Personal Care	
Section 4	Equality and Diversity
Section 4a	Protection of Children and Staff
Section 5	Monitor and Review
Section 6	Key Principles
Section 7	Intimate Care Plan
Section 8	Promoting Independent
Toileting	
Section 9	Roles and Responsibilities
Section 10	Training
Section 11	Child Protection Policies
Section 12	Record Keeping
Section 13	Monitoring
Section 14	Dealing with Feedback and
Complaints	

Appendix 1 Personal Care Permission Form

Appendix 2 Record of Intimate Care Intervention

Appendix 3 Intimate Care Plan

Section 1 Introduction

At Robert Mellors Primary Academy, we follow the guidelines set out by services of Nottinghamshire County Council.

At Robert Mellors Primary Academy we are committed to safeguarding and promoting the welfare of children. We are 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. We are committed to ensuring that children are treated with sensitivity and respect when intimate care is given. No child shall be attended to in any 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.

Robert Mellors Primary Academy is committed to providing personal and intimate care where it has been recognised as an assessed need and indicated in the personal and intimate care plan, in ways that embrace 'Helping Children Achieve More' and the United Nations Convention on the Rights of the Child:

- Every child and young person has the right to feel safe and secure;
- Every child and young person has the right to be treated as an individual;
- Every child and young person has the right to remain healthy;
- Every child and young person has the right to privacy, dignity and a professional approach from all staff when meeting his or her needs;
- Every child and young person has the right to information, in a format that is understandable, and support relevant to their needs, which will enable him or her to make informed and appropriate choices;
- Every child and young person has the right to be accepted for who they are, which is inclusive of their age, gender, ability, race, culture, religion or belief and sexual orientation;
- Every child and young person has the right to information and procedure, in a format that is understandable, for any complaint or queries he or she may have regarding their personal and intimate care;
- Every child and young person should be encouraged to care for themselves as much as they are able.
- Robert Mellors Primary Academy accepts that there will be extraordinary circumstances, following a careful risk assessment, where a child or young person's

personal care cannot be met in a particular activity. It is expected that an alternative will be sought.

Section 2 Policy Development

This policy was formulated in consultation with the whole school community with input from members of staff, governors, parents/carers, children and other partners.

This policy is also written in line with Nottinghamshire County Council's policy on the same subject, entitled "Personal and Intimate Care." It takes account of the following statutory documents:

- The Children Act 1989;
- The Childcare Act 2004
- The Childcare Act 2006;
- The Disability Discrimination Act 1995;
- UN Convention on the Rights of the Child (1989);
- Health and Safety At Work etc. Act 1974;
- Equality Act 2010;
- Local safeguarding policy.

Section 3 Definition of Intimate Care

There is a clear difference between personal and intimate assistance. 'Intimate Care' can be defined as care tasks of an intimate nature, associated with bodily functions, bodily products and personal hygiene, which demand direct or indirect contact with, or exposure of, the sexual parts of the body. Help may also be required with changing colostomy or ileostomy bags, managing catheters, stomas or other appliances. The Intimate care tasks specifically identified as relevant include:

- Dressing and undressing (underwear);
- Helping someone use the toilet;
- Changing continence pads (faeces/urine);
- Bathing/showering;
- Washing intimate parts of the body;
- Changing sanitary wear;
- Inserting suppositories;
- Giving enemas;
- Inserting and monitoring pessaries.

Also included, may be changes required as a result of water play, messy play, sickness and weather. Very young or disabled pupils may be unable to meet their own care needs for a variety of reasons and will require regular support. In some cases, it may be necessary to administer rectal medication on an emergency basis for example where a child's life is in danger. Effective forward planning and communication with the child and their parents or carers will go some way to mitigating the risks in this eventuality.

Section 3a Definition of Personal Care

Care generally carries more positive perceptions than intimate care. Although it may often involve touching another person, the nature of this touching is more socially acceptable, as it is less intimate and usually has the function of helping with personal presentation and hence is regarded as social functioning. These tasks do not invade conventional personal, private or social space to the same extent as intimate care and are certainly more valued as they can lead to positive social outcomes for people.

Those personal care tasks specifically identified as relevant here include:

- Skin care/applying external medication;
- Feeding;
- Administering oral medication;
- Hair care;
- Dressing and undressing (clothing);
- Washing non-intimate body parts;
- Prompting to go to the toilet.

Personal Care encompasses those areas of physical and medical care that most people carry out for themselves but which some are unable to do because of disability or medical need. Children may require help with eating, drinking, washing, dressing and toileting.

Section 3b Principles of Intimate Care and Personal Care

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

- 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.

Section 4 Equality and Diversity

Children and young people with impaired personal development have the same rights of access to services as other children and young people and are protected from discrimination under the Disability Discrimination Act (DDA) 1995.

Section 4a Protection of Children and Staff

Robert Mellors Primary Academy must ensure that all children's personal and intimate care needs are met.

- Parents/carers/legal guardians have the prime responsibility for their child's health and must provide all services with information about their child's intimate care needs. This information will be sought through an assessment of the child needs and subsequent personal and intimate care plans will be drawn up with review dates;
- The personal and intimate care plan must be written in consultation with parents/carers and children (where appropriate) and appropriate consent given for procedures within it. Every effort must be made to assist those children who are not able to communicate easily to participate in their care planning;
- Where a personal and intimate care plan exists this information must be shared with all relevant services upon request;
- Where a personal and intimate care plan does not exist, the initial service identifying the need must ensure that an assessment and plan are completed prior to accessing the service, or where the child needs or circumstances change.

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Parents/carers must be consulted and their views respected in terms of the personal and intimate care provided for their child or young person. Procedures must be discussed with the family to ensure consistency of care and support to encourage the development of personal and intimate care skills for their son or daughter.

There is no legal or contractual duty that requires all service staff to undertake personal and intimate care procedures. However, this may already be a specific requirement in an individual job description or staff may formally elect to support children in this way. In these circumstances staff will be informed of the specific types of personal and intimate care that they will be required to carry out and be appropriately trained. Relevant staff will have access

to guidance and on-going training that supports good working practice which complies with health and safety legislation.

Staff will have access to a set of procedures detailing individual personal and intimate care tasks including how to manage children who refuse to comply with previously agreed interventions.

All staff working with children must have been through an appropriate safer recruitment process. In recognition of the vulnerability of disabled children all services must ensure that they follow the Interagency Safeguarding Children Procedures: Nottinghamshire Safeguarding Children Partnership (NSCP). The Safeguarding Disabled Children guidance and Keeping Children Safe in Education documentation must be accessible to all staff and adhered to.

Each child and young person's right to privacy must be respected. Careful consideration must be given to each child and young person's situation to determine how many carers might need to be present and which carers may be involved when a child or young person needs help with personal and intimate care. Under normal circumstances, one child or young person will be cared for by one adult, unless there is a sound reason for having two or more adults present. If this is the case, the reasons must be clearly documented. (The United Nations Convention on the Rights of the Child: Article 12 Children have the right to say what they think should happen, when adults are making decisions that affect them, and have their opinions considered). The number of staff required will be indicated in the child or young person's intimate care plan. The number of staff may also be influenced by the preference of the child or young person, or specified in a manual handling or behavioural risk assessment. All services need to make provisions for emergencies i.e. a staff member on sick leave. On the basis that Nottinghamshire County Council's policy for Personal and Intimate Care is followed then Nottinghamshire County Council is protected by its Public Liability Insurance (subject to its terms and conditions and exclusions) for accidental death, injury, damaged caused by such procedures to a third party. The insurance provided jointly indemnifies with the County Council staff and Members provided that they are acting in accordance with their Nottinghamshire County Council duties.

For further information contact Risk and Insurance Section, County Hall, 08449 808080.

Section 5 Monitor and Review

This policy will be reviewed annually and amended to reflect any updates from Service Directory for Children, Families and Cultural Services of Nottinghamshire County Council. The Governing Body will be responsible for monitoring this.

References and Background Information

- Management of Health and Safety at work Act 1999
- Disability Discrimination Act (DDA) 1995, 2005
- Equality Act 2010
- Helping Children Achieve More
- Every Disabled Child Matters
- The Dignity of Risk, National Children's Bureau
- Including me, Council for Disabled Children
- U.N Convention on the Rights of the Child
- Nottinghamshire Safeguarding Children Board Child Protection Procedures
- Nottinghamshire Safeguarding Children Board Safeguarding Disabled Children and Young People: Practice Guidance for all agencies.

Section 6 Key Principles

Expectations

The school expects that most children will be toilet trained and out of nappies before they begin school. However, it is inevitable that from time to time some children will have accidents and need to be attended to. In addition to this, an increasing number of children and young people with disabilities and medical conditions are being included in mainstream settings. A significant number of these pupils require adult assistance for their personal and intimate care needs.

Types of Intimate Care

It benefits children if they are out of nappies or at least working towards this by the time they start nursery or school. The school can help with advice on toilet training or signpost you to where to get support.

Nappy Changing

Any child wearing nappies will have an intimate care plan, which must be signed by the parent/carer. This plan will outline who is responsible in school for changing the child, and where and when this will be carried out. This agreement allows Robert Mellors Primary Academy and parents/carers to be aware of all issues surrounding the task from the outset.

Permission to change nappies is sought as children enter the Early Years Foundation Stage (EYFS) and slips are kept on record. Where a child has continuing incontinence problems (i.e. past EYFS) these procedures will continue to apply.

Procedures for changing a nappy

Staff in the EYFS area have access to changing area with a toilet and hand basin with warm water. There is also a stock of baby wipes, plastic bags and disposable protective gloves and aprons for staff to use.

Staff must wash their hands with hot water and an appropriate soap/hand cleaner both before and after nappy changing. Gloves should be worn while nappy changing. The changing area should be cleaned after each use and the nappy should be disposed of hygienically in an appropriate container. Any spillages must be cleaned up immediately.

Staff must be mindful of the need to preserve the dignity of the child (for example, do not allow other children to watch nappy changing).

Staff should record times/frequencies of nappy changing and note any concerns (for example unusual bowel movement), which should be reported to parents/carers when the child is collected.

An adequate supply of nappies must be kept on the premises at all times. Where parents/carers provide the nappies, staff should notify them well in advance when the stock is depleting.

In KS1/2 changing will take place in the disabled toilet and wherever possible by a member of staff known to the child. The same procedures will be followed.

Accidents and Changing Clothes

The above guidelines for nappy changing apply to supporting a child after they have had an accident and either wet or soil themselves. Staff will need to use some judgement in how much support to offer the child depending on the situation. It is important though that the child is not reprimanded, and is reassured and then supported – as much as possible to clean themselves and change. If a child soils him/herself during school time, one member of staff will help the child:

Remove their soiled clothes

Clean skin (this usually includes bottom, genitalia, legs, feet)

Dress in the child's own clothes or those provided by the school

Wrap soiled clothes in plastic bags and give to parents to take home.

Other children should not change pupils, unless supervised at all times by a permanent member of staff, and only then with parents'/carers' consent. If consent is not gained from a parent, but a child has a toileting accident in school and needs changing, a member of the Senior Leadership Team should be consulted and a decision made on next steps with the interest of the child in mind. Children who have particularly messy accidents may need to be showered, the decision whether to do this will be based on the welfare and emotional well-being of the child. There is a shower available in the disabled toilet. The parent must be informed on collection of their child.

Older children may wish to change their own clothes, but they should always be supervised/assisted by a member of staff to ensure that they are clean and dry before putting on the new clothes. Wet or soiled clothing should be securely wrapped and kept in an appropriate place until it can be given to parents at the end of the day.

Infection prevention control

Infection prevention and control is concerned with the prevention of avoidable risks of infection and the control and management of all unavoidable risks of infection to those administering and receiving intimate and personal care. We will manage infection risks related to the setting, equipment, staff working practices and clinical practices arising from the intimate and personal care of children.

Diurnal Enuresis (daytime accidental wetting)

Children with diurnal enuresis will have an Individual Care Plan agreed with them and their parent /carer.

Nocturnal Enuresis

Where children regularly wet the bed at night and this is having an impact on them during the day, the school will work with the child and the family to ensure that there is support from other professionals. Staff must also be vigilant to the possibility that this may be a safeguarding concern and therefore must follow the agreed procedures.

Puberty and Menstruation

Normal puberty onset can be between 8 – 13 years of age. The age of first menstruation has declined over the last 50 years but there is wide ethnic disparity. Robert Mellors Primary Academy has the following facilities in all the girl's toilets:

Disposal facilities for sanitary protection

Soap and water

Procedures - Leaving the classroom

Girls who think they have started their period, or are having their monthly period should be allowed to leave the classroom if they request to and staff should be mindful of any distress this may cause. The class teacher must be made aware when a girl begins menstruating in order to be able to offer support.

PE, games and swimming

It is the expectation of the school that girls who are menstruating continue to take part in all activities, including Games and PE. Pupils will be excused from swimming and a note will be required from their parent/ carer.

Links to attendance

Robert Mellors Primary Academy will monitor any patterns of absence, which may be related to menstruation or continence issues and act in accordance with the Attendance Policy.

Easing pain

If a child needs medication to ease pain a medical note is needed and a medical form completed and signed by the parent. In all of the above situations, members of staff must pay attention to the level of distress and comfort of the child. If the child is ill the member of staff will telephone the parent/carers. Robert Mellors Primary Academy will ensure that pupils do not experience additional embarrassment and anxiety because of a medical condition or the early onset of puberty.

Section 7 Intimate Care Plan

Individual Care Plans will be drawn up for any pupil requiring regular intimate care. 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 any appropriate medical advice.

There is 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 considering 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.

Section 8 Promoting Independent Toileting

Time spent changing a child is not dissimilar to the amount of time that might be allocated to work with a child on any other developmental need and the time spent changing the child should be used as a positive learning experience. Children will be encouraged to use the toilets independently. Where children are still working towards this, the necessary support will be given.

The adult can often pick up clues if this is the case, and should use the child's name to get their attention and suggest a trip to the toilet.

Adults should praise children for using the toilet appropriately to reinforce good habits.

Partnership Working

It is important that staff talk openly and positively with parents about supporting children with their toileting at transition into the school. Staff should also support children to become familiar with toileting arrangements in their school.

In Nursery home visits, the responsibilities and expectations between the school and the parents will be discussed in order to support the child to achieve continence.

RMPA agrees to:

- Change the child should they soil themselves or become wet.
- Inform parents should the child be distressed or in physical discomfort (this is separate from any action taken in response to any safeguarding concerns).
- Praise the child for successful use of the toilet.
- Review arrangements on a regular basis.
- The parent agrees to:
- Ensure that the child is changed at the latest possible time before being brought to the school.

- Provide the school with spare nappies, nappy cream (if needed), cleaning wipes, nappy sacks and/or a change of clothing.
- Inform the school should the child have any marks/rash.
- Review arrangements on a regular basis.

Section 9 Roles and Responsibilities

Headteacher

To ensure the policy is understood and followed.

To ensure that the best interests of pupils are supported.

To ensure the adequate training of staff to ensure children's needs are met.

To ensure, with SLT, adequate training is provided for staff to carry out their duties and responsibilities safely.

Teaching Staff

To be aware of the Intimate Care and Toileting Policy and work in line with it.

To carry out intimate care in line with whole school policy and procedures.

To monitor arrangements for intimate care within classrooms.

To be responsible for supporting safeguarding arrangements and being accountable for who is involved in supporting children with intimate care needs within their classroom.

To keep records of intimate care/toileting care provided.

To liaise with SLT to ensure children's needs are met and concerns raised around health and well-being.

Support Staff

To be aware of the Intimate Care and Toileting Policy and work in line with it.

To carry out intimate care in line with whole school policy and procedures.

To keep records of intimate care/toileting care provided.

Section 10 Training

All staff at Robert Mellors Primary Academy will be made aware of the policy and appropriate procedures to follow. This will also be included in new staff induction.

Staff named on a child's Intimate Care Plan will receive the appropriate training, according to the needs of the child, which will change over time. They will understand and follow the child's care plan.

Section 11 Child Protection Policies

The Governors and staff at Robert Mellors Primary Academy recognise that children with disabilities are particularly vulnerable to all forms of abuse.

The needs and wishes of children and parents will be considered wherever possible, within the constraints of staffing and equal opportunities legislation.

All members of staff carrying out intimate care procedures have enhanced DBS checks. Students should only do so under the supervision of a trained member of staff. It is not appropriate for volunteers to carry out intimate care procedures. Child Protection/safeguarding procedures will be adhered to at all times.

If a member of staff has any concerns about physical changes in a child's presentation such as unexplained marks, bruises or soreness for example, he/she will immediately report concerns to the Designated Person for Child Protection.

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 LA procedures and reported to the LADO.

Section 12 Record Keeping

All staff who attend to a child/pupil with regards to intimate care must record this on the appropriate pro-forma and file/log with the appropriate person. Written parental consent form should be completed and kept with other records.

Section 13 Monitoring

All records will be logged and analysed on a regular basis to identify any significant trends and issues. This information will be reported termly to the Governor's Safeguarding Committee.

Section 14 Dealing with feedback and complaints

People have the right to express their dissatisfaction if they feel that they are not receiving the levels of support they need and deserve. The service must respond positively to feedback and complaints and treat them as an opportunity to improve the services we provide to children and young people. Please refer to RMPA **Complaints Policy and Procedure** for further information.

Robert Mellors Primary Academy
Personal Care Permission Form

If your child wets or soils themselves whilst they are at school, it is important that measures are taken to have them changed and if necessary cleaned as quickly as possible. Our staff are experienced at carrying out this task but if preferred, the school can contact you or your emergency contact who will be asked to attend without delay.

The school has an **Intimate Care and Toileting Policy** which is available to view on our website or a copy can be obtained from the school office.

Please fill out the permission slip below stating your preference.

.....

Name of Child:

Class:

Please tick as appropriate

- ☐ I have read the Intimate Care and Toileting Policy and Procedures and give consent for my child to be changed and cleaned if they wet/soil themselves whilst at school.
- ☐ I agree to provide all appropriate materials such as nappies, wipes, nappy cream, nappy sacks, spare clothes, as agreed with school.
- ☐ I understand that there will only be one member of staff involved in any intimate care unless there are particular reasons that require a second member such as significant child disability requiring 2 staff to assist.
- ☐ I do not give consent for my child to be changed and cleaned if they wet or soil themselves. The school will contact me or my emergency contact and I will organise for my child to be cleaned and changed. I understand that in the event that I or my emergency contact cannot be contacted, the staff will act appropriately and may need to come into some level of physical contact in order to aid my child.

Signature of Parent/Carer:

Print name:

Date:

Robert Mellors Primary Academy
Intimate Care Plan

Child's Name:
Class/Year Group:
Date of Plan:
Review Date:
Area of Need
Equipment required
Location of toilet facilities
Support required/frequency of support suitable

Working towards independence:

School will	Parent/carer will	Child will try to	Target achieved

Signed (parent)

Signed (staff members)

Date

Record of Intimate Care Administration

[illegible]