

Willow School Policy



Intimate Care Policy

Date : November 2025

Review Date: November 2027

Aims

This policy aims to ensure that:

- Intimate care is carried out properly by staff, in line with any agreed plans
- The dignity, rights and wellbeing of children are safeguarded
- Pupils who require intimate care are not discriminated against, in line with the Equality Act 2010
- Parents/carers are assured that staff are knowledgeable about intimate care and that the needs of their children are taken into account
- Staff carrying out intimate care work do so within guidelines (i.e. health and safety, manual handling, safeguarding protocols awareness) that protect themselves and the pupils involved
- Intimate care refers to any care that involves toileting, washing, changing, touching or carrying out an invasive procedure to children's intimate personal areas.

Legislation and Statutory Guidance

This policy complies with [statutory safeguarding guidance](#).

Role of Parents/Carers

Seeking Parental Permission

Parental permission is gained as part of our admissions procedures and stored in pupil files and on BromCom. (Appendix 2) Where regular intimate care is needed, a plan is drawn up (Appendix 1)

Where there isn't an intimate care plan or parental consent for routine care in place, parental permission will be sought before performing any intimate care procedure.

If the school is unable to get in touch with parents/carers and an intimate care procedure urgently needs to be carried out, the procedure will be carried out to ensure the child is comfortable and the school will inform parents/carers afterwards.

Creating an Intimate Care Plan

Where an intimate care plan is required, it will be agreed in discussion between the school, parents/carers, the child (when possible) and any relevant health professionals.

The school will work with parents/carers and take their preferences on board to make the process of intimate care as comfortable as possible, dealing with needs sensitively and appropriately.

Subject to their age and understanding, the preferences of the child will also be taken into account. If there's doubt whether the child is able to make an informed choice, their parents/carers will be consulted.

The plan will be reviewed once a year, even if no changes are necessary, and updated regularly, as well as whenever there are changes to a pupil's needs.

See Appendix 1 for a blank template plan to see what this will cover.

Sharing Information

The school will share information with parents/carers as needed to ensure a consistent approach. It will expect parents/carers to also share relevant information regarding any intimate matters as needed. Intimate care plans will be shared with staff as part of briefing as needed.

Role of Staff

Which Staff Will Be Responsible

All staff at the school who carry out intimate care will have been subject to an enhanced Disclosure and Barring Service (DBS) with a barred list check before appointment, as well as other checks on their employment history.

How Staff Will Be Trained

Staff will receive:

- Regular safeguarding training
- If necessary, manual handling training that enables them to remain safe and for the pupil to have as much participation as possible

They will be familiar with:

- The control measures set out in risk assessments carried out by the school
- Hygiene and health and safety procedures
- They will also be encouraged to seek further advice as needed.

Intimate Care Procedures

How Procedures Will Happen

Procedures will be carried out in the changing area in the toilet. Where a child needs changing, wherever possible, two members of staff will be present. All staff members must have an enhanced DBS with barred checklist.

When carrying out procedures, the school will provide staff with:

- Changing mat
- Protective gloves
- Nappy bags
- Cleaning bags
- Bin

For pupils needing routine intimate care, the school expects parents/carers to provide, when necessary, a good stock (at least a week's worth in advance) of necessary resources, such as nappies, underwear and/or a spare set of clothing.

Any soiled clothing will be contained securely, clearly labelled and discreetly returned to parents/carers at the end of the day.

Concerns About Safeguarding

If a member of staff carrying out intimate care has concerns about physical changes in a child's appearance (e.g. marks, bruises, soreness), they will report this to the Designated or Deputy Safeguarding Lead. The information will be recorded on BromCom.

If a child is hurt accidentally or there is an issue when carrying out the procedure, the staff member will report the incident immediately to the member of SLT onsite.

If a child makes an allegation against a member of staff, the responsibility for intimate care of that child will be given to another member of staff as quickly as possible and the allegation will be investigated according to the school's safeguarding procedures.

Appendix 1: Intimate Care Plan

Parents/Carers	
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's Voice (if able to be gained)	
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	

Appendix 2: Parent/Carer Consent Form (included in Admissions Pack)

Purpose of this Agreement

Some pupils at Willow require support with intimate care, including nappy changing, toileting, and personal hygiene. This agreement ensures parents/carers understand the arrangements and give consent for staff to carry out this care safely and respectfully.

What the School Will Do

- Provide intimate care in line with the **Willow Intimate Care Policy**.

- Maintain the pupil's dignity, privacy, and comfort at all times.
- Ensure staff are trained and follow safeguarding procedures.
- Record any **notable changes**, concerns, injuries or issues arising during intimate care and share these with parents as appropriate.
- Review the plan as needs change.

What Parents/Carers Agree To

- I give permission for Willow staff to provide intimate care to my child as required.
- I understand intimate care may include: nappy changing, toileting support, personal hygiene, cleaning after accidents, changing clothes, and support with continence routines.
- I agree to supply nappies, wipes, creams (if needed), and spare clothes.
- I will inform school of any changes to my child's care needs or health.
- I understand staff may work alone with my child where appropriate and risk assessed.

Permission For School To Provide Intimate Care	
Name of child	
Date of birth	
Name of parent/carers	
Address	
I give permission for the school to provide appropriate intimate care to my child (e.g. changing soiled clothing, washing and toileting)	<input type="checkbox"/>
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)	<input type="checkbox"/>
I understand the procedures that will be carried out and will contact the school immediately if I have any concerns	<input type="checkbox"/>
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 and I will organise for my child to be given intimate care (e.g. be washed and changed). I understand that if the school cannot reach me or my emergency contact, if my child needs urgent intimate care, staff will need to provide this for my child, following the school's intimate care policy, to make them comfortable and remove barriers to learning.	<input type="checkbox"/>
Parent/carers signature	
Name of parent/carers	

Relationship to child	
Date	