

Lever Edge Primary Academy



Lever Edge Primary Academy SEND Unit – Intimate Care Close Personal Contact Policy



Created: Autumn Term 2025
Next Review: Autumn Term 2026



1. Introduction

Intimate care refers to any personal care activity that involves toileting, washing, dressing, changing, physical contact or carrying out procedures that involve direct or indirect exposure of intimate body parts. This includes support with toileting, changing clothes, or cleaning after a child who has soiled themselves.

While most children manage their personal care independently, we acknowledge that some children, including those with special educational needs and disabilities (SEND), require additional support. This support may be due to medical conditions, developmental delay, physical or learning disabilities, or emotional needs.

This Intimate Care Policy has been developed to:

- Safeguard the dignity, rights, and wellbeing of all children.
- Support staff in providing consistent, safe, and respectful care.
- Build trust with parents and carers through clear, open communication.
- Ensure compliance with relevant safeguarding and equality legislation.

2. Aims of the Policy

This policy aims to:

- Safeguard the dignity, rights, and wellbeing of all children, particularly those who are more vulnerable to abuse.
- Provide clear guidance and reassurance to staff whose roles include providing intimate care.
- Assure parents/carers that staff are trained and understand how to meet their child's individual needs.
- Remove barriers to participation, learning, and inclusion.
- Comply with the Equality Act 2010 by ensuring children requiring intimate care are not discriminated against.
- Ensure all intimate care is delivered within safeguarding, health and safety, and best practice guidelines.

3. Legislative and Statutory Framework

This policy is written with reference to the following statutory guidance and legislation:

- Keeping Children Safe in Education (KCSIE)
- Working Together to Safeguard Children
- Equality Act 2010
- Children and Families Act 2014

- Supporting Pupils at School with Medical Conditions
- SEND Code of Practice

It also complies with our funding agreement and articles of association.

4. Our Approach to Best Practice

Each child requiring intimate care will have an **Individual Intimate Care Plan** (Appendix 2), developed in collaboration with parents/carers and relevant professionals. These plans detail the type and frequency of care required, staff involved, and any training needed.

Key principles include:

- Respect for the child's dignity and right to privacy at all times.
- Promoting the highest level of independence appropriate for each child.
- Seeking the child's permission before any care activity.
- Consistent support from staff familiar to the child.
- Careful consideration of adult-to-child ratios during intimate care, with one-to-one care being the default unless additional adults are needed for safety.

5. Working with Parents

We value strong partnerships with parents/carers, especially when supporting children with additional needs. We will:

- Seek written consent (Appendix 1) before providing intimate care.
- Respect cultural and personal preferences through open dialogue.
- Provide daily or sessional updates where appropriate.
- Record and store intimate care information securely (Appendix 4).
- Inform parents of any one-off incidents (e.g. soiling accidents without a care plan) the same day.

If a child is soiled beyond their ability to self-clean, and there is no intimate care plan in place, parents will be contacted to collect the child for bathing.

6. Role of Staff

Designated Staff Responsibilities

Only staff whose job descriptions include the provision of intimate care will carry out such duties. All such staff will:

- Hold enhanced DBS clearance with barred list checks.
- Receive appropriate training for the tasks they perform (e.g. manual handling, toileting, use of equipment).

- Follow risk assessments and safeguarding procedures.
- Be encouraged to seek further advice or support where needed.

Training Includes:

- Specific intimate care procedures.
- Safeguarding and child protection awareness.
- Health and safety, including infection control and safe manual handling.

7. Nappy Changing, Soiling and Toileting Procedures

We support children through toilet training and recognise this as an important developmental milestone.

Key Procedures:

- Parents provide nappies, creams (if prescribed), wipes, and spare clothing.
- Items are labelled and stored individually.
- Nappies are checked every 2 hours and changed as needed.
- Children are changed while standing where possible or using appropriate facilities.
- Staff wear gloves, apron, and mask. All equipment is sanitised after use.
- Soiled clothing is bagged and returned home.
- Intimate care is recorded per child and logged daily.

8. Showers and Changing Clothes

Children are entitled to privacy and respect. Staff supervising showering or changing will:

- Announce their presence before entering changing areas.
- Avoid remaining in the room unnecessarily.
- Not change or shower in the same space as children.
- Avoid physical contact unless necessary for care.
- Ensure, where possible, a second adult is present or nearby.

9. Protection and Safeguarding of Children

Staff will remain vigilant and follow safeguarding procedures at all times.

In the event of:

- Unexplained marks, bruises, or soreness, staff must report to the Designated Safeguarding Lead (DSL).

- Distress or refusal by a child to be cared for by a particular staff member, this will be investigated, parents informed, and alternative arrangements made.
- Accidental injury during care, staff will report to the Headteacher immediately.
- Allegations against a staff member, care duties will cease immediately for that staff member, and child protection procedures followed.

10. Allegations of Abuse

Working in intimate situations can make staff vulnerable to allegations. This policy is designed to protect staff and children. Any discrepancies or concerns between reports from a child and staff member will be investigated fully in line with the school's safeguarding policy.

11. Policy Monitoring and Review

This policy is reviewed every two years by the Board of Trustees, or sooner if required by statutory changes or school needs.

12. Associated Policies

This policy should be read in conjunction with:

- Accessibility Plan
- Health and Safety Policy
- Child Protection and Safeguarding Policy
- Supporting Pupils with Medical Needs Policy
- SEND Policy

Appendices

- **Appendix 1:** Intimate Care Consent Form
- **Appendix 2:** Individual Intimate Care Plan Template
- **Appendix 3:** Intimate Care Record Log
- **Appendix 4:** Guidance for Staff on Responding to Soiling Accidents

Appendix 1: Intimate Care Consent Form

Lever Edge Primary Academy – Intimate Care Consent Form

This form gives permission for school staff to provide intimate care to your child in accordance with our Intimate Care Policy. All care will be carried out sensitively, respectfully and in a manner that maintains your child's dignity.

Permission for school to provide intimate care	
Name of child	
Date of birth	
Name of parent/carer	
Address and contact details	
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"/>
<p>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).</p> <p>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).</p> <p>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.</p>	<input type="checkbox"/>
Agreement: I understand and agree to: <ul style="list-style-type: none">• The procedures outlined in the Intimate Care Policy.• Staff providing the selected care in a respectful and dignified manner.• Inform the school of any changes in my child's care needs. I give consent for Lever Edge Primary Academy staff to carry out intimate care for my child as specified above.	
Parent/carer signature	
Name of parent/carer	
Relationship to child	
Date	

Appendix 2: Individual Intimate Care Plan Template

Lever Edge Primary Academy – Individual Intimate Care Plan

Child's Details

Child's Name:	
DOB:	
Class:	
Date Plan Initiated:	
Review Date:	
Parent/Carer signature:	
SEND and/or medical needs:	

Care Requirements

Type of Intimate Care	Details of Procedure/Frequency
Nappy Changing	
Toileting Support	
Changing Clothes	
Cleaning/Washing	
Prescribed Creams	

Staff Involved:

- Key person:
- Other trained staff:
- Training required: Yes / No

Parent/Carer Notes / Preferences:

(e.g. cultural considerations, language used, comfort routines)

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Plan agreed by:

Parent/Carer:.....

Staff Member:.....

SENDCO:.....

Appendix 4: Guidance for Staff on Responding to Soiling Accidents

Lever Edge Primary Academy – Staff Guidance: Responding to Soiling Accidents (No Intimate Care Plan)

Children may occasionally have toileting accidents. Where no Individual Care Plan exists:

1. Reassure the Child

- Stay calm, non-judgmental, and comforting.
- Use discreet language to avoid embarrassment.

2. Promote Independence

- Encourage the child to clean themselves where possible.
- Provide spare clothes and support verbally or physically as appropriate.

3. If Soiled Beyond Child's Ability to Clean

- Contact parents/carers immediately to collect the child for bathing.
- Do **not** provide full cleaning without prior written consent unless there is a medical or safeguarding concern.

4. Maintain Dignity

- Move the child to a private area (disabled toilet / changing area).
- Use appropriate PPE if assistance is provided.
- Do not leave the child unattended if distressed or unable to clean themselves.

5. Inform Parents

- Call or speak to parents/carers on the same day.
- Record the incident in the **Intimate Care Record Log**.

6. Report Any Safeguarding Concerns

- Unusual marks, bruises, or repeated accidents should be reported to the DSL.
- Follow safeguarding policy without delay.