



Our children leave Mile Oak thinking big with no limit on their potential. The school family works together to inspire and support every child. They learn and achieve through inspirational teaching in a lively, ambitious environment. Every child is nurtured to gain the creativity, responsibility and full breadth of skills required to take an active and fulfilling role in society.

Intimate Care and Toileting Policy and Procedures

Mile Oak Primary School

Date	January 2026
Review Date	January 2028

Introduction

Mile Oak Primary School's primary concern is to meet the needs of all children so that they achieve their full potential. We work in partnership with families and encourage and support the involvement and inclusion of individual children. It is for these reasons that we have an intimate care policy.

Mile Oak Primary School 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; all staff at Mile Oak have a high awareness of child protection and safeguarding and a high level of privacy, choice and control will be provided to the children being supported. Mile Oak Primary School recognises that there is a need to treat all children with dignity and respect when intimate care is given. No child should be attended to in a way that causes distress.

Definition

Intimate care is any care which involves washing, touching or carrying out a procedure that is invasive to privacy to intimate or personal areas which children are unable to do for themselves (often arising from the child's stage of development or specific need). Examples include care associated with continence and nappy changing as well as more ordinary tasks such as help with washing and eating. In most cases at school intimate care will involve procedures to do with personal hygiene.

Safeguarding

- If a member of staff has any concerns about physical changes in a child's presentation, e.g. marks, bruises, soreness etc. They will immediately report concerns to the designated safeguarding officer, who will follow the procedures outlined in the Safeguarding Policy.
- If any parent or member of staff has concerns or questions about intimate care procedures or individual routines please see a member of SLT at the earliest possible convenience.

- If a child becomes distressed or unhappy about having their intimate care needs met, the matter will be looked into and outcomes recorded.
- The setting operates a Whistle-blowing Policy as a means for staff to raise concerns relating to their peers. The management supports this by ensuring staff feel confident in raising worries as they arise in order to safeguard the children at the school.
- If an allegation is made against a member of staff, the setting will follow the procedure outlined in the Safeguarding Policy.

General procedures

All staff who provide intimate care receive appropriate Safeguarding and Health and Safety training and must have a full DBS check with barred list information. **All staff are also trained through engagement with the school policy (Intimate and personal care training is available but this is not a prerequisite for intimate care support).**

One child will be cared for by one adult where possible with a second adult alerted to the incident; please see below for situations where two adults will be present.

There is careful communication with each child who requires assistance with intimate care, in line with their preferred means of communication, to discuss the child's needs and preferences. The needs and wishes of children and family will be carefully considered alongside any possible constraints.

Ultimately, the child has the right to refuse intimate care – verbally or through displaying dysregulated behaviour - and staff members can in no way coerce or force intimate care procedures. If the child's intimate care needs cannot be met due to this, the families will be called to support their child in the setting.

Children in KS2, that require intimate care support, would almost always have an associated medical need. These children will have a Health Care Plan and /or an Intimate Care Plan and advice from outside and professionals would be sought.

Intimate Care procedures for children in nappies/ pull ups

- Intimate care procedures will be carried out by the child's key staff member or a familiar adult wherever possible but a second adult must be alerted and, depending on the circumstances, remain in the room throughout the procedure. The lead staff member must narrate the process aloud.
- The intimate care routine will always be explained to the child before it takes place following their preferred means of communication, even where a child is non-verbal or is not yet of talking age.
- Staff will use different locations depending on the circumstances. In all cases, these areas are enclosed enough to respect the child's privacy, but also afford the availability of additional adults where necessary:
 - For children in reception that require a regular change, use the Bumblebee Room or reception toilets with one additional adult notified.
 - For children in reception that are extremely soiled, use the disabled toilets with one additional adult to support.
 - For children in KS1 that require a regular change, use the nearest toilets with one additional adult notified.
 - For children in KS1 that are extremely soiled, use the disabled toilets with one additional adult to support.
- Larger/ mobile children can be changed standing up. The child's preference/needs will be considered, together with any assessed risks involved.
- Staff will wash their hands and wear disposable gloves while changing a child. These items will be supplied and replenished by the school.

- Soiled nappies, pads, wipes and gloves will be securely wrapped and disposed of appropriately in the designated covered bin with a disposable liner. The bin will be emptied at least once a day and the liner replaced.
- The changing area will be cleaned.
- Hot water and soap is available for staff to wash hands as soon as changing is finished.
- Families will not be informed about routine nappy/ pull up changes **but any intimate care issues, deemed outside of the ordinary, will be communicated at the end of the day by the child's teacher. This communication will always be recorded on CPOMS.**

Intimate Care procedures for wetting/ soiling accidents

- **Wetting:** One adult will support the child by narrating the process as they are guided to change independently. The child must change their underwear themselves in the toilet; the lead adult can support with uniform/ clothes, shoes and bagging dirty items. Should a child be unable to change their underwear – two adults must be present.
 - For children in reception, use the reception toilets.
 - For children in KS1, use the nearest toilets.
 - In both cases, ensure the child's privacy is protected.
- **Soiling:** One adult to lead support of the child and narrate the process aloud but a second adult must be present.
 - For children in reception, use the reception toilets, or the infant disabled changing table if necessary.
 - For children in KS1, use the infant disabled toilets or if, it is not appropriate to move the child across the school. Ensure privacy is provided from peers and use the nearest toilets (intimate care resources will need to be gathered before-hand).
- **Extreme soiling:** One adult to lead support of the child and narrate the process aloud but a second adult must be present to support.

- For all children in the school, use the disabled toilets.

Medical Needs

At Mile Oak Primary School, we endeavour to meet the needs of the whole child. We recognise that this can include medical conditions that impact on a child's ability to manage their toileting needs independently. Any medical conditions of this nature should be discussed with your child's class teacher as soon as possible, and on receipt of official documentation from your healthcare professional/s, an Individual Health Care Plan and/or Intimate Care Plan can be implemented.

Expectations

We ask that parent/carers to:

- Support their child to become toilet trained on entry to school
- Where this is not the case, work in partnership with professionals to support their child to become toilet trained as soon as possible
- Provide nappies/pull ups, wipes and nappy sacks if your child is not yet using the toilet.
- Provide wipes, nappy sacks, knickers/underpants, socks and trousers/skirts when toilet training
- Provide a spare set of clothing in case of accidents during the day

Mile Oak Primary School Staff will:

- Follow the Intimate Care Policy – including calling and waiting for support where necessary
- Discuss any concerns about the child's need with the family
- Support all children to achieve the highest level of autonomy that is possible given their age and abilities.
- Always act in the best interests of the child
- Never leave a child to clean, change and check themselves
- Ensure they have communicated incidents to teachers efficiently
- Follow intimate care plans/ Health Care Plans as agreed with families
- Ensure intimate care items are gathered from families and a stock is available at all times – speak with SLT if families are not providing this
- Report any issues with the electric change table immediately to the premises team

Persisting Intimate Care Needs

- Where a child is not toilet trained upon entry to school, and has no identified medical need, children will be referred to their Health Visitor (Under 5 years) or the School Nurse (5 years +). The appropriate professional will provide support so that the school and family can work in partnership to ensure children are toilet trained by the October half-term.
- For Children, with no identified medical need, who still require regular changing after the October half-term break, home adults may be asked to support with intimate care in school. This will be discussed in a meeting with the Early Years leader and the Senior Leadership Team; agreed care will be detailed in an individual Intimate Care Plan.
- Intimate Care Plans and / or Health Care Plans must be drawn up to detail support for children with continuing intimate care needs. These must be updated at least annually or as a child's need changes. They must be discussed and signed with the child's families and the support put in place as agreed.
- Intimate Care Plan meetings will also involve families reading and signing the intimate care policy. This is completed on entry for all nursery and reception children.

Leadership Declaration

I have read, understood and agree to enforce the Intimate Care & Toileting Policy.

Signature:

Printed:

Date:

Employee Declaration

I have read, understood and agree to follow the Intimate Care & Toileting Policy.

Signature:

Printed:

Date:

Parent/Carer Declaration

I have read, understood and agree to enforce the Intimate Care & Toileting Policy.

Signature:

Printed:

Date: