



MOSAIC
SCHOOLS LEARNING TRUST



INTIMATE CARE POLICY

All schools in Mosaic Schools Learning Trust are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

Staff Responsible:

Matt De Freitas

Date of Review:

September 2026

Date of Next Review:

September 2027

VERSION CONTROL

Date	Change
September 2024	New Policy for Mosaic
September 2026	Incorporate Meditracker records Checked DFE / Trust Rations for adults : children (confirmed policy accurate.)

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1. 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 every child 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 child 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.

This policy and the procedures within it applies to our Nursery, Reception Classes, Lower Language classes.

In addition to this, any child that has a medical condition that requires intimate care the policy and procedures apply also. Furthermore, any child that has an accident at school will be handled within the procedures of this policy.

2. Legislation and statutory guidance

This policy complies with statutory safeguarding guidance

3. Definition of Intimate Care

Intimate Care is any care which involves washing, touching or carrying out an invasive procedure (such as cleaning up a child after they have soiled themselves) to intimate personal areas.

In most cases, such care will involve supporting a child to clean themselves as part of a staff member's duty of care. In addition to this, we have identified other Intimate Care needs, such as:

- feeding and oral care;
- washing, toileting and dressing;
- care associated with continence and menstrual management
- hand-on-hand teaching approaches and some therapeutic work, such as physiotherapy and occupational therapy-based interventions which require staff to hold or touch children in a variety of ways.

Some children may require a high level of emotional wellbeing support and comfort, for example, hand-holding to support emotional regulation.

4. Approach to Best Practice.

We are committed to ensuring that all staff responsible for the intimate care of children will undertake their duties in a professional manner at all times. Each child's right to privacy will be respected. Any child with intimate care needs 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 they can. This may mean, for example giving the child responsibility for washing and dressing themselves. Individual intimate care plans will be drawn up for particular children as appropriate (see appendix 1) to suit the circumstances of the child.

The issue of intimate care is a sensitive one and requires staff to be respectful of the child's needs. The child's dignity should always be preserved with a high level of privacy, choice and control. There will always be a high awareness of child protection issues. 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.

5. The Protection of Children

Safeguarding policies and procedures will be adhered to by all staff. All children will be taught personal safety skills carefully matched to their level of development and understanding. Wherever possible the same child will not be cared for by the same adult on a regular basis; ideally there will be a rota of carers known to the child who will take turns in providing care. Intimate care arrangements will be discussed with parents on a regular basis and recorded on the child's care plan. All staff engaged in the care and education of children and young people need to exercise caution in the use of physical contact. Staff must be aware that even well-intentioned contact might be misconstrued by the child or an observer. The expectation is that when staff make physical contact with children it will be:

- For the least amount of time necessary (limited touch)
- Appropriate, given their age, stage of development and background
- In response to the pupil's needs at the time.

Arrangements must be understood and agreed by all concerned, justified in terms of the child's needs and consistently applied and open to scrutiny. Where possible, consultation with colleagues should take place where any deviation from arrangements is anticipated. Any deviation from the agreed plan must be documented and reported. If a staff member has any concerns about a child's physical changes (bruises, marks etc.) they will immediately report concerns as per the school's safeguarding procedures. 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 Inclusion Manager or Head teacher. 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.

(See Safeguarding Policy and Allegations Against Staff policy for further information)

6. Role of parents/carers

Seeking parental permission

For children who need routine or occasional intimate care (e.g. for toileting or toileting accidents), parents/carers will be asked to sign a consent form – see appendix 2.

For children whose needs are more complex or who need particular support outside of what is covered in the permission form (if used), an intimate care plan will be created in discussion with parents/carers.

Where there is not 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 (where 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 is any doubt whether the child is able to make an informed choice, their parents/carers will be consulted.

The plan will be reviewed twice 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. Records will be retained in accordance with the school's Records Retention Schedule and Data Protection Policy.

7. Role of staff

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:

- Training in the specific types of intimate care they undertake
- 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.

8. Intimate care procedures

How procedures will happen

Where possible, intimate care will be undertaken by two trained members of staff. If this is not possible then intimate care will be undertaken by one trained member of staff with another adult aware and available nearby. The level of supervision required will be determined by the child's intimate care plan and any associated risk assessment.

All intimate care interventions will be recorded on the school's Meditracker system on the same day the care is provided. The record will include the date, time, staff members involved and a brief description of the support provided. Parents/carers will receive an automatic Meditracker notification each time an intimate care record is logged, ensuring they are informed promptly of any intimate care intervention undertaken in school.

- Key persons are aware of the young children in their care who are in nappies or 'pull-ups' and those children who have occasional accidents.
- Young children should wear 'pull-ups' or other types of training pants as soon as they are comfortable with this and their parents agree.
- We have a changing station in the Nursery toilets and in the accessible toilet which may be used to lay young children down on if they need to be changed. Our changing area is warm, with no bright lights shining down in children's eyes. Each child's bag is collected before changing so their nappies, pull ups and changing wipes are to hand.
- Our staff put on gloves and aprons before changing starts and the areas are prepared. New gloves are used each time a new child is changed.
- All our staff are familiar with our hygiene procedures and carry these out when changing nappies.
- Our staff never turn their back on a child or leave them unattended whilst they are on the changing mat.
- We are gentle when changing; we avoid pulling faces and making negative comments about 'nappy contents'.
- In addition, we ensure that nappy changing is relaxed and a time to promote independence in young children.
- We encourage children to take an interest in using the toilet.
- We encourage children to wash their hands, and have soap and towels to hand. They should be allowed time for some play as they explore the water and the soap.
- Children access the toilet when they have the need to and are encouraged to be independent.
- The toilet is cleaned before the afternoon session starts.

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, wipes, 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.

9. Monitoring arrangements

This policy will be reviewed annually by the Head Teacher, Strategic Safeguarding Leadership Team and Head of Early Years. At every review, the policy will be approved by the school Governing Body annually. In addition to this, the Inclusion Leader will consult with the class teacher to determine if a mid-year review is required.

10. Communication with Parents/Carers

All intimate care interventions, whether planned or unplanned, will be recorded on the school's Meditracker system on the day they occur. Parents/carers will receive an automatic notification when an intimate care record is submitted. Where there are any concerns regarding a child's health, wellbeing, presentation, skin integrity, distress, injury or safeguarding, parents/carers will be informed directly by an appropriate member of staff as soon as reasonably practical, and the communication will be recorded.

11. Links with other policies

This policy links to the following policies and procedures:

- Accessibility plan
- Child protection and safeguarding
- Health and safety
- SEND
- Supporting pupils with medical conditions

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Appendix 1: Template 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	
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	

This plan will be reviewed twice a year.

Next review date:

To be reviewed by

Appendix 2: Template Parent/Carer Consent Form

PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE	
Name of child	
Date of birth	
Name of parent/carers	
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)	☐
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)	☐
I understand the procedures that will be carried out and will contact the school immediately if I have any concerns	☐
I understand that I will receive Meditracker notifications when my child is changed.	☐
<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>	☐
Parent/carers signature	
Name of parent/carers	
Relationship to child	
Date	