



## All Saints Church School Intimate Care & Toileting Policy



School Name	All Saints Church School
Medical Needs Lead	Mrs Joanne Fear (SENDCo) Mrs Jo Walmsley (Senior Leadership Team)
Policy created by	Mrs Joanne Fear School Leadership Team
SEND Policy approved by	Headteacher – Mrs Sharon Bowditch All Saints Governing Body
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This guidance sets out procedures for dealing with toileting and personal/intimate care tasks with utmost professionalism, dignity and respect for the child and maintenance of the highest health and safety standards possible. This is to safeguard pupils, parents, staff and the educational setting by providing a consistent approach within a framework which recognises the rights and responsibilities of everyone involved.

## **Every Child Matters: Change for Children**

*Every child has the right to;*

- *Be healthy*
- *Stay safe*
- *Enjoy and achieve*
- *Make a positive contribution*
- *Achieve economic well being*

*'Health and Local authorities should put in place arrangements that ensure children are not excluded from normal pre-school and school education solely because they are incontinent.'*

The vast majority of children will be appropriately toilet trained and able to manage their own personal care needs competently before they start school. However, some children may not be able to manage their own needs due to developmental delay, physical disabilities or learning disabilities. Some children on the other hand may be continent, but still have personal/intimate care needs due to difficulties accessing toileting facilities or dealing with their personal care independently afterwards. These children have an educational entitlement irrespective of their difficulties with toileting and personal care.

### **The Disability Discrimination Act**

The [Disability Discrimination Act](#) provides protection for anyone who has a physical, sensory or mental impairment that has an adverse effect on his/her ability to carry out the normal activities of daily living. It is clear therefore that anyone with a named condition that affects aspects of personal development must not be discriminated against. In line with this, it is unacceptable to refuse admission to children who have global developmental delay in achieving continence and are late coming out of nappies.

At All Saints Church School, we have an obligation to meet the needs of pupils with delayed personal development in the same way as they would meet the individual needs of pupils with any other delayed development.

At All Saints Church School, everyone involved in the education and care of children is committed in developing attitudes which support inclusive practice. Pupils with toileting or personal/intimate care needs who receive support and understanding from those acting in loco parentis are more likely to achieve their full potential across the range of activities within the school. This guidance is for pupils who have on-going needs relating to a developmental delay, medical condition or a physical disability.

## **Intimate Care – what does this mean?**

Intimate/personal care can be defined as care tasks of an intimate nature, requiring close personal contact involving an individual's personal space, associated with bodily functions, personal hygiene and procedures due to medical conditions – activities which require direct or indirect contact with or exposure of the genitals, menstrual management as well as tasks such as washing and bathing.

This document aims to:

- Provide guidance and advice to ensure pupils and their families are not excluded, or treated less favourably, because they have personal or intimate care needs, whether it is the occasional accident or on-going support with personal/intimate care or toileting.
- Ensure that every child and young person is able to easily access care, play and learning experiences in our schools, preschools, day nurseries, out of school settings and children's centres. Children cannot be excluded from normal educational activities solely because they have intimate or personal care needs.
- Provide guidance and advice to ensure that staff at All Saints Church School are informed about their responsibilities for intimate and personal care in line with current legislation and that they are adequately supported so they can confidently and competently carry out their duties in meeting each child's individual needs. We ensure that when staff are recruited their job descriptions clearly state that offering personal/intimate care to promote independent toileting and other self-care skills could be one of the tasks they undertake.

## **How do we support our children who need Intimate Care at All Saints Church School?**

- Children who have difficulties in controlling their bladders and bowels or those that have not developed toileting skills have sometimes had a difficult start on the road to personal independence. Therefore, those children who have intimate care needs or toileting issues must be treated with respect, dignity and sensitivity. They should be offered choice and control in every way possible.
- Sensitive arrangements may need to be put in place to allow children to toilet themselves at intervals to suit their needs and not at the demands of school routines or class requirements.
- Staff are encouraged to promote independence and self-help skills as much as possible and give the child sufficient time to achieve. If handled correctly this can be the most important single self-help skill achieved, improving the child's quality of life, independence and self-esteem. If handled incorrectly it can severely inhibit an individual's inclusion in school and community.
- The approach taken to provide a child's intimate care is very important – it conveys an image about what the body is worth. A positive body image should be encouraged; routine care should be relaxed, enjoyable and fun. The carer's behaviour should be appropriate to the pupil's age.
- It is important to develop a consistent approach between home and school. Therefore parents, schools and other professionals such as school nurses and specialist health visitors need to work together in partnership. In some circumstances it may be appropriate to set up a home to school agreement or

management plan that defines the responsibilities for each partner. The aim should be to work towards the earliest possible or the maximum levels of independence with toileting if that is the issue.

- There also needs to be a consistency of approach between school staff with necessary information being communicated to appropriate staff members. It is important that everyone feels part of a team as this ensures continuity and consistency of practice between staff. At least two members of staff need to be trained in the procedures/routine required so that if the key worker is off school for any reason the child is not compromised with regards to their care.
- Only key staff members should be aware of the routines and procedures. Confidentiality and the child's dignity should be respected at all times with regards to sharing of information between staff outside the immediate care team.
- Staff should be well supported with access to appropriate resources and facilities. Any specialist equipment and adaptation required should be accessed through the Occupational Therapy Service or Continence Nursing Team.
- All staff supporting pupils with care needs, especially where the child is non-weight bearing or has specific medical needs, must receive appropriate information and training. Specialist nursing and health service staff should be involved to provide any relevant medical information, training and advice.

**Commented [JW1]:** Should this read 'Only key staff outside of the immediate care team...' based so that it's not contradicting the paragraph above?

#### **What facilities and resources are used for Intimate Care at All Saints Church School?**

- The school has a Disabled toilet situated next to the Year 6 classroom and one adult toilet with a shower, situated centrally within the staff area of the school. A suitable place for changing and carrying out intimate care with children should have "high priority in any educational establishments" access plan. It should be situated in close proximity to hand washing facilities. The child's privacy and dignity must be maintained at all times.
- Any designated area should not compromise the safety of the child or member of staff.
- Any designated area for intimate care and toileting is safe, hygienic and warm. It should be accessible, easy to reach and offer privacy. Appropriate toileting and changing facilities are an essential part of any treatment plan.

#### **Safeguarding children who require intimate care at All Saints Church School.**

- Safeguarding children is everyone's responsibility. The normal process of changing a child who has soiled should not raise child protection concerns and there are no regulations that indicate that two members of staff must be present to supervise the changing process to ensure abuse does not take place. Few educational establishments have the staffing resources to provide two members of staff for this; therefore, one member of staff is adequate to carry out the straightforward task of changing a child in these circumstances. However, if there are additional staff available, they will attend and support. The exception to the rule needs to be when there is a known risk of false allegation by a child, then a single practitioner should not undertake the changing task.

**Commented [JW2]:** Should we add that where possible two members will attend, as is our policy if possible?

- **Two members of staff may be required for more complex medical type of care procedures.** The number of staff required should reflect the safety requirements for the pupil and staff and this will need to be assessed on an individual basis in joint consultation with nursing teams, health colleagues and OT. However, it is important to note that no unnecessary staff should be present and no other staff should interrupt the care procedure.
- All adults carrying out intimate care or toileting tasks should be employees of the school and enhanced DBS checks should already be in place to ensure the safety of children. Staff employed in childcare and educational establishments must act in a professional manner at all times.
- Students on work placement, voluntary staff or other parents working at the school/setting should not attend to toileting or intimate care tasks.
- Where the child is of an appropriate age and ability, their permission must be sought before any task is carried out and they should be supported to achieve the highest levels of independence and autonomy that are possible, e.g. in dressing and undressing themselves.
- Staff carrying out the intimate care/toileting should notify a colleague when they are taking the child out of the classroom for this purpose, this should be done discretely and sensitively.
- Parents should be made aware of the intimate care/toileting policy and must give consent for the child to be changed or the intimate care procedure to be carried out when they are under the care of the educational establishment. Parents must also be made aware of the fact that it may only be one member of staff carrying out the changing task and there should be a written, agreed and signed consent form in place.
- A written log is kept of all personal and intimate care interventions that take place.
- The school setting should remain highly vigilant for any signs or symptoms of improper practice as they would for all activities carried out onsite.
- Any issues for concern, such as physical changes in the child's presentation, any bruising or marks or any comments made by the child, should be recorded and reported to the Mrs Bowditch as Designated Safeguarding Lead or Mrs Walmsley as Deputy Designated Safeguarding Lead immediately. All normal Child Protection procedures should be followed.
- There should be careful communication between the child and key worker; the child should be made aware of the procedures according to their ability to understand. If the child becomes distressed or unhappy about being cared for by a particular member of staff, the matter should be looked into immediately and addressed with parents, appropriate agencies and all necessary procedures should be followed.
- Child protection training should be an ongoing part of staff training.
- Younger children should not be left alone or unattended during toileting or changing procedures. Great care must be taken if the changing unit is any distance off the floor.
- Some older cognitively able children may prefer to be left alone for privacy when toileting. Staff need to adapt their input according to the needs of the child.

Commented [JW3]: Is this already in place?

- When carrying out intimate/personal care away from school, privacy and safety should be the main concern and part of the planning process.

## **Health and Safety**

- Some children are more susceptible to infection, therefore hygiene procedures are important in protecting pupils and staff from the spread of infectious diseases. Staff involved with toileting and intimate care should be trained in correct hand washing techniques and hygiene precautions. The educational setting should provide disposable vinyl gloves, aprons, liquid hand soap, disposable paper towels and ensure there is access to hand washing facilities in close proximity to the changing area.
- There should be an agreed procedure in place for cleaning the child. Sensitivity and discretion should be used, washing and physical contact especially in intimate areas should be kept to a minimum and done only as necessary.
- All contaminated waste or marked items should be disposed of correctly in line with the school's policy and all staff should be made aware of these procedures. Arrangements should be made with the parents for soiled clothing to be taken home and they should be stored in a designated place. Any bins used for soiled items must have a lid and be emptied at the end of each day.
- Any changing mat or bench should be thoroughly cleaned between each use with appropriate cleaning materials and detergents.
- Any spillages or leakages should be cleaned immediately using the appropriate cleaning materials. All staff should aim for high standards of hygiene around the changing /medical facilities.
- Schools and other settings registered to provide education will also have hygiene and infection control policies which are necessary procedures followed in case of any child accidentally soiling, wetting or vomiting whilst on the premises.
- Any damaged or torn equipment such as changing mats should be immediately discarded.
- Any request from the parents for use of cleaning agents or creams should be labelled with the child's name and should not be shared between other children. These should be stored in a locked storage facility.

## **Manual Handling and Specialist Training**

- When pupils with physical disabilities require manual handling, all staff undertaking these duties should have appropriate training and instruction to ensure they are competent in their role. The Occupational Therapist for Continence Nursing Team should be contacted to ensure all procedures are carried out in accordance with best practice and maximum degree of safety for the staff and child being cared for.
- Some children will enter the educational setting with complex difficulties and long and short term medical conditions, which indicate the need for special procedures or intimate care arrangements. In this instance multidisciplinary teams will need to be involved for the appropriate advice, training and any necessary

equipment and adaptations. Parental consent and involvement will be required to ensure parents are in agreement with the plans that are put in place.

- In this instance it is important to draw up written care / management plans and risk assessment so that all staff involved are aware of their roles, responsibilities and all risks are considered and addressed.

As well as written consent from parents, guidelines should specify:

- Who will change the child or carry out the intimate care task.
- Where changing / intimate or personal care will take place.
- What resources will be used
- How the nappy / pad or other disposable medical aids will be disposed of
- What infection control measures are in place
- What action will be taken if the child becomes distressed, or if the staff member notices any marks or injuries
- Any School - Home – Professional agreement / care plan required
- Agreement by parents to provide spare nappies, cleaning wipes, underwear or clothing.

#### **Our promise to parents of children at All Saints Church School**

- All school staff trained in intimate / personal care have responsibility to carry out these duties in our school.
- Care will be undertaken in the dedicated changing/ wash/toilet area located in the disabled toilet next to the Year 6 classroom as set out in the Intimate Care Plan.
- Within this area are all necessary resources including changing tables, changing mats, a toilet, hand washing facilities and special bins for disposing nappies/pads/other disposable medical aids.
- Liquid hand wash and sanitiser sprays are in place to control infection and all bins are emptied on a daily basis.
- Individual care procedures are put in place if a child becomes distressed. If a staff member notices any marks or injuries the designated safeguarding lead is informed.
- School – Home – Professional agreements / care plan are put into place if required.
- Parents agree to provide spare nappies, cleaning wipes, underwear and clothing as necessary.

## Managing Complaints

This guidance covers a variety of areas relating to the procedures required for intimate / personal care and toileting of children in school and other educational establishments. However, it must be accepted that there has to be a degree of flexibility and judgement within some situations.

Intimate care will always involve some degree of risk; it will not be possible to eliminate all risks. However, the balance should be on the side of safety. Every child is entitled to maximum safety, privacy and respect for dignity.

If a parent or carer has any concerns or complaints regarding the care or welfare of their child, an appointment can be made to speak to the SENDCo or member of the Senior Leadership Team, who will endeavour to help in remedying the concern or if not, would be able to offer advice on formal procedures for complaints.

All Saints Church School  
Ladies Walk  
Montacute,  
Somerset.  
TA15 6XG

Tel: 01935 826626

Email: [office@allsaints.bwmat.org](mailto:office@allsaints.bwmat.org)