



Continence & Intimate Care Policy

SCHOOL POLICY

Review: Annually

Next Review Date: August 2027

Role	Name
Headteacher	Caroline Rodgers
Chair of Governors	Linda Mosley
Designated Governor	
Designated Senior Lead	Caroline Rodgers – Headteacher Caris Elliott – Early Years Lead

1. Aims

At Brockley Primary School, we are committed to ensuring that all children are treated with dignity, respect and sensitivity when they require support with personal care, toileting or continence needs.

We recognise that children may require support with intimate care as a result of:

- Age and developmental stage
- Delayed toileting development
- Disability
- Medical needs
- Special Educational Needs and Disabilities (SEND)
- Temporary illness or injury
- Occasional toileting accidents

The school will ensure that no child is disadvantaged, excluded or treated less favourably because of continence or intimate care needs.

2. Related Legislation and Guidance

This policy should be read alongside:

- The Equality Act 2010
- Children and Families Act 2014
- SEND Code of Practice
- EYFS Statutory Framework
- Keeping Children Safe in Education (KCSIE)
- Brockley Primary School Safeguarding and Child Protection Policy
- Brockley Primary School Staff Code of Conduct
- Supporting Pupils with Medical Conditions Policy
- Health and Safety Policy

3. Definition of Intimate Care

Intimate care includes tasks associated with bodily care and personal hygiene, including:

- Toileting support
- Nappy changing
- Changing soiled or wet clothing
- Cleaning a child after toileting
- Support with continence products
- Washing intimate body areas where necessary
- Assistance with dressing following an accident

Intimate care does not include procedures that must be completed by healthcare professionals.

4. Principles

All children have the right to:

- Be safe.
- Be treated with dignity and respect.
- Receive support appropriate to their age and needs.
- Have their privacy protected.
- Be encouraged to develop independence wherever possible.
- Have their views listened to and respected.

Staff will:

- Preserve children's dignity at all times.
- Explain what support is being provided.
- Encourage independence wherever possible.
- Use the least intrusive support necessary.
- Record support provided appropriately.
- Follow safeguarding procedures if concerns arise.

5. Admission and Inclusion

The school recognises that continence difficulties must not be a barrier to admission.

Where a child has an ongoing continence need, the school will work in partnership with parents, carers and relevant professionals to develop an individual Intimate Care Plan.

The plan may include:

- The child's specific needs
- Frequency of support
- Equipment required
- Medical information
- Staff training requirements
- Emergency procedures
- Review arrangements

Reasonable adjustments will be made where required under the Equality Act 2010.

6. Partnership with Parents and Carers

Parents and carers are expected to:

- Inform the school of any ongoing continence or medical needs.
- Provide sufficient spare clothing and continence products.
- Inform the school about creams, medication or products required.
- Participate in reviews of individual care plans.

For children with ongoing needs, written parental agreement will be obtained through the individual Intimate Care Plan.

7. Intimate Care Procedures

When intimate care is required:

1. The member of staff will reassure the child and explain what support is required.
2. The child's dignity and privacy will be maintained at all times.
3. The child will be encouraged to undertake any aspect of self-care they can manage independently.
4. Gloves and disposable aprons will be worn where appropriate.
5. The child will be supported to clean themselves wherever possible.
6. Soiled clothing will be double-bagged and sent home.
7. Hands will be washed thoroughly by both adult and child after the task is completed.
8. The changing area will be cleaned in accordance with school hygiene procedures.

8. Staffing and Safeguarding Arrangements

Only appropriately trained and authorised members of staff will provide intimate care.

Wherever possible:

- Another adult will be aware that intimate care is taking place.
- Staff will avoid situations that could be misinterpreted.
- Care will take place in an appropriate location that balances privacy with safeguarding considerations.
- The child's dignity will be maintained throughout.

Staff must not:

- Use mobile phones during intimate care.
- Take photographs.
- Make unnecessary physical contact.
- Complete intimate care in ways that compromise safeguarding procedures.

Any concerns regarding a child's welfare must be reported immediately to the Designated Safeguarding Lead in accordance with school safeguarding procedures.

9. EYFS Arrangements

In line with EYFS requirements, children must be adequately supervised and their personal care needs met appropriately.

Staff will:

- Support toilet training in partnership with families.
- Promote independence.
- Respond promptly to accidents.
- Ensure children are not left in soiled clothing.

- Provide a clean, safe and hygienic environment.

10. Medical Conditions and SEND

Where intimate care forms part of provision for a child with SEND, a disability or a medical condition:

- Arrangements will be documented within the child's SEND Support Plan, Individual Healthcare Plan or EHCP where appropriate.
- Specialist advice will be sought where necessary.
- Relevant staff will receive appropriate training.

11. Recording and Communication

An Intimate Care Record will be completed when:

- A child has an ongoing intimate care plan.
- Personal care support has been provided.
- A concern arises during the support provided.

Records should include:

- Name of child
- Date and time
- Nature of support provided
- Staff member involved
- Any concerns observed
- Parent/carer informed

Parents will be informed of significant incidents, distress, repeated accidents, unexplained marks or safeguarding concerns.

12. Distress, Injury or Safeguarding Concerns

If a child becomes distressed:

- Staff will stop where possible and reassure the child.
- The child's wishes will be considered where appropriate.
- Additional support will be sought if required.

If staff observe:

- Unexplained bruising
- Marks
- Injuries
- Unusual soreness
- Comments made by a child that raise concern

the matter must be reported immediately to the Designated Safeguarding Lead and recorded in line with safeguarding procedures.

13. Health and Safety

Staff will:

- Follow infection control procedures.
- Use personal protective equipment (PPE) where required.
- Dispose of waste safely.
- Clean changing areas after use.
- Follow risk assessments relating to intimate care provision.

14. Training

Staff providing intimate care will receive appropriate:

- Safeguarding training
- Infection control guidance
- Intimate care procedures training where required
- Medical needs training where relevant

15. Monitoring and Review

The Headteacher, Designated Safeguarding Lead and Governing Board will monitor implementation of this policy.

The policy will be reviewed annually, or sooner if:

- Legislation changes;
- National guidance changes;
- Safeguarding concerns indicate a review is required.

Appendices

1. **Intimate Care Plan Template**
2. **Intimate Care Record Log**
3. **Parental Consent Form**
4. **Staff Guidance Flowchart**



Appendix 1

Individual Intimate Care Plan

Child's Name: _____

Date of Birth: _____

Class: _____

Plan Start Date: _____

Review Date: _____

Reason for Intimate Care Support

- ☐ Delayed toileting development
- ☐ Medical condition
- ☐ Disability
- ☐ SEND
- ☐ Temporary injury/illness
- ☐ Other _____

Child's Needs

Describe the child's specific toileting or intimate care needs:

Level of Support Required

Child can independently:

- ☐ Recognise need to use toilet
- ☐ Access toilet independently
- ☐ Manage clothing
- ☐ Clean themselves
- ☐ Wash hands independently

Support required with:

- ☐ Toileting
- ☐ Cleaning after toileting
- ☐ Changing clothing
- ☐ Continence products
- ☐ Handwashing
- ☐ Other _____

Equipment Required

- ☐ Spare clothing
- ☐ Nappies/pull-ups
- ☐ Wipes
- ☐ Cream (parental consent required)
- ☐ Medical equipment
- ☐ Other _____

Staff Arrangements

Named staff:

Location(s) where care will normally be provided:

Health and Safety Considerations

Allergies/medical conditions:

Manual handling considerations:

Infection control arrangements:

Child's Voice

How does the child prefer to receive support?

Parent/Carer Agreement

I agree to the arrangements detailed within this Intimate Care Plan.

Parent/Carer Name:

Signature:

Date:

School Agreement

Staff member responsible:

Signature:

Date:

Appendix 2



Intimate Care Record Log

Date	Time	Child	Nature of Support Provided	Staff Involved	Concerns Observed	Parent Informed	Initials
						Yes / No	
						Yes / No	
						Yes / No	
						Yes / No	

Additional Notes

Safeguarding Follow-Up Required?

☐ No

☐ Yes

Details:

Reported to DSL:

☐ Yes

☐ No

Date:

Appendix 3



Parental Consent Form for Intimate Care

Child's Name:

Class:

I understand that Brockley Primary School may need to provide intimate care support for my child.

I agree that appropriately trained staff may:

- ☐ Support my child with toileting.
- ☐ Change wet or soiled clothing.
- ☐ Support personal hygiene following toileting.
- ☐ Apply cream supplied by me and clearly labelled.
- ☐ Support changing of continence products where specified within an agreed Intimate Care Plan.

I will:

- ☐ Provide suitable spare clothing.
- ☐ Provide continence products if required.
- ☐ Inform the school of any medical conditions.
- ☐ Inform the school of any changes to my child's needs.

Parent/Carer Name:

Signature:

Date:

School Representative:

Signature:

Date:

Appendix 4



Staff Guidance Flowchart

Child has a toileting accident or requires intimate care support

Step 1

Reassure the child discreetly and respectfully.

Step 2

Assess whether the child can manage independently with verbal support.

If YES → Encourage independence and supervise as appropriate.

If NO → Continue to Step 3.

Step 3

Provide support in accordance with:

- Intimate Care Plan (where applicable)
- Safeguarding Policy
- Staff Code of Conduct

Step 4

Maintain dignity and privacy:

- Explain what you are doing.
- Encourage independence.
- Use the least intrusive support necessary.
- Wear PPE where appropriate.

Step 5

Complete care task safely.

- Double bag soiled clothing.
- Support handwashing.
- Clean area appropriately.

Step 6

Record support provided.

Complete Intimate Care Record Log where required.

Step 7

Inform parents/carers if:

- Child is distressed.
- Repeated accidents occur.
- Marks, bruising or soreness observed.
- Support is ongoing.
- Safeguarding concerns arise.

Step 8

Any safeguarding concern?

NO → File record appropriately.

YES → Report immediately to the Designated Safeguarding Lead and follow safeguarding procedures.