



# Personal and Intimate Care

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## 1. Introduction and Purpose

Yealmpstone Farm Primary School is committed to ensuring that all staff responsible for the intimate care of children undertake their duties in a professional manner at all times. We recognise that there is a need to treat all children with respect and dignity when intimate care is given. No child should be attended to in a way that causes distress, embarrassment or pain.

Children's dignity will be preserved, and a high level of privacy, choice and control will be provided to them. Staff who provide intimate care to children have a high awareness of child protection issues. Staff work in partnership with parents/carers to provide continuity of care.

All children have a right to safety, privacy and dignity and are entitled to respect and privacy at all times. Occasionally, a child requires some help and support with intimate and personal care, including toileting, medical care, feeding, drinking, dressing, undressing and washing.

Very occasionally, a child is completely dependent on adults for all aspects of their intimate and personal care. Nonetheless, it is essential that intimate and personal needs should be met whilst at the same time allowing the highest standards of safety, privacy, respect and dignity to be maintained. All children, dependent on their abilities, age and maturity, will be encouraged to act as independently as possible.

The nature, circumstances and context of the contact that adults have with children should comply at all times with professional codes of practice and professional standards. Adults need to be vigilant about their own behaviour, ensure they follow agreed guidelines and policies and be mindful of the needs of the children with whom they work.

Children who require help and support with intimate and personal care must have an Intimate/Personal Care Plan which is agreed with parents/carers and regularly reviewed. Children's views should be actively sought wherever possible.

Any concerns arising during intimate care - such as unexplained marks, unusual behaviour, or disclosures - must be reported immediately to the Designated Safeguarding Lead in accordance with the school's Child Protection and Safeguarding Policy and statutory guidance.

## 2. Definition

Intimate care is any care which involves washing, touching or carrying out an invasive procedure to intimate personal areas. In most cases, such care will involve procedures related to personal hygiene and the cleaning of associated equipment as part of the staff member's duty of care. In the case of specific procedures, only the staff suitably trained and assessed as competent should undertake the procedure (e.g. the administration of rectal diazepam).

### 3. Approach

The management of all children with intimate care needs will be carefully planned. The child who requires care will be treated with respect at all times; the child's welfare and dignity are of paramount importance.

Staff who provide intimate care, where required, are trained to do so and are fully aware of best practice. Suitable equipment and facilities will be provided to assist children who need special arrangements, following assessment from a physiotherapist/ occupational therapist if required.

Staff will be supported to adapt their practice in relation to the needs of individual children, taking into account developmental changes such as the onset of puberty or menstruation. Wherever possible, staff involved in intimate care will not be involved in the delivery of sex education to the children in their care as an extra safeguard to both staff and children involved.

The child 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 are able. Individual intimate care plans will be drawn up for children as appropriate to suit the circumstances of the child.

Each child's right to privacy will be respected. Careful consideration will be given to each child's situation to determine how many carers will need to be present when the child is toileted.

Wherever possible, the child should be cared for by an adult of the same sex. However, in certain circumstances, this principle may need to be waived where the failure to provide appropriate care would result in negligence, for example, female staff supporting boys in our school, as no male staff are available.

Intimate care arrangements will be discussed with parents/carers on a regular basis and recorded on the child's personal care plan. The needs and wishes of children and parents will be taken into account wherever possible within the constraints of staffing and equal opportunities legislation.

#### 3.1. Safer Working Practice

To ensure the safety and dignity of both children and staff, all intimate care must be delivered in line with the *Safer Working Practice Guidance for Adults Working with Children in Education Settings (2022)*. Staff must maintain clear professional boundaries at all times and ensure their behaviour cannot be misinterpreted. This includes:

- Where risks have been identified, intimate care must never be undertaken in isolation. Staff must follow the agreed staffing arrangements in the child's care plan.
- Avoiding any behaviour that could be perceived as secretive, intrusive, or inappropriate. Staff must not engage in banter, teasing, or personal comments during intimate care.
- Ensuring mobile phones, personal devices, and cameras are never used in areas where intimate care is provided.
- Responding immediately and appropriately if a child becomes distressed, anxious, or refuses care. Staff must stop the activity, reassure the child, and report the incident to the DSL and parents.
- Recording any unusual behaviour, marks, or comments made by the child during intimate care and reporting these to the DSL in line with safeguarding procedures.

- Staff must position themselves in a way that maintains the child’s dignity while also ensuring they are visible to colleagues when required for safeguarding. Staff must not use “pet names”, overly familiar language, or language that could be misinterpreted.
- Staff must not lift or move a child unless trained in safe moving and handling.
- Staff must report immediately if a child requests a specific adult to provide care and this differs from the agreed plan.

### 3.2. Staffing ratios and Two-Adult Presence

To ensure the safety, dignity and protection of both children and staff, the following principles apply to staffing during intimate and personal care:

#### Situations where two adults must be present

A second adult must be present when:

- The child has a history of making allegations, or there are existing safeguarding concerns.
- The child’s risk assessment identifies high-risk factors (e.g., behaviour that may place staff at risk, significant communication barriers, or medical vulnerabilities).
- Moving and handling procedures require two trained adults for safe practice.
- The intimate care task involves a level of physical support that could be misinterpreted or presents manual-handling risks.
- A child becomes distressed, refuses care, or displays behaviour that could escalate.

#### Situations where lone working is acceptable

A single adult may provide intimate care when the child’s risk assessment identifies low risk. This includes situations where:

- The task is routine, low-risk, and does not require physical lifting or specialist intervention.
- The child is comfortable with the arrangement and has expressed a preference for privacy.
- The child’s Intimate/Personal Care Plan explicitly states that lone working is appropriate.

## 4. Training, Competence and Supervision

To ensure that intimate and personal care is delivered safely, consistently and in line with statutory guidance, all staff involved in providing intimate care must receive appropriate training. The following requirements apply:

#### Mandatory Training for Staff Providing Intimate Care

All staff who carry out intimate or personal care must complete the following training:

- **Safeguarding and Child Protection Training**  
Including recognising signs of abuse, responding to disclosures, and reporting concerns. Updated annually in line with KCSIE.
- **Manual Handling and Safe Moving & Positioning Training**  
Required for any staff supporting children with physical needs or mobility difficulties. Refreshed every 12–24 months depending on risk assessment.

- **Infection Prevention and Control Training**  
Including safe disposal of waste, use of PPE, and hygiene procedures. Refreshed annually.
- **Record-Keeping and Documentation Training**  
Ensuring staff understand how to complete intimate care records, incident logs, and care plans accurately and professionally.

### Additional Training (as required)

Where a child's needs require specialist procedures, staff must receive training from an appropriately qualified professional (e.g., school nurse, physiotherapist, occupational therapist). This may include:

- Administration of medication (e.g., rectal diazepam, catheterisation)
- Use of specialist equipment (e.g., hoists, standing frames, changing beds)
- Supporting children with complex medical or sensory needs

Staff may only carry out these procedures once they have been assessed as competent.

### Competence and Supervision

- Staff must not undertake any intimate care task for which they have not been trained or assessed as competent.
- Competence will be reviewed annually as part of performance management or sooner if a child's needs change.
- New or inexperienced staff must be supervised until they are confident and competent to work independently.
- The SENCo or designated senior leader is responsible for ensuring that additional training is up to date and recorded.

### Training Records

- A central log of all training related to intimate care will be maintained.
- Staff are responsible for attending refresher training when required.
- No staff member may provide intimate care if their training has expired.

## 5. Procedure

All staff at Yealmpstone Farm Primary School will:

- Adhere to this policy and to Individual Personal Care Plans.
- Sign the care record if they are involved with any form of basic or intimate care.
- Make other staff aware of intimate and personal care tasks being undertaken.
- Explain to the child what is happening.
- Discuss with the Headteacher, Deputy Headteacher or SENCo and parents/carers any variations from the agreed policy or plan, and record this and ensure that changes to the agreed individual plans are discussed, agreed and recorded.
- Avoid any unnecessary physical contact when children are in a state of undress.
- Avoid any visually invasive behaviour -
- Announce their intention of entering changing rooms, e.g. at the swimming baths, toilet areas.
- Encourage appropriate behaviour by children with other children and adults at all times.

- Behave appropriately with children at all times.
- Ensure that toilet doors are closed when children are using these facilities.
- Use and encourage appropriate language between themselves and children at all times.

Adults at Yealmpstone Farm Primary School will not:

- Change in the same place as children.
- Shower or bathe with children.
- Assist with any intimate or personal care task which a child can undertake by themselves
- Engage in inappropriate physical behaviour with children.

Staff must follow the procedures in this section alongside the safeguarding, data protection, and allegations management sections of this policy.

## 6. Data Protection, Confidentiality and Record Management

Intimate and personal care records contain sensitive personal data. Yealmpstone Farm Primary School is committed to ensuring that all information relating to a child's intimate care is processed in accordance with the UK GDPR and the Data Protection Act 2018.

### Storage of Records

- All intimate care records, care plans, risk assessments and consent forms will be stored securely in locked cabinets.
- Records must never be left unattended, visible, or accessible to unauthorised individuals.
- Completed records will be stored securely in the school office. These records will be placed there termly..

### Access to Information

- Access to intimate care documentation is strictly limited to staff who require the information to fulfil their professional duties.
- This includes: the child's class teacher, relevant support staff, SENCo, DSL, and senior leaders.
- Supply staff or volunteers will only be given access to information that is essential for the child's safety and wellbeing.

### Retention and Disposal

- Intimate care records will be retained in line with the school's Data Retention Schedule and statutory requirements.
- Care plans and risk assessments will be kept for the duration of the child's time at the school and archived securely thereafter.
- Records will be disposed of securely (e.g., cross-shredding or secure digital deletion).

### Sharing Information with Parents/Carers

- Parents/carers will be informed of any significant changes to their child's intimate care needs or plan.
- Daily intimate care records will be available to parents/carers on request.
- Any concerns arising during intimate care (e.g., marks, injuries, unusual behaviour) will be shared with parents/carers in line with safeguarding procedures.

## Confidentiality

- Staff must not discuss a child's intimate care needs outside of professional contexts.

Information will only be shared with external agencies when necessary for safeguarding, medical, or SEND purposes, and always in line with statutory guidance.

## 7. Consent, Child Voice and Parental Responsibilities

### Parental Consent

- Parents/carers must provide written consent for the school to deliver intimate or personal care, using the school's Permission for Intimate Care form.
- Consent must be renewed whenever a child's needs change or at least annually as part of the care plan review.
- If parents/carers do not provide consent, the school will meet with them to discuss the implications for the child's safety, dignity and wellbeing.
- Where consent is withheld, and the child's needs cannot be safely met without intimate care, the school may need to seek further advice from external agencies (e.g., health professionals, Early Help, or safeguarding partners) to ensure the child's needs are met appropriately.

### Child Consent and Refusal

- A child's voice and autonomy are central to all intimate care. Staff must always explain what they are going to do and seek the child's agreement before beginning any task.
- If a child refuses intimate care, becomes distressed, or expresses discomfort, staff must stop immediately, reassure the child, and seek support from another adult if needed.
- Any refusal or distress must be recorded and shared with parents/carers and, where appropriate, the SENCo or DSL.
- Persistent refusal may require a review of the care plan and further discussion with parents/carers and relevant professionals.

### Parental Responsibilities

To ensure that intimate care can be provided safely and with dignity, parents/carers are expected to:

- Provide sufficient spare clothing, nappies, wipes, pads, creams (if prescribed), and any other necessary items.
- Replace items promptly when notified that supplies are running low.
- Inform the school of any medical conditions, allergies, skin sensitivities, or changes in toileting routines that may affect intimate care.
- Work in partnership with the school to support toilet training, continence development, or changes in care needs.
- Attend review meetings and contribute to updates of the child's care plan.

### Lack of Supplies

- If a child does not have the necessary items for intimate care, the school will use emergency supplies where available and inform parents/carers.
- Repeated lack of supplies will be discussed with parents/carers and may require involvement from the pastoral team to ensure the child's needs are consistently met.

## 8. Child Voice, Choice and Rights

Yealmpstone Farm Primary School is committed to ensuring that all children are treated with dignity and respect and that their views are central to decisions about their care. In line with the UN Convention on the Rights of the Child (UNCRC), children have the right to express their views, to be listened to, and to have their wishes taken seriously.

### Recording Children's Preferences

- Each child's preferences regarding intimate care (e.g., preferred language, routines, comfort items, preferred staff where possible) will be recorded in their Intimate/Personal Care Plan, when developmentally appropriate.
- Staff will regularly check in with the child to ensure these preferences remain accurate and update the plan as needed.
- Children will be encouraged to contribute to their plan in a developmentally appropriate way, using visuals, symbols, or verbal feedback.

### Child Consent and the Right to Withdraw

- Staff must always explain what they are going to do before beginning any intimate care task, using clear, age-appropriate language.
- Children must be given the opportunity to agree or refuse.
- If a child says "stop", "no", or shows signs of distress or discomfort, staff must stop immediately.
- The child will be reassured, offered time, and supported to communicate what they need.
- Any refusal or distress must be recorded and shared with parents/carers and, where appropriate, the SENCo or DSL.

### Responding to Distress or Refusal

- Staff must never force or coerce a child to accept intimate care.
- If refusal prevents the child's basic needs from being met, staff will follow the child's care plan and seek support from a senior leader.
- Persistent refusal may indicate a change in need or a safeguarding concern and will trigger a review of the care plan.

### Promoting Independence and Autonomy

- Children will be encouraged to do as much for themselves as they are able, with staff offering support only where needed.
- Staff will use positive reinforcement to build confidence and independence in personal care routines.

### Respecting Privacy and Dignity

- Children will be offered choices wherever possible (e.g., "Would you like to wipe yourself first?", "Would you like me to help now or wait a moment?").
- Privacy will be maintained at all times, and children will be supported to feel safe and respected.

## 9. Puberty, Menstruation and Growing-Up Needs

Yealmpstone Farm Primary School recognises that some children may begin puberty while still in primary school and may require support with menstruation or other physical changes. All intimate care will be delivered in a way that promotes dignity, privacy and emotional wellbeing.

### Support for Menstruation

- Staff will provide sensitive, discreet support for children who begin menstruating while at school.
- Children will be offered privacy and reassurance, and staff will explain any support in clear, age-appropriate language.
- Where needed, staff may assist with changing sanitary products, clothing, or managing leaks, in line with the child's Intimate/Personal Care Plan.
- Children will be encouraged to manage their own menstrual care wherever possible, with staff offering support only when required.

### Supplies and Equipment

- The school will maintain a small stock of emergency sanitary products, spare underwear, wipes and disposal bags.
- Parents/carers are expected to provide a regular supply of appropriate products for their child and replenish items when requested.
- Sanitary waste will be disposed of in appropriate bins that ensure privacy and hygiene.

### Privacy and Dignity

- Children will be supported in private, with doors closed, and with respect for their emotional comfort.
- Staff will use calm, reassuring language and avoid drawing attention to the child's needs.
- Where possible, children will be offered choices (e.g., "Would you like to change now or wait a moment?").

### Communication with Parents/Carers

- Parents/carers will be informed if their child begins menstruating at school for the first time.
- Any ongoing support needs will be discussed and added to the child's care plan.
- Staff will communicate discreetly with parents/carers if supplies are running low or if additional clothing is needed.

### Training and Sensitivity

- Staff supporting children with menstruation will receive appropriate training to ensure they respond sensitively and confidently.
- Staff will be mindful of the emotional impact of puberty and will offer reassurance, normalisation and support.

## 10. Allegations, Concerns and Protective Measures

Given the sensitive nature of intimate and personal care, Yealmpstone Farm Primary School has robust procedures for managing concerns or allegations involving staff.

### Responding to Allegations or Concerns

If a child makes an allegation or expresses discomfort about the way intimate care has been delivered, staff must:

- Stop the activity immediately if it is safe to do so.
- Reassure the child without asking leading questions.
- Report the allegation to the Headteacher or Designated Safeguarding Lead (DSL) immediately.
- Record the incident factually, using the child's own words where possible, and sign/date the record.
- Not discuss the allegation with other staff or the child's peers.

All allegations will be managed in accordance with the school's Managing Allegations Against Staff Policy and statutory guidance in *Keeping Children Safe in Education*.

### Protective Measures for Staff

To protect themselves from misunderstandings or allegations, staff must:

- Ensure another adult is aware before beginning intimate care.
- Follow the child's agreed care plan and risk assessment at all times.
- Record any unusual behaviour, comments, marks, or incidents during intimate care.
- Report immediately to the DSL any situation that feels uncomfortable, inappropriate, or could be misinterpreted.
- Avoid being alone with a child in situations not covered by the care plan.

### Recording and Reporting

- All concerns, refusals, or unusual incidents must be recorded on the Intimate Care Record Sheet.
- The DSL will determine whether further action is required, including contacting parents or external agencies.

## 12. Appendices

Please find attached:

**Appendix 1** – Intimate/Personal Care Plan

**Appendix 2** – Risk Assessment

**Appendix 3** – Record of Intimate Care Intervention Template

**Appendix 4** – Permission for Yealmpstone Farm to provide Intimate Care

Approved by:	Head of School - Carla Milford	Date: 4/2026
Last reviewed on:	March .2026	
Next review due by:	March 2027	



## Intimate/Personal Care Plan



Name:			
Date:		Review date:	
DOB	UPN	Year Group	Code of Practice area/s of need (if applicable)

Staff providing care:	
Name:	Position:

Main areas of need:
How is the child going to indicate who they want to assist in their care, when they need assistance and if they need assistance and if they have any dislikes relating to their intimate care?

Where will the care be provided?

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What equipment will the child need, and who is responsible for providing it?

Equipment:	Provided by:

What is the child able to do for themselves?

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How has the child's views of this plan been sought?

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Role:	Signed:	Date:
Headteacher		
Class teacher/s		
Support Staff		
Parent/carer:		

Appendix 2



# Risk Assessment



Name:			
Date:		Review date:	
DOB	UPN	Year Group	Code of Practice area/s of need (if applicable)

Risk	Yes/no	Comment:
1. Does the weight/size/shape of the pupil present a risk?		
2. Does communication present a risk?		
3. Does comprehension present a risk?		
4. Is there a history of child protection concerns?		
5. Are there any medical considerations? Including pain/discomfort?		
6. Have there ever been allegations made by the child or family?		
7. Does moving and handling present a risk?		
8. Does behaviour present a risk?		
9. Is staff capability a risk? (back injury/pregnancy)		
10. Are there any risks concerning individual capability (Pupil)? E.g., general fragility, fragile bones, head control, Epilepsy or Other		
11. Are there any environmental risks? Heat/Cold		

Name:	Signed:	Date:





Appendix 4



## Permission for Yealmpstone Farm Primary School to provide personal/intimate care.

Child's Full Name:	
Male/Female:	
Date of birth:	
Parent/Carer's Full Name:	
Address:	

I give permission to the school to provide appropriate intimate care support to my child e.g. changing soiled clothing, washing and toileting.

I will advise the headteacher of any medical complaint my child may have which affects issues of intimate care.

Name:	Relationship to child:	Signed:	Date: