



Colliers Green CofE Primary School

Colliers Green, Cranbrook, Kent. TN17 2LR

Document Control Sheet

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Date:	Summary of Changes:
September 2025	Updated previous version with school's vision and values.

School's Christian Vision

Colliers Green is a family. We are a small rural school set in beautiful surroundings, where everyone feels welcomed and valued. We provide a caring, supportive and calm learning environment, rooted in our Christian values of aspiration, resilience and community. We encourage and nurture our children to flourish, and grow into their potential and achieve academic success, becoming compassionate individuals and valued citizens of God's world.

Jeremiah 17:8

They will be like a tree planted by the water
that sends out its roots by the stream.
It does not fear when heat comes;
its leaves are always green.
It has no worries in a year of drought
and never fails to bear fruit.

Definition of Intimate Care

The pastoral care of our children is central to the aims and ethos of Colliers Green Primary School and we are committed to developing positive and caring attitudes in our children. It is our intention to develop independence in each child, however there will be occasions when help is required. The principles and procedures apply to everyone involved in the intimate care of children. 'Intimate care may be defined as an activity required to meet the personal care needs of each individual child in partnership with the parent, carer and the child.' (9.26, ACPC Regional Policy and Procedures). In school this may occur on a regular basis or during a one-off incident.

Colliers Green 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. We recognise that there is a need to treat all our children with respect when intimate care is given. No child should be attended to in a way that causes distress or pain and adults and staff must be sensitive to each child's individual needs.

Intimate care is any care that involves one of the following:

1. Assisting a child to change his/her clothes
2. Changing or washing a child who has soiled him / herself
3. Assisting with toileting issues
4. Supervising a child involved in intimate self-care
5. Providing first aid assistance
6. Providing comfort to an upset or distressed child
7. Feeding a child
8. Providing oral care to a child
9. Assisting a child who requires a specific medical procedure and who is not able to carry this out unaided.

Parents have the responsibility to advise the school of any known intimate care needs relating to their child

Care Plan

Where a routine procedure is required, an intimate care plan will be agreed in discussion with the child, school staff, parents and relevant health personnel. The plan will be signed by all who contribute and reviewed on an agreed basis. In developing the plan the following will be considered;

- The importance of working towards independence
- Who will substitute in the absence of the appointed person?
- Awareness of a child's discomfort which may affect their learning

Principles of Intimate Care

The following are the fundamental principles of intimate care upon which our policy guidelines are based:

- Every child has a right to be safe;
- Every child has the right to personal privacy;
- Every child has the right to be valued as an individual;
- Every child has the right to be treated with dignity and respect;
- All children have the right to be involved and consulted in their own intimate care to the best of their abilities;
- All children have the right to express their views on their own intimate care and to have their views taken into account; and
- Every child has the right to have levels of intimate care that are appropriate and consistent.

Procedures

It is essential that the adult who is going to change the child inform the teacher and/or another member of staff that they are going to do this. There is no written legal requirement that two adults must be present. However, in order to completely secure against any risk of allegation, a second member of staff may be present where resources allow.

Assisting a child to change his / her clothes

This is more common in Early Years Foundation Stage. On occasions, an individual child may require some assistance with changing if, for example, he / she has an accident at the toilet, gets wet outside, or has vomit on his / her clothes etc. Staff will always encourage children to attempt undressing and dressing unaided. However, if assistance is required this will be given. Staff will always ensure that they have a colleague in attendance when supporting dressing/undressing and will always give the child the opportunity to change in private, unless the child is in such distress that it is not possible to do so. If staff are concerned in any way parents will be sent for and asked to assist their child and informed if the child becomes distressed.

Changing a child who has soiled him/herself

If a child soils him/herself in school, a professional judgement has to be made whether it is appropriate to change the child in school, or request the parent/carer to collect the child for changing. In either circumstance, the child's needs are paramount and he/she should be comforted and reassured throughout. The following guidelines outline our procedures but we will also seek to make age-appropriate responses.

- The child will be given the opportunity to change his / her underwear in private and carry out this process themselves.
 - School will have a supply of wipes, clean underwear and spare uniform for this purpose. (A supply of clean underwear and spare uniforms are available).
 - If a child is not able to complete this task unaided, school staff will attempt to contact the emergency contact to inform them of the situation.
 - If the emergency contact is able to come to school within an appropriate period, the child will be accompanied and supported by a staff member until they arrive. This avoids any further distress and preserves dignity.
 - If the emergency contact cannot attend, school will seek verbal permission for staff to change the child. If none of the contacts can be reached the Headteacher is to be consulted and the decision taken on the basis of loco-parentis and our duty of care to meet the needs of the child.
 - The member of Staff who has assisted a pupil with intimate care will complete a record of this.
- *Should there be repeated incidents of soiling an individual toilet plan may be put in place.

In the case of Foundation Stage children, in order to avoid any unnecessary distress, a member of staff may assist the child, with a colleague in attendance, unless a parent has requested otherwise or if the child is reluctant. Parents will be contacted as soon as it is practical to do so.

Child Protection/Safeguarding Guidelines

- Ensure that the action you are taking is necessary
- Get verbal agreement to proceed.

Pastoral Care Procedures

CARE – CONCERN – COMMUNICATE.

Pastoral Care Procedures

- Ensure the child is happy with who is changing him / her.
- Be responsive to any distress shown.

Basic hygiene routines

- Always wear protective disposable gloves.
- Seal any soiled clothing in a plastic bag for return to parents.

During Intimate Care

- Speak to the child personally by name so that s/he is aware of being the focus of the activity
- Take care both verbally and in terms of body language to ensure that the child is never made to feel insecure
- Give explanations of what is happening in a straightforward and reassuring way
- Enable the child to be prepared for and to anticipate events while demonstrating respect for his/her body e.g. by giving them a strong sensory clue such as using a wet wipe to signal an intention to wash or change
- Wherever possible mobile children are changed standing up
- When washing, always use a wet wipe and where possible encourage the child to attempt to wash private parts of the body him/herself
- Provide facilities which afford privacy and modesty e.g. separate toileting and changing for boys and girls or at least adequate screening
- Respect a child's preference for a particular carer and sequence of care
- Keep records, which note responses to intimate care and changes in behaviour
- Changing will take place in children's toilets. The member of staff changing the child will leave the toilet clean and inform the cleaning staff
- Staff will wear fresh plastic apron and gloves while changing a child and sanitary bins. Spare clothes are kept in both EYFS, Yea 1/2 and school uniform cupboard
- Wet or soiled clothes will be sealed in a plastic bag and sent home
- Parents will be informed if a child needs changing

Responsibilities

Parents/ Carers

- Provide a change of clothes if necessary
- Understand and agree the procedures to be followed during changing at school
- Inform school should the child have any marks/rash
- Review the arrangements for a child's intimate care, in discussion with the school, should this be necessary
- Encourage the child's participation in toileting procedures wherever possible.

School Staff

- Call the parents should a child soil themselves or become wet to inform the parents if a child needs changing (or has been changed in the case of EYFS pupils or pupils with a care plan)
- Report to the Headteacher or other DSL should the child be distressed or if marks/ rashes are seen
- Review intimate care arrangements, in discussion with parents/ carers, should this be necessary
- Agreeing to encourage the child's participation in toileting procedures wherever possible

- Taking the appropriate action to respect the cultural practices of the family
- Be fully aware of the legislative framework
- Recognise that for most children, achieving continence is one of many developmental milestones
- Work in partnership with parents/ carers prior to and after admission
- Take full account of the religious views and cultural values attached to aspects of intimate care related to the child
- Agree with parents, staff and children, the appropriate terminology for private parts of the body and functions. Use these terms as appropriate.
- Respect each child's personal dignity
- Get to know the child in a range of contexts to gain an appreciation of his/her moods and verbal/non-verbal communication
- Ensure clarity in job descriptions of the personnel involved in changing children
- View 'changing' time as a positive learning experience (aiming to gradually increase the child's independence and self-worth).

Safeguarding

The following are factors that can increase a child's vulnerability:

- Children who need help with intimate care are statistically more vulnerable to exploitation and abuse
- Children with disabilities may have less control over their lives than others, which could increase their vulnerability.
- Children may not be able to distinguish between intimate care and abuse
- Children may not be able to communicate

Children will be encouraged to recognise and challenge inappropriate assistance and behaviour. All staff are familiar with the school's Child Protection Policy and procedures, this Policy and have undertaken Safeguarding training.

Allegations of Abuse

Staff working in intimate situations with children can feel particularly vulnerable. This School policy can help to reassure both staff involved and the parents of vulnerable children.

Where there is an allegation of abuse, the School's dealing with Allegations against Staff procedures, based on the statutory guidelines taken from 'Working Together to keep Children Safe in Education' and "Keeping Children Safe in Education" will be followed.

Providing comfort or support to a child

There are situations and circumstances where children seek physical comfort from staff. Where this happens staff need to be aware that any physical contact must be kept to a minimum. When comforting a child or giving reassurance, staff must ensure that at no time can the act be considered intimate. If physical contact is deemed to be appropriate, staff must provide care which is professionally appropriate to the age and context.

If a child touches a member of staff in a way that makes him/her feel uncomfortable this can be gently but firmly discouraged in a way which communicates that the touch, rather than the child, is unacceptable. If a child touches a member of staff, as noted above, this should be discussed, in confidence with the DSL.

Assisting a child who requires a specific medical procedure and who is not able to carry this out unaided.

Our Administration of Medications Policy outlines arrangements for the management of the majority of medications in school. Parental permission must be given before any medication is dispensed in school- this form is available from the school office.

A small number of children will have significant medical needs and in addition to the arrangements included in our Administration of Medications Policy will have an Individual 'Care Plan'. This Care Plan will be formulated by the relevant medical body. If required, school staff will receive appropriate training.

Swimming

Some of our classes participate in a swimming programme at an offsite location. Children are entitled to respect and privacy when changing their clothes however, there must be the required level of supervision to safeguard young people with regard to health and safety considerations and to ensure that bullying, teasing or other unacceptable behaviour does not occur.

Changing rooms are used at the venue. This supports effective and discrete supervision and privacy for our children when changing. Where a child needs additional support for changing parental permission will be sought and a personal care plan will be drawn up so as to maintain dignity but increase independence.

Residential Trips

Residential educational visits are an important part of our Year 5 and 6 school experience. Particular care is required when supervising pupils in this less formal setting.

As with Extra-Curricular Activities, although more informal relationships in such circumstances tend to be usual, staff are still guided by our Child Protection procedures, staff code of conduct and behaviour policies.

Some specific Intimate Care issues may arise in a Residential context.

Showering

Children are entitled to respect and privacy when changing their clothes or taking a shower. However, there must be the required level of supervision to safeguard young people with regard to health and safety considerations, and to ensure that bullying, teasing or other unacceptable behaviour does not occur. This means that staff should announce their intention of entering changing rooms, avoid remaining in changing rooms unless pupil needs require it, avoid any physical contact when children are in a state of undress and avoid any visually intrusive behaviour. Given the vulnerabilities of the situation, it is strongly recommended that when supervising children in a state of undress, another member of staff is present. However, this may not always be possible and therefore Staff need to be vigilant about their own conduct, e.g. adults must not change in the same place as children or shower with children.

It is best practice in our school that when an incident has taken place that has necessitated a member of staff to be present when children are changing that an incident report is made.

Night Time Routines

It is established practice that the children's bedrooms are private spaces and anyone else wanting to enter the room should knock and announce their intention to enter.

At bedtime, children are given a set amount of time to change and prepare for bed and will be told when the supervising teachers will visit the rooms to check all is okay and switch off the lights. A reciprocal arrangement is in place in the mornings.

There are occasions when incidents take place during the night and the need arises to:

1. Assist a child to change his / her clothes
2. Change a child who has soiled him / herself
3. Provide comfort to an upset or distressed child
4. Assist a child who requires a specific medical procedure and who is not able to carry this out unaided. Guidance as above will be followed with the support of an additional member of staff in attendance.

Working with Children of the Opposite Sex

There is positive value in both male and female staff being involved with children. Ideally, every child should have the choice for intimate care but the current ratio of female to male staff means that assistance will more often be given by a woman. The intimate care of boys and girls can be carried out by a member of staff of the opposite sex with the following provisions:

- When intimate care is being carried out, all children have the right to dignity and privacy, i.e. they should be appropriately covered, the door closed or screens/curtains put in place;
- If the child appears distressed or uncomfortable when personal tasks are being carried out, the care should stop immediately. Try to ascertain why the child is distressed and provide reassurance;
- Report any concerns to the Designated Safeguarding Lead and make a written record;
- Parents must be informed about any concerns.

Communication with Children

It is the responsibility of all staff caring for a child to ensure that they are aware of the child's method and level of communication. Depending on their maturity and levels of stress children may communicate using different methods - words, signs, symbols, body movements, eye pointing, etc.

To ensure effective communication:

- Make eye contact at the child's level;
- Use simple language and repeat if necessary;
- Wait for response;
- Continue to explain to the child what is happening even if there is no response;
- Treat the child as an individual with dignity and respect.

Appendix A: Colliers Green Primary School School Intimate Care Agreement

In order to best meet the needs of your children when they are with us we would like to set up an individual agreement between parents and the school with regard to intimate care.

Intimate care is any care which involves washing, touching or carrying out an invasive procedure which are children are unable to do for themselves arising from the child's stage of development.

Intimate care may involve helping with drinking, eating, dressing, toileting, or comforting. In most cases at school intimate care will involve procedures to do with personal hygiene.

Staff at Colliers Green Primary School that are providing intimate care are aware of the need to adhere to good Child Protection practice in order to minimise the risks for both the children and themselves. All school staff are supported and trained so that they feel confident in their practice.

- We give permission to the school to provide appropriate intimate care support to my child e.g. changing soiled clothing, washing and toileting.
- We understand that this will generally be carried out by *(named member/s of staff)* but may also be carried out by another member of staff if these named staff members are unavailable.
- We have discussed with my child's class teacher the approach that I would like them to take for this the details are outlined in the additional information.
- We will advise the Headteacher of any medical complaint my child may have which affects issues of intimate care.

Name of Child:

Area of need:

Equipment required:

From home:

From school:

Location of suitable toilet facilities:

Support required/ Frequency of support:

Working towards Independence: Something the child will try to do

Additional information:

Review Date:

Signed:	Parent/Carer name:	Date:
Signed:	Parent/Carer name:	Date:
Signed:	Class teacher:	Date:
Signed:	Headteacher:	Date: