Intimate Care
Policy 2026 - 2027

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HOLYWELL PRIMARY SCHOOL, UPHURCH
INTIMATE CARE POLICY

INTRODUCTION

At Holywell Primary School, Upchurch we recognise that all children have different rates of development and differing needs during their time at school. Most children achieve continence before starting full-time school. With the development of more early years' education and the drive towards inclusion, however, there are many more children in mainstream educational establishments who are not fully independent. Some children remain dependent on long term support for personal care, while others progress slowly towards independence. The achievement of continence can be seen as the most important single self-help skill, improving the person's quality of life, independence and self-esteem. The stigma associated with wetting and soiling accidents can cause enormous stress and embarrassment to the children and families concerned. Difficulties with continence severely inhibit a child's inclusion in school and the community. Children with toileting problems who receive support and understanding from those who act in loco parentis are more likely to achieve their full potential. We are committed to ensuring that all pupils are able to access the whole curriculum and are able to be included in all aspects of school life. This includes providing suitable changes of clothing and attending to continence needs of our pupils where necessary.

CONVENTION ON THE RIGHTS OF THE CHILD

As a school that respects the rights of the children and adults in our school family, community and beyond, we aim for each school policy to adhere to articles from ***UNICEF's Convention on the Rights of the Child***.

In this policy, we are working towards the following articles:

- ***Article 3 –*** We consider the best interests of the child to be our top priority.
- ***Article 5 –*** We respect the rights of parents to provide guidance and direction to their children as they grow up, recognising the children's increasing capacity to make their own choices.
- ***Article 15 -*** We aim for all members of the school community to treat each other with respect.

AIMS

All children have the right to be safe, to be treated with courtesy, dignity and respect and to be able to access all aspects of the educational curriculum and Holywell Primary School will work to:

- Ensure that pupils with continence difficulties are not discriminated against in line with the Equalities Act 2010
- Provide help and support to pupils in becoming fully independent in personal hygiene
- Treat continence issues sensitively so as to maintain the self-esteem of the child
- Partner with parents in delivering a suitable care plan where necessary
- Ensure that staff dealing with continence issues work within guidelines that protect themselves and the pupils involved (see Health and Safety Policy and Safeguarding Children Policy)

PUPILS NEEDS

Our staff works hard to build effective relationships with the parents and carers of the children attending OUR School. Any particular needs that a child has will be dealt with sensitively and appropriately, working with parents/carers to ensure that each child can access the curriculum. Any child who has personal care or continence needs will be attended to in a designated area within school. Parents may be contacted for support but this will *usually* be in extreme cases where soiling is severe and/or linked to illness eg. sickness and diarrhoea, or when a child refuses to let a member of staff help change their clothing.

CARE PLANS

Where a pupil has particular needs (eg wearing nappies or pull-ups regularly, or has continence difficulties which are more frequent than the odd 'accident') staff will work with parents/carers (and health visitors/school nurse, if appropriate) to set out a Care Plan to ensure that the child is able to attend daily. The written care plan (Appendix A) will include:

- Who will change the child including back-up arrangements in case of staff absence
- Where changing will take place
- What resources and equipment will be used (cleansing agents used or cream to be applied?) and clarification of who is responsible (parent or school) for the provision of the resources and equipment
- How the product, if used, will be disposed of, or how wet or soiled clothes will be kept until they can be returned to the parent/carer
- What infection control measures are in place
- What the staff member will do if the child is unduly distressed by the experience or if the staff member notices marks or injuries
- Training requirements for staff
- Arrangements for school trips and outings
- Care plan review arrangements

CARE PLAN AGREEMENTS

In these circumstances, it may be appropriate for the school to set up an agreement that defines the responsibilities that each partner has, and the expectations each has for the other (see Appendix B).

This will include:

The parent/carer

- Agreeing to ensure that the child is changed at the latest possible time before being brought to the setting/school
- Providing the setting/school with spare nappies or pull ups and a change of clothing
- Understanding and agreeing the procedures that will be followed when their child is changed at school – including the use of any cleanser or wipes

- Agreeing to inform the setting/school should the child have any marks/rash
- Agreeing to a 'minimum change' policy i.e. the setting/school would not undertake to change the child more frequently than if s/he were at home
- Agreeing to review arrangements should this be necessary

The school

Agreeing to change the child during a single session should the child soil themselves or become uncomfortably wet

- Agreeing how often the child would be changed should the child be staying for the full day and possibly wrap-around care.
- Agreeing to monitor the number of times the child is changed in order to identify progress made
- Agreeing to report should the child be distressed, or if marks/rashes are seen
- Agreeing to review arrangements should this be necessary.

This kind of agreement should help to avoid misunderstandings that might otherwise arise, and help parents feel confident that the setting/school/wrap-around care is taking a holistic view of the child's needs. Should a child with complex continence needs be admitted, the school will consider the possibility of special circumstances and/or provision being made. In such circumstances, an appropriate health care professional (School Nurse or Family Health Visitor) will be closely involved in forward planning.

PERSONAL CARE PROCEDURES

The staff at Holywell Primary School will follow agreed procedures (see Appendix C) when attending to the care or continence needs of any pupil within the setting, whether this be a child with a care plan agreement or a child who has had an occasional 'accident'.

HEALTH AND SAFETY PROCEDURES

When dealing with personal care and continence issues, staff will follow agreed health and safety procedures (see Appendix C) to protect both the child and the member of staff. This includes ensuring two members of staff are present wherever possible, and any doors which are required to be closed to preserve dignity remain unlocked. PPE equipment must be worn by staff attending to a child and hand washing before and after is important for the staff and child.

CHILD PROTECTION AND SAFEGUARDING

The normal process of changing continence or wet/soiled clothes should not raise child protection concerns in most instances. Although we would prefer two members of staff to attend to a soiled child, we recognise this is not always possible due to staffing resources. DBS checks are carried out to ensure the safety of children with staff employed in our school. If there is a known risk of false allegation by a child then a single member of staff will not undertake changing. A student on placement or a parent helper will not change a child unsupervised. Wherever possible, the same member of staff will be allowed to change named children. This reduces the risk to the child and promotes their dignity. The care plan will outline back-up or contingency measures in the event that the named member of staff is not available.

MONITORING AND REVIEW

The Inclusion Lead will take responsibility for monitoring agreed procedures are being followed and are meeting the needs of children and families.

It is the Inclusion Lead's responsibility to ensure that all staff follow the school policy, including wrap-around care.

Any concerns that staff have about child protection issues will be reported to the Designated Safeguarding Lead (DSL) and subsequently the Head Teacher for further referral if appropriate.

This policy runs alongside other school policies, particularly Safeguarding Children, SEND, and Health and Safety.

APPENDIX A

HOLYWELL PRIMARY SCHOOL, UPCHURCH

Intimate Care Plan

Name of child	
Name of person(s) to change and attend to intimate care needs*	
Where changing will take place	
What resources and equipment may be used	
Who will provide equipment and resources needed	
Training requirements for staff	
Where will products be disposed	
Infection control measures	
Special arrangements for trips and events	
Plan review	
Review comments	

** If the named person(s) are unavailable, another suitable person who is familiar with the child will be allocated for the day.*

If the child is very upset or becomes distressed, a parent will be called.

Signed on behalf of the school _____

Signed by parent/carer _____

Date _____

APPENDIX B

INTIMATE CARE PLAN AGREEMENTS

The parent:

- I agree to ensure that the child is changed at the latest possible time before being brought to school
- I will provide the setting/school with spare nappies or pull ups and a change of clothing
- I understand and agree the procedures that will be followed when my child is changed at school – including the use of any cleanser or wipes
- I agree to inform the setting/school should the child have any marks/rash
- I agree to a 'minimum change' policy i.e., the school will not undertake to change the child more frequently than if s/he were at home.
- I agree to review arrangements should this be necessary

Signed _____(parent/carer)

The school:

- We agree to change the child during a single session should the child soil themselves or become uncomfortably wet
- We agree to monitor the number of times the child is changed in order to identify progress made
- We agree to report should the child be distressed, or if marks/rashes are seen
- We agree to review arrangements should this be necessary.

Signed _____(school member of staff)

Name _____(school member of staff)

Date _____

APPENDIX C

PERSONAL CARE PROCEDURES

The staff at Holywell Primary, Upchurch will follow agreed procedures:

- Change the child's clothing as appropriate, as soon as possible
- Use appropriate cleaning products and adhere to health and safety procedures
- Report any marks or rashes to parents and Head Teacher if appropriate
- Inform parent/carer that a continence issue has arisen during the session
- Contact a parent/carer only where soiling is severe and/or linked to illness eg. sickness and diarrhoea, or when a child refuses to let a member of staff help change their clothing.
- Place a 'Do not enter' sign (visually illustrated) on the toilet door to ensure that privacy and dignity are maintained during the time taken to change the child.

HEALTH AND SAFETY PROCEDURES

When dealing with personal care and continence issues, staff will follow agreed health and safety procedures:

- Staff to wear disposable gloves and aprons while dealing with the incident
- Soiled continence product used to be double wrapped, or placed in a hygienic disposal unit (identified bin in disabled toilet) if the number produced each week exceeds that allowed by Health and Safety Executive's limit.
- Changing area to be cleaned after use
- Hot water and liquid soap available to wash hands as soon as the task is completed
- Paper towels available for drying hands.