Personal & Intimate Care Policy

TEAM Multi-Academy Trust

Approved by:	Board of Trustees	**Date:**	6th October 2026
Last reviewed:	October 2026		
Next review due:	October 2027		

1. Aims

At TEAM Multi-Academy Trust, our approach to personal and intimate care is rooted in our commitment to ensuring that every child has the opportunity to thrive and experience life in all its fullness. These values reflect our Trust ethos and our ambition that every pupil should experience joyful, meaningful learning within a caring, connected and inclusive community, as articulated across TEAM schools and in our strategic vision.

We believe that children thrive when they feel safe, understood and valued, and when relationships form the foundation of every aspect of school life. We are committed to creating learning communities where everyone belongs, everyone is known, and every child has the opportunity to flourish academically, socially and emotionally.

This policy aims to ensure that:

- Intimate care is carried out properly by staff, in line with any agreed plans
- The dignity, privacy, rights and wellbeing of every child are safeguarded
- Pupils who require intimate care are not discriminated against, in line with the Equality Act 2010
- Parents/carers are assured that staff are knowledgeable about intimate care and that the needs of their child are taken into account
- Staff carrying out intimate care work do so within guidelines (i.e. health and safety, manual handling, safeguarding protocols awareness) that protect themselves and the pupils involved

Intimate care refers to any care that involves toileting, washing, changing, touching or carrying out an invasive procedure to children's intimate personal areas.

2. Legislation and statutory guidance

This policy complies with the Department for Education (DfE) statutory safeguarding guidance:

- Keeping Children Safe in Education
- Early Years Foundation Stage (EYFS) statutory framework

As a Multi-Academy Trust, it also complies with our funding agreement and articles of association.

3. Role of parents/carers

3.1 Seeking parental permission

Where a school has a school-based nursery, we recognise that there will be children who need routine intimate care (e.g. for nappy changes or toileting accidents), parents will be asked to:

- Sign a consent form (Appendix 2)
- Provide an adequate supply of necessary items (e.g. nappies, wipes, creams, changes of clothing)

For children within the Early Years Foundation Stage (EYFS), who need routine or occasional intimate care (e.g. for toileting or toileting accidents), parents/carers will be asked to sign a consent form (Appendix 2).

For other children whose needs are more complex or who need particular support outside of what's covered in the consent form (if used), an intimate care plan (Appendix 1) will be created in discussion with parents/carers (see section 3.2 below).

Where there isn't an intimate care plan or parental consent for routine care in place, parental permission will be sought before performing any intimate care procedure.

If the school is unable to get in touch with parents/carers and an intimate care procedure urgently needs to be carried out, the procedure will be carried out to ensure the child is comfortable, and the school will inform parents/carers afterwards.

3.2 Creating an intimate care plan (Appendix 1)

Where an intimate care plan is required, it will be agreed in discussion between the school, parents/carers, the child (where possible) and any relevant health professionals.

The school will work with parents/carers and take their preferences on board to make the process of intimate care as comfortable as possible, dealing with needs sensitively and appropriately.

Subject to their age and understanding, the preferences of the child will also be taken into account. If there's doubt whether the child is able to make an informed choice, their parents/carers will be consulted.

The plan will be reviewed twice a year, even if no changes are necessary, and updated whenever there are changes to a pupil's needs.

3.3 Sharing information

The school will share information with parents/carers as needed to ensure a consistent approach. Parents/carers are expected to also share relevant information regarding any intimate matters as needed.

4. Role of staff

4.1 Which staff will be responsible

Any roles who may carry out intimate care will have this set out in their contract or job description. This includes staff such as teaching assistants.

No other staff members can be required to provide intimate care.

All staff who carry out intimate care will have been subject to an enhanced Disclosure and Barring Service (DBS) with a barred list check before appointment, as well as other checks on their employment history.

The Head of School will:

- Oversee the implementation of this policy
- Ensure staff receive appropriate training and support
- Oversee the development of individual intimate care plans
- Act as a point of contact for parents/carers/staff regarding intimate care concerns

4.2 How staff will be trained

Staff will receive:

- Training in the specific types of intimate care they undertake
- Regular safeguarding training
- If necessary, manual handling training that enables them to remain safe and for the pupil to have as much participation as possible

They will be familiar with:

- The control measures set out in risk assessments carried out by the school
- Hygiene and health and safety procedures

They will also be encouraged to seek further advice as needed.

5. Intimate care procedures

During nappy changes, toileting and any intimate care procedure, staff will balance children's privacy with safeguarding and support needs.

5.1 Staffing

All members of staff performing intimate care procedures have an enhanced DBS with barred list check.

In general, 1 member of staff will be present with each child, except for circumstances where:

- 2 members of staff are needed to:
    - Safely handle a child who needs to be assisted
    - Use equipment, such as a hoist
- There is a known risk of false allegations by the pupil

In cases where a pupil needs regular intimate care, where possible, the same member of staff will assist the same pupil each time they need support. We will train 2-3 members of staff per child to

cover absences, emergencies and school trips. Where possible, we will ensure that these backup members of staff are also people known to the child.

Within the Early Years Foundation Stage (Nursery and Reception), it may be that male members of staff may be allocated to change female pupils or vice versa. The decision to allocate a member of staff of a different gender to the pupil will be discussed with the parents/carers and pupil, if appropriate.

5.2 Arrangements

Procedures will be carried out in an area that protects children's privacy such as a designated changing area or a toilet cubicle.

Before going to perform intimate care on a child, the member of staff allocated to that child will inform another member of staff of where they are going, and leave doors open as much as privacy allows. Where possible, they should be within earshot of other members of staff, but the comfort and care of the child should be the priority when choosing a location.

When carrying out procedures, the school will provide staff with:

- Protective gloves
- Cleaning supplies
- Changing mats
- Nappy bins/suitable bins to dispose of items in
- Plastic aprons

For pupils needing routine intimate care, the school expects parents/carers to provide, when necessary, a good stock (at least a week's worth in advance) of necessary resources, such as nappies, underwear and/or a spare set of clothing.

Any soiled clothing will be contained securely, clearly labelled and discreetly returned to parents/carers at the end of the day.

For children within the Early Years Foundation Stage (Nursery and Reception), nappy changes and/or instances of personal and intimate care will be recorded inline with the unit's agreed reporting arrangements. This will include the date, time, staff involved and any relevant observations e.g. skin integrity. This will be reported to parents/carers, if appropriate.

Any instances of personal and intimate care for older children are recorded on the school's MediTracker system which will notify parents via email with a report.

5.3 Concerns about safeguarding

If a member of staff carrying out intimate care has concerns about physical changes in a child's appearance (e.g. marks, bruises, soreness), they will report this using the school's safeguarding procedures.

If a child is hurt accidentally or there is an issue when carrying out the procedure, the staff member will report the incident immediately to their line manager who will pass this to the Head of School. Staff will follow the school's first aid procedures and this will also be recorded on the school's MediTracker system, which will notify parents via email.

If a child makes an allegation against a member of staff, the responsibility for intimate care of that child will be given to another member of staff as quickly as possible and the allegation will be investigated according to the school's safeguarding procedures.

Where the school notices an increasing pattern of soiling instances, it will first hold a meeting with parents/carers and with any other relevant individuals, such as medical professionals involved with the child to discuss why this might be occurring, and how to help the child. If the pattern continues, the school's designated safeguarding lead (DSL) will be notified. If there is other evidence which indicates a safeguarding concern, the DSL may contact the local authority designated officer (LADO), who will consider whether there is a safeguarding issue.

5.4 Specific procedures for toileting accidents

Where pupils are starting school without having been toilet-trained, staff will work with the pupil's parents/carers to agree on a care plan.

The schools will record the number of soiling incidents in school and liaise with the pupil's parents/carers about:

- Making relevant referrals to external professionals such as the School Nurse or the Bladder and Bowel Team where the child has ongoing difficulties with toilet training
- The outcomes of relevant medical appointments attended by the child
- Whether there is a change in the pattern of soiling incidents, at home or at school
- Whether the current plan is working

Where an accident occurs, staff will use discretion to protect the privacy of the child, communicate sensitively with the child, follow post-care hygiene arrangements and record and report accordingly.

5.5 Management of menstrual care

The Trust recognises that some pupils may begin menstruating whilst attending our primary schools. Menstruation is a normal part of development, and all pupils will be treated with sensitivity, dignity and respect.

Staff will be aware that pupils may feel embarrassed, anxious or uncomfortable when menstruation begins and will respond in a calm, supportive and discreet manner. Pupils will be reassured that there is no shame or stigma associated with menstruation and that support is available whenever needed.

Each school will ensure that:

- Suitable menstrual products are available to pupils free of charge.
- Pupils know where menstrual products can be accessed and how to request them discreetly if required.
- Appropriate facilities are available for changing and disposing of menstrual products hygienically and privately.
- Spare clothing can be provided where accidental leakage has occurred.

- Reasonable adjustments are made for pupils with SEND or medical needs who may require additional support in managing menstrual care.

Staff will provide age-appropriate guidance on:

- Accessing menstrual products;
- The safe and hygienic use and disposal of menstrual products;
- Managing menstruation whilst in school; and
- Seeking support from a trusted adult when required.

Staff will not routinely undertake the physical task of changing a pupil's menstrual products. Where a pupil's special educational needs, disability or medical needs mean that support with menstrual care is required, this will be discussed and agreed with parents/carers and, where appropriate, the pupil. The arrangements, level of support, and consent will be clearly recorded within an individual intimate care plan and reviewed regularly.

Any assistance provided will be undertaken in accordance with this policy's principles of dignity, privacy, safeguarding and promoting independence.

Age-appropriate education about puberty, menstruation and menstrual hygiene will be delivered through the school's Relationships, Sex and Health Education (RSHE)/PSHE curriculum.

6. Monitoring arrangements

This policy will be reviewed by the Director of Inclusion annually. At every review, the policy will be approved by Board of Trustees.

7. Links with other policies

This policy links to the following policies and procedures:

- Each school's Accessibility Plan
- TEAM Multi-Academy Safeguarding Policy
- TEAM Multi-Academy Health and Safety Policy
- TEAM Multi-Academy SEND Policy
- TEAM Multi-Academy Supporting Pupils with Medical Conditions Policy
- Each school's PSHE & RSE Policy

Appendix 1: template intimate care plan

PARENTS/CARERS	
Name of child	
Type of intimate care needed	
How often care will be given	
What training staff will be given	
Where care will take place	
What resources and equipment will be used, and who will provide them	
How procedures will differ if taking place on a trip or outing	
Name of senior member of staff responsible for ensuring care is carried out according to the intimate care plan	
Name of parent or carer	
Relationship to child	
Signature of parent or carer	
Date	
CHILD	
How many members of staff would you like to help?	
Do you mind having a chat when you are being changed or washed?	
Signature of child	
Date	

This plan will be reviewed twice a year.

Next review date:

To be reviewed by:

Appendix 2: template parent/carer consent form

PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE	
Name of child	
Date of birth	
Name of parent/carer	
Address and contact details	
I give permission for the school to provide appropriate intimate care to my child (e.g. changing soiled clothing, washing and toileting)	☐
I will advise the school of anything that may affect my child's personal care (e.g. if medication changes or if my child has an infection)	☐
I understand the procedures that will be carried out and will contact the school immediately if I have any concerns	☐
I **do not** give consent for my child to be given intimate care (e.g. to be washed and changed if they have a toileting accident). Instead, the school will contact me or my emergency contact(s) and I will organise for my child to be given intimate care (e.g. be washed and changed). I understand that if the school cannot reach me or my emergency contact(s), if my child needs urgent intimate care, staff will need to provide this for my child, following the school's intimate care policy, to make them comfortable and remove barriers to learning.	☐
Parent/carer signature	
Name of parent/carer	
Relationship to child	
Date	