The Park Federation Academy Trust

James Elliman Academy
Intimate Care Policy
2026-2027

Read in conjunction with:
Safeguarding and Child Protection Policy
SEND Policy
Allergy Policy
Whistleblowing Policy

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Version History

Version	Date	Status and Purpose	Changes overview
2	Sep 2017	Amendment to existing policy	Additional paragraph clarifying when a second member of staffis required to supervise the nappy changing process.
3	Sept 2020	Amendment to existing policy	Addition of COVID addendum – pg 11
4	Sept 2021	Amendment to existing policy	Pg 6 – added disabled toilets toYr2 visitor toilets Pg 7 – added DSL as another person to inform, addition of CPOMs and paper form for recording safeguarding concerns, addition of new DDSLKW, safeguarding training changed to annually from bi Annually
5	September 2023	Update	Added link to Keeping Children Safe in Education 2023
6	September 2024	Reviewed	
7	September 2025	Reviewed	
8	September 2026	Reviewed	Updated links to KCSIE 2026 and link to updated Safeguarding and Child Protection Policy, SEND Policy and Allergy Policy. Rephrased some existing text for better flow.

Approval

Signed by Principal	**Tajinder Johal**
Date of approval	**September 2026**
Date of review	**September 2027**

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INTIMATE CARE POLICY

The Park Federation Academy Trust
James Elliman Academy

Guidelines for teachers and support staff carrying out toileting procedures/nappy changing

1. Aims

This policy aims to ensure that:

- Intimate care is carried out properly by staff, in line with any agreed plans
- The dignity, rights and wellbeing of children 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 children 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 Guidance

This policy complies with DfE Keeping Children Safe in Education 2026.

https://assets.publishing.service.gov.uk/media/6a4cf903b7203c4c023fd2f3/Keeping_children_safe_in_education_2026_.pdf

3. Role of parents/carers

Seeking parental permission
Parents and carers of children in the Early Years Foundation Stage (EYFS) are required to:

- Sign a form giving consent for members of staff to change their child's nappy/pull ups or clothing (See Appendix 1).
- To provide the school with nappies, cream, wipes and spare clothes in a container clearly labelled with their child's name.
- To work together with the school and external agencies to promote toilet training where developmentally appropriate.

Seeking parental permission to change children with specific special educational needs or disabilities (SEND).

There will some children across the school with SEND who require support with intimate care and therefore parents and carers will be required to:

- Sign a form giving consent for members of staff to change their child's nappy/pull ups or clothing (See Appendix 1).

- To provide the school with nappies, cream, wipes and spare clothes in a container clearly labelled with their child's name.

- To work together with the school and external agencies to promote toilet training where developmentally appropriate.

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.

Sharing information

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

Creating an intimate care plan

Where an intimate care plan (Appendix 2) is required, it will be agreed in discussion between the school, parents/carers, the child (when possible), SENDCo 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 as required and updated whenever there are changes to a pupil's needs.

4. Role of Staff

All staff at the school 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.

Teachers in the Early Years Foundation Stage will ensure consent forms giving permission for staff to support children with intimate care have been issued and returned.

The school's SENDCo will approach parents of children with SEND who require intimate care support and will ensure that the consent letter is signed.

All staff involved in intimate care must have completed the annual Safeguarding and Child Protection training provided by the school annually, or on induction.

Staff will receive:

- Regular safeguarding training
- 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.

Staff involved with assisting children with nappies, pull-ups and clothing must adhere to the following guidelines:

Staff must have access to:
Hand washing facilities: liquid soap, running warm water and disposable hand towels must be readily available.

Disposable vinyl gloves and vinyl aprons must be worn. Gloves and aprons must be disposed of after changing the pupil on every occasion.

Some children may need to be showered and this facility is available. The water must be tested first to ensure the temperature is comfortable by placing a hand or elbow under the water. Children must be asked if they mind the shower being used. It is on a hose which makes hosing the child from waist down possible. Wipes can be used at the same time. A towel must be used after to dry the child. The towel must be washed immediately, in the washing machine at 90°C with soap powder.

A record of any nappy/pull up or clothing changes are completed and stored in a file. All staff involved in the intimate care must sign the record (see Appendix 3). Parents and carers are informed when a change has happened.

Reception children may be changed in the children's toilets or the Nursery shower room depending on their needs.

The nappy and all disposable items must be placed in a plastic bag and tied securely. The sealed bag must be placed in the yellow bins provided in Nursery and Reception or ~~Year 2~~ disabled toilets.

Soiled clothes must be removed as soon as possible and placed in a plastic bag which is then tied to secure contents and sent home with the child for washing.

Staff must wash and dry their hands after changing or handling nappies and continence aids.

5. Intimate Care Procedures

All adults assisting with toileting must be employees of the school with an enhanced DBS check and have completed their annual safeguarding and child protection training provided by the school. Where possible the adult must be familiar to the child and working in the child's classroom and preferably be the child's Key Person, TA, Teacher or Senior Welfare Officer/Assistant.

The normal process of changing a nappy/pull-up should not raise child protection concerns, and there are no regulations that indicate that a second member of staff must be available to supervise the nappy changing process to ensure that abuse does not take place. Enhanced DBS checks are carried out to ensure the safety of children with staff employed in EYFS/Primary settings. Where possible, two members of staff will be provided for intimate care. If there is a known risk of false allegation by a child, then a single practitioner should not undertake nappy changing. Two adults may also be required where a child has specific needs and therefore may call for additional support. The support staff must notify the class teacher when they are taking the pupil to the toilet. It is important to maintain the child's self-image and social standing with the peer group through sensitive handling and discretion.

Volunteers, students on placement and supply staff should not change a nappy/pull up or soiled clothing, or assist with toileting needs. Toileting needs refer to any assistance relating to a child's personal care such as assisting getting on and off the toilet, helping to button and unbutton clothes, cleaning children, changing nappies or helping a child get out of and into clothes and underwear.

Toilet training procedures must be carried out in a designated area that provides enough privacy for the child. The working area must contain full hygiene facilities and be sufficiently spacious to enable the maximum possible personal space for the pupil and staff.

If a toilet-trained child accidentally wets or soils themselves the same guidelines and procedures are followed. Parents will be informed at the end of the day and the child's clothes returned in a bag. If a child is deemed ill or is very distressed by the accident, a phone call home after they have been changed may be necessary. In some cases, parents or carers maybe called into school to support their child in being changed, if this makes the child feel more comfortable. If a child outside of EYFS required support to change their clothing due to a toileting accident or vomiting, parents will be informed and will give permission for staff to offer assistance.

Appropriate PPE will be used when changing a child. Staff will wear powder free non-sterile disposable vinyl gloves and plastic aprons. Wipes, air fresheners and a nappy disposal bin will be provided.

Before changing, staff should check the medical records of any child to ensure they do not have any allergies to the PPE or any materials used. Read the school's allergy policy for more detailed information on allergic reactions.

Child Protection Guidelines for Support Staff Carrying Out Toileting Procedures with Physically Disabled Pupils

All adults assisting with toileting must be employees of the school.

The parents/ carers written consent must be obtained (see appendix 3)

Whilst ensuring that privacy and dignity be maintained, wherever possible two adults must be present when toileting procedures are being carried out If this is difficult, then the door must be left slightly ajar.

Staff must be made aware of any historical concerns that need to be carefully handled.

A careful record of the date/time and start/finishing time of toileting, plus any comments must be kept.

The support staff must notify the class teacher or other line manager when they are taking the pupil to the toilet.

If a situation occurs which causes the support staff embarrassment or concern, a second member of staff must be called and the incident reported and recorded.

When the support staff is concerned about a pupil's actions or comments this must be recorded and discussed immediately with a line manager and the schools Designated Safeguarding Lead.

When the pupil is of an appropriate age, their permission must be sought before dressing/undressing them. If they are able to dress/undress themselves they must be allowed to do so.

The working area must be sufficiently spacious to enable the maximum possible working space for pupil and staff.

Child protection training must be an ongoing part of staff training. This is renewed annually.

6. Reporting 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 child protection and safeguarding procedures. See the school's Safeguarding Policy and Child Protection Policy for how to report concerns with safeguarding.

All bruises and unexplained suspicious marks must be recorded including the use of the body map on CPOMs (or paper version if CPOMs is not accessible) and reported to the Designated Safeguarding Lead or Deputy as soon as practically possible. This must be fully investigated before the child goes home. Safeguarding and Child Protection procedures will be followed as outlined in the Safeguarding and Child Protection Policy.

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 the Senior Welfare Officer and the Designated Safeguarding Lead or Deputy.

If a child makes an allegation against a member of staff for example, employed staff, supply teachers, trainee teachers, volunteers or contracted 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. See the school's Safeguarding and Child Protection Policy for information on allegations against staff. All allegations against staff must be referred, in writing, to the school's Principal, who will decide if the LADO needs to become involved.

School managers are encouraged to remain highly vigilant for any signs or symptoms of improper practice, as they do for all activities carried out on site. See the school's Safeguarding and Child Protection and Whistleblowing Policies for how to report concerns related to safeguarding practice. Any concerns related to safeguarding practice or procedure should be referred to the Designated Safeguarding Lead or Deputy.

Key Contacts for Safeguarding

The Designated Safeguarding Lead - Rebecca Pinkney

Deputy Designated Safeguarding Leads - Tajinder Johal, Jas Chander and Vanda Devshi.
SENDCo – Harjinder Mann

7. Monitoring arrangements

This policy will be reviewed by the Designated Safeguarding Lead or Deputy and SENDCo annually. At every review, the policy will be approved by the Principal, Tajinder Johal.

Appendix 1: Personal Care Agreement

Date: ……

To the Parents/Carers of: ……..

Class: ……..

Personal Care Agreement
Sometimes children require additional support in order to maintain their personal hygiene and toileting needs. On these occasions, members of staff are available to support your child. At James Elliman Academy, two members of staff are required to support your child with intimate care needs. This allows us to ensure our safeguarding practices and procedures are upheld.

I am writing to request your permission for two appropriate members of staff to support your child with their personal care and hygiene, for example using the toilet or changing nappies or soiled clothes.

All members of staff involved in personal care receive annual safeguarding training and are subject to an enhanced DBS check and safeguarding checks in line with Government regulations.

If there is an occasion where we are unable to carry out intimate care needs, we will contact you for your assistance. Where your child does not have a specific special educational need (SEND), we encourage you to toilet train your child at home before starting school.

Please complete the form below and return to your child's class teacher.

Yours sincerely,

Mrs R Pinkney
Vice Principal for Inclusion and Safeguarding
……

Personal Care Agreement

To: Mrs R Pinkney

Child's Name:…… Class:……

I/We give permission for an appropriate member of staff to assist my/our child with personal care and hygiene as necessary.

Signed:……parent/carer Date:…….

Appendix 2: 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 3: Intimate Care Record Sheet

The Park Federation

James Elliman Academy

Toileting and Intimate Care Record				
Date	Name of child Class	Care required	Assisted by (1st person) - role	Assisted by (2nd person) - role