Attending to Children's Personal Care Needs in School
Intimate Care Policy 3-13

Guiding Principles
The safety and welfare of all our pupils at Rose Hill School (the School) is our highest priority. The School will follow the procedures laid down by our own Local Authority (LA) (which is Kent, KCC) together with the guidance contained in Keeping Children Safe in Education 2026. This Intimate Care Policy applies to all pupils, including children in the Early Years School Stage (EYFS).

Rationale
The School is committed to safeguarding and promoting the welfare of all its pupils. We are committed to ensuring that all staff responsible for the intimate care of children undertake their duties in a professional manner at all times. The Intimate Care Policy regarding children has been written to help safeguard children and staff, and applies to all staff involved in the intimate care of children. Intimate care is any care which involves washing, touching or carrying out a procedure (such as cleaning up after a child has soiled him/herself), that most children can do for themselves, but with which some are unable to do due to physical disability, special educational needs associated with learning difficulties, medical needs, or needs arising from the child's stage of development. Intimate care includes hands-on physical care in personal hygiene and physical presence or observation during such activities, dressing and undressing, and the application of medical treatment other than to arms, face and legs below the knee.

Aims and Objectives
The aims are:
- To provide guidance and reassurance to staff and parent/s.
- To safeguard and respect the dignity, rights and wellbeing of children.
- To ensure that privacy is appropriate for the age and situation of the child concerned.
- To encourage a child's independence as far as possible in his/her intimate care.
- To explain to the child what s/he needs to do and, if staff support is needed, explain how the member of staff is going to help.
- To assure parents that staff members are knowledgeable about intimate care and that pupils' individual needs and concerns are taken into account.

Children aged 3-7
We will inform parents of all children prior to them starting school of the current Intimate Care Policy, highlighting that we will change children for odd 'accidents' but not routinely as part of day to day personal care. The expectation is that by the end of Reception children will be able to "manage their own basic hygiene and personal needs successfully, including dressing and undressing and going to the toilet independently".

Pupils aged 7-11
Any pupil who soils or wets him/herself will not be changed by a member of staff unless specific written permission has been given by parents. We will provide a private, safe space where the pupil may change on their own. We will supply warm water and cotton wool, clean clothes (preferably the pupil's own) and plastic bags in which to put any soiled clothes.

Pupils aged 11-13
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Parental responsibility
Partnership with parents is an important principle in any educational setting and is particularly necessary in relation to pupils needing intimate care. Much of the information required to make the process of intimate care as comfortable as possible is available from parents. Parents should be encouraged and empowered to work with staff to ensure their child's needs are identified, understood and met. This might include involvement with health care plans or any other plans which identify the support of intimate care where appropriate. Parents should ensure that all information given to the School is up to date.

Expectation of parents
Parents/carers will endeavour to ensure that their child is continent before admission to School at Nursery age, unless the child has additional needs. Parents/carers will discuss any specific concerns with staff about their child's toileting needs, and staff will work with parents/carers to ensure that the child is encouraged and praised where needed, when using the toilet. Parents/carers must inform the school if a child is not fully toilet-trained before starting Nursery, after which a meeting will then be arranged to discuss the child's needs (see Appendix 2). Parents accept that on occasions their child may need to be collected from School as the result of soiling.

Staff responsibilities
Intimate care routines should always take place in an area which protects the child's privacy and dignity. In the EYFS, this should always be within sight of another member of staff. Children's intimate care routines should always be carried out by an appropriate member of staff, at the discretion of the Head and with regard to the age and developmental needs of the child. The Head of Pre-Prep oversees the practice of intimate care in the EYFS to ensure consistency of practice and to avoid over-familiar relationships from developing. Appropriate support and training should be provided when necessary.

- We recognise that the most important skill that staff can exercise is sensitive listening.
- Staff will support all children's development and care, and respect their need for privacy.
- We recognise the need for a toileting area for children to be toileted/ have their clothes changed, in privacy.
- Staff are aware of the need to inform a colleague when leaving the room to help a child with their toileting needs or changing 'soiled' clothes.
- Staff are aware of the need to maintain good hygiene i.e. hand washing and the use of gloves.
- Staff are aware of the need to wrap soiled clothes in a plastic bag and send them home with the parent/carer.
- A shower is available to ensure a child is clean after a toileting 'incident', only to be used if the locality is the sports halls, prep school or swimming pool area.
- Staff maintain a good relationship with parents and carers so that issues regarding children's personal care can be readily discussed.
- A nappy changing mat is available, and nappies are to be bagged twice before being disposed of.

The following steps will be taken to ensure the health and safety of both staff and children:
1. Alert another member of staff.
2. Escort the child to a changing area, such as the designated nappy changing area/toilet areas.
3. Collect any equipment and clothes.
4. All adults should wear gloves. Nursery staff wear protective gloves and aprons for nappy changes and administering intimate care.
5. The child should undress as appropriate and clean themselves as much as possible, under the verbal guidance of an adult if needed.
6. If a member of staff has any concerns about physical changes in a child's presentation, e.g. marks, bruises, soreness etc they will immediately report concerns to the appropriate person for safeguarding and child protection. A clear record of the concern will be

completed and referred on if necessary (see the School's Safeguarding and Child Protection Policy).
7. Staff will always talk to the child about what they are doing, listen and give choices where possible.
8. Staff are responsive to a child's reactions. If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process, in order to reach a resolution. The child's needs will remain paramount. Further advice will be taken from outside agencies if necessary.
9. Staff encourage the child to have a positive body image of their own body as we believe that confident, assertive children who feel their body belongs to them are less vulnerable to abuse.
10. Used nappies are disposed of in the designated area for this.
11. Soiled clothes should be placed inside plastic bags (double wrapped) and given to parents/carers at the end of the day. Plastic aprons and gloves should be wrapped before disposal.
12. Children are expected to dress themselves in clean clothing, wash their hands and return to class.
13. The area must be cleaned and disinfected by an adult before anyone else is allowed access to it.
14. Adults, and the child where required, should wash their hands thoroughly after administering intimate care. Intimate care incidents must be recorded including date, time, name of child, adult(s) in attendance, nature of the incident, the support required, action taken and any concerns or issues, on CPOMS. This will enable staff to monitor progress made. Parents/carers of children of any age requiring support should be informed, as soon as possible, via telephone call and follow up email.

Special Educational Needs and Disability (SEND)
The School recognises that some children with SEND and/or other home circumstances may result in children arriving at School with underdeveloped toileting skills. If a child is not toilet trained because of a disability, their rights to inclusion are additionally supported by the Special Educational Needs and Disability Act 2001 and Part IV of the Disability Discrimination Act 1995. If a child's toileting needs are substantially different from those expected of a child their age, then the child's needs may be managed through an Individual Healthcare Plan or similar. A toileting programme would be agreed with parents as advised by a health professional. Intimate care arrangements will be discussed with parents/carers on a regular basis, and any agreed plan would be regularly reviewed.

Child Protection
The School's Safeguarding and Child Protection Policy applies to intimate care procedures, and staff members are expected to be vigilant regarding adherence to the policy.
This policy applies to all pupils at Rose Hill School. In addition, this policy should read alongside the School's Safer Recruitment Policy, the School's SEN policy and Accessibility Plan and Safeguarding and Child Protection Policy. And works with UK Equality Act 2010, SEN Code of Practice 2015 and KCSIE, 2026.

Reviewed by Victoria Robinson & Imogen Scarbrough
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