

INTIMATE CARE POLICY

Date Policy Reviewed	13 November 2025		
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Person(s) Responsible for Review:	Owner: LJI	Approver: HoPP	Board Approval: n/a

The Manor Preparatory School believes that there is a need to treat all children, whatever their age, gender, disability, religion or ethnicity, with respect when intimate care is given. The child's welfare and dignity is of paramount importance. No pupil should be attended to in any way that causes distress or pain. Staff will work in close partnership with parents to share information and provide continuity of care putting the child's needs and welfare at the centre of all decision making.

The purpose of this policy is to:

- safeguard the rights and to promote the best care in the interests of all children at the Manor Preparatory School
- ensure that all children are treated with sensitivity and respect, and in such a way that their experience of intimate care is a positive one
- safeguard adults required to operate in sensitive situations
- raise awareness and provide a clear procedure for intimate care
- inform parents in how intimate care is administered
- ensure parents are consulted in the intimate care of their children.

This policy applies to the intimate care of all children in the school from Pre-Nursery to Year 6; although intimate care needs are expected primarily within the Pre-Prep, provision will be made for any child who requires such support. Every child is treated as an individual and care given is done as gently and as sensitively as possible. As far as possible, a child is allowed to exercise choice and encouraged to have a positive body image. Intimate care can provide opportunities to teach children about the value of their own bodies, to develop their safety skills and to enhance their self-esteem, and to assist them in developing their ability to care for themselves independently. Parents and staff are aware that matters concerning intimate care will be dealt with confidentially and sensitively, with the pupils' right to privacy and dignity maintained at all times.

Definition

Intimate care is any care which involves washing, touching or carrying out an invasive procedure (such as cleaning a child after they have soiled themselves) to intimate areas. Some children are unable to do this because of their age, physical difficulties or other special needs. In most cases such care involves procedures to do with personal hygiene. In the cases of a specific procedure, such as those linked



to specific medical treatment or associated care, only staff suitably trained and assessed as competent undertake this. In the Pre-Prep, intimate care will usually be managed by the teachers and teaching assistants who the children feel comfortable with, however the School Nurse is available. The School Nurse will be involved if a child has a specific plan or if the child who needs support is older, such as those in Years 3-6, and needs the privacy of the Medical room.

Sometimes it will be necessary for staff to aid a pupil in getting dressed or undressed, particularly in the Early Years Foundation Stage. Staff always encourage pupils to attempt undressing and dressing unaided.

Permissions Regarding Intimate Care

If parents have concerns regarding any aspect of this policy, this should be communicated, in writing, to the School Nurse, who will liaise with both parents and relevant members of the Senior Leadership Team to ensure that adjustments and procedures are closely reviewed in line with parent wishes, whilst still ensuring the safeguarding and welfare of the children.

If a parent does not give consent and intimate care is required, the School contacts the parents or other emergency contact, giving specific details about the necessity for checking, cleaning or caring for the pupil. If the parent or emergency contact is able to come within a reasonable timeframe, the pupil is comforted and kept away from the other children to preserve dignity. The child will remain fully dressed at all times.

If a parent or emergency contact cannot attend, the School seeks to gain verbal consent from the parent for staff to clean and change the pupil.

If the parent or emergency contact cannot be contacted, the most appropriate member of SLT is consulted and will act in "*loco parentis*" in making a decision about how the pupil should be assisted.

When touching a pupil, staff are aware of the possibility of invading a pupil's privacy thus will respect their wishes and feelings, and seek their permission verbally during any care.

Soiling and Wetting

When a pupil needs to be cleaned, staff ensure that:

- an area within the pupils' toilets is cordoned off
- a second member staff is within the vicinity to safeguard both the child and member of staff
- protective gloves and, if necessary, an apron are worn by the member of staff
- the procedure is discussed in a friendly and reassuring way with the child at the beginning and throughout the process
- the pupil is encouraged to care for themselves as far as possible, using hand wipes, toilet tissues and paper towels



- physical contact is kept to the minimum possible, to carry out the necessary cleaning
- privacy is given appropriate to the age of the pupil and the situation
- soiled clothing is put in a plastic bag, unwashed, and sent home with the child
- soiled wipes, paper towels, disposable aprons and protective gloves are double bagged and disposed of appropriately
- the area will be cleared and cleaned. Housekeeping may be contacted to support this.
- if appropriate, the parent is informed prior to collection at the end of the school day.

Pupils with a medical need, physical disability or other additional needs resulting in a specific procedure involving intimate care will have a Health Care plan completed by the child's parent and the School Nurse. The Health Care plan will give specific guidance on the procedure and on the agreed care to be given. Consent will be given for the School Nurse or a named and trained member of staff to give the intimate care.

Hygiene

All staff are familiar with normal precautions for avoiding infection. They follow basic hygiene procedures and have access to protective, disposable aprons and gloves.

Protection for staff

Members of staff are aware of the possibility of allegations being made against them and take precautions to avoid this risk. These include:

- gaining a verbal agreement from another member of staff that the action being taken is necessary
- allowing the child, wherever possible, to express a preference to choose a carer and encourage them to say if they find a carer to be unacceptable
- allowing the child a choice in the sequence of care
- being aware of and responsive to the child's reactions
- ensuring a second member staff is in the vicinity throughout the process of the intimate care
- any concerns about physical changes in a pupil's presentation, e.g. bruising, marks, soreness observed on the child during an intimate care procedure are recorded and reported to the Designated Safeguarding Lead or a deputy, in line with the Safeguarding Policy.

Intimate Care Specific to Pre-Nursery and Nursery

The School recognises that children in Pre-Nursery and Nursery may require frequent support with their personal hygiene needs and intimate care routines. These include nappy changing, toilet training and toileting, the application of non-medicated creams (such as emollients), and changing of clothing when



necessary. Staff also provide comfort and reassurance during nap and rest times, ensuring that children feel safe, cared for and respected.

Staff are mindful of the School's Staff Behaviour Policy and safeguarding guidance at all times. The cultural, religious and family values of children are respected, particularly where these may influence care practices or the gender of the carer. Parents are consulted and their views taken into account.

When supporting children with toileting, nappy changing or other bathroom activities (such as hand washing or changing clothing), staff notify a colleague that they are doing so. All intimate care is carried out in a professional, sensitive and reassuring manner, with the child encouraged to participate as far as possible.

Nappy Changing

The aim is to ensure that nappies are changed in a caring and hygienic manner with minimum distress to the child in a way agreed with the parents.

Parents are asked to supply nappies or pull-ups and wet wipes or creams if their child is particularly sensitive or has allergies to certain brands. As a school we use "Sudocrem" and, as part of the admission process, parents are asked for permission for this to be applied and a permission list is kept. Nappy cream provided by a parent must be labelled with the child's name and instructions for application.

Children wearing nappies will be changed mid-way through each session to keep them comfortable and avoid nappy rash. They will also be changed as necessary if they have soiled or are considered to be over wet.

Nappy Procedure

1. Get the nappies, wipes, creams and nappy sack ready.
2. Put gloves on (aprons available if needed)
3. Collect the child you are changing.
4. Ensure the child is safe on the mat on the floor or on the changing surface provided.
5. Remove the nappy and place in a nappy sack.
6. Clean the child using the child's own wipes and place the wipes in the nappy sack with the nappy. Nursery wipes are provided in case of running out (fragrance-free.)
7. Change gloves to apply cream.
8. Put a clean nappy on.
9. Remove the child from the mat.
10. Dispose of the nappy sack in the nappy bin.
11. Spray the mat and wipe down with paper towels.
12. Remove the gloves (and apron if worn).
13. Wash hands.
14. Record on feedback form for staff to give verbal feedback at handover if necessary.

Toilet Training

Nursery and Pre-Nursery staff are experienced in helping parents decide if their child is ready for toilet training.

Please do not hesitate to ask for advice or support.

In Early Years, the toilets are of an appropriate size for young children. Children are encouraged to use the toilet with or without a seat but potties are available if preferred.

- Good hygiene practices are always followed and children are shown how to use the toilet and how to wash their hands each time they have used the toilet.
- Adults empty and clean the potties after use.

Accidents / Supporting children with toileting

- 'Accidents' will be dealt with calmly, sympathetically and in a way which does not make the child feel they have done anything wrong
- Adults notify another member of staff that they are supporting a child in the bathroom
- Toilet doors remain open at all times to protect the staff against possible allegations
- Children are encouraged to wipe themselves (depending on their age and stage of development)
- Staff must always wear gloves to support children in the bathroom, whether changing them or wiping them
- Shower facilities are available in Pre-Nursery and Nursery if needed
- Wipes are also provided
- Parents of children are asked to provide a spare set of clothes to be kept in their school bag in case of an accident. However, spare sets of clothes are also kept in school in case of accidents. Children will be supported in dressing themselves
- Soiled items will be placed in a bag to go home for washing. Occasionally very soiled underwear may be disposed of appropriately in the nappy bin
- Staff will feed back to Parents at the end of the day if the child has had an accident or make a note about the accident on a sticker to notify the parent
- Staff are always on hand to support Parents with their children's toileting issues and will meet, email or telephone as appropriate.