

Riverstone Academy

Intimate Care Policy

Date of Review: September 2026

Date of Next Review: September 2027

Signed: K Bowe

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Statement of intent

Riverstone Academy takes the health and wellbeing of its pupils very seriously. As described in the Supporting Pupils with Medical Conditions Policy, the school aims to support pupils with physical disabilities, medical conditions and additional needs so they can participate fully in school life.

The Directors recognise their duties and responsibilities under the Equality Act 2010 and will ensure that pupils with disabilities are not discriminated against and that reasonable adjustments are made where required.

Pupils will always be treated with care, sensitivity and respect when intimate care is given, and no pupil will be left feeling embarrassed or as if they have created a problem.

1. Legal framework

This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Children and Families Act 2014
- Education Act 2011
- Health Act 2006
- Equality Act 2010
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- DfE (2026) 'Keeping children safe in education 2026'

This policy operates in conjunction with the following school policies:

- Health and Safety Policy
- First Aid Policy
- Child Protection and Safeguarding Policy
- Staff Code of Conduct
- Whistleblowing Policy
- Administering Medication Policy

2. Definitions

For this policy, **intimate care** is defined as any care which may involve the following:

- Washing
- Touching
- Carrying out an invasive procedure
- Changing a child who has soiled themselves
- Providing oral care
- Feeding
- Assisting in toilet issues
- Providing comfort to an upset or distressed pupil

Intimate care tasks are associated with bodily functions, body products and personal hygiene that demand direct or indirect contact with, or exposure of, the genitals.

Examples of intimate care include support with dressing and undressing (underwear), changing incontinence pads, nappies or medical bags such as colostomy bags, menstrual hygiene, helping someone use the toilet, or washing intimate parts of the body.

Pupils may be unable to meet their own care needs for a variety of reasons and will require regular support.

Certain personal care activities constitute regulated activity with children regardless of how frequently they are carried out. This includes physical assistance, prompting and supervision, or training and guidance in connection with toileting, washing, dressing, or specified eating and drinking needs where the child requires the support because of age, illness or disability. Staff undertaking regulated activity will be subject to the appropriate safer recruitment and DBS checks, including a Children's Barred List check where legally eligible.

3. Health and safety

The Health and Safety Policy lays out specific requirements for cleaning and hygiene, including how to deal with spillages, vomit and other bodily fluids.

Any member of staff that is required to assist a pupil with changing a medical bag will be trained to do so and will carry out the procedure in accordance with the Supporting Pupils with Medical Conditions Policy.

Staff will wear disposable aprons and gloves while assisting a pupil in the toilet or while changing a nappy, incontinence pad or medical bag.

Soiled nappies, incontinence pads and medical bags will be securely wrapped and disposed of appropriately.

Nappies, incontinence pads, medical bags and other waste arising from intimate care will be disposed of in accordance with the school's Infection Prevention and Control Policy, waste arrangements and any applicable clinical or offensive-hygiene waste requirements.

The changing area or toilet will be left clean. Hot water and soap will be available to wash hands. Paper towels will be available to dry hands.

4. Staff and facilities

Staff members who provide intimate care will be suitably trained and will be made aware of what is considered good practice.

Staff will only be required to administer intimate care if it is listed in their job description or contract of employment.

Suitable equipment and facilities will be provided to assist pupils who need special arrangements following assessment from a physiotherapist or occupational therapist. This may include the following:

- Adjustable bed
- Changing mat

- Non-slip step
- Cupboard
- Adapted toilet seat or commode seat
- Hoist
- Swivel mat
- Disposable gloves/aprons
- Nappies, pads and medical bags
- Tissue rolls (for changing mat/cleansing)
- Supply of hot water
- Soap
- Barrier creams
- Antiseptic cleanser for staff
- Antiseptic cleanser for the changing bed/mat
- Clinical waste bag
- Spillage kit

The school has disabled toilet facilities with a washbasin.

Where appropriate and safe, mobile pupils may be supported to change while standing. Pupils who require greater physical support will use suitable changing facilities identified through individual assessment. Floor changing will be avoided where it would compromise dignity, infection control or safe moving and handling.

Staff will be supported to adapt their practice in relation to the needs of individual pupils, considering developmental changes such as the onset of puberty or menstruation.

5. School responsibilities

Where appropriate, the school will work with parents/carers and relevant health, social care or therapy professionals to understand a pupil's personal care needs before admission and whenever those needs change.

Where possible, pupils who require intimate care will be involved in planning for their own healthcare needs, with input from parents welcomed.

In liaison with the pupil and parents, an individual intimate care plan will be created to ensure that reasonable adjustments are made for any pupil with a health condition or disability.

Regular consultations will be arranged with all parents and pupils regarding toilet facilities.

The privacy and dignity of any pupil who requires intimate care will always be respected. An appropriately trained and authorised member of staff will support the pupil to change or clean themselves where needed, providing no more assistance than

is necessary. Any pupil with wet or soiled clothing will be supported sensitively and provided with suitable spare clothing or care items as available.

Members of staff will react to accidents in a calm and sympathetic manner. Accurate records of times, staff, and any other details of incidents of intimate care will be kept in a [Record of Intimate Care Intervention](#), and they will be stored in the school office.

Routine planned intimate care may be recorded using the pupil's agreed care log. Any unusual incident, refusal, injury, change in presentation, deviation from the care plan or safeguarding concern will be recorded in sufficient detail and escalated where appropriate.

Arrangements will be made for how often the pupil should be routinely changed if the pupil is in school for a full day, and the pupil will be changed by a designated member of staff. A minimum number of changes will be agreed.

The pupil's and family's cultural, religious and personal preferences will be considered when planning intimate care. Where reasonably practicable, preferences regarding the sex of the member of staff providing care will be respected, while ensuring arrangements remain safe, lawful, non-discriminatory and deliverable.

Staff will seek the pupil's cooperation and assent wherever possible. If a pupil refuses care or becomes distressed, staff will pause or adapt the care where it is safe to do so and will contact parents/carers where appropriate. Any decision to proceed without the pupil's agreement must be based on an immediate health, hygiene or safety need and must be necessary, proportionate and in the pupil's best interests.

Excellent standards of hygiene will be always maintained when carrying out intimate care.

6. Parental responsibilities

Parents will change their child, or assist them in going to the toilet, at the latest possible time before coming to school.

Parents will provide spare nappies, incontinence pads, medical bags, wet wipes and a change of clothing in case of accidents.

Parents/carers will be provided with access to this policy and, where their child requires planned intimate care, will be involved in agreeing and reviewing the pupil's individual intimate care plan.

Parents will inform the school should their child have any marks or rashes.

Parents will come to an agreement with staff in determining how often their child will need to be changed, and who will do the changing.

7. Safeguarding

Staff members working directly with children will receive safeguarding training as part of their mandatory induction, in line with the Child Protection and Safeguarding Policy.

Where intimate or personal care constitutes regulated activity, staff undertaking that activity will have the appropriate level of DBS and barred list checking for which the role is legally eligible, in accordance with the school's safer recruitment arrangements.

Staff will maintain clear professional boundaries during intimate care. They will explain what they intend to do in a way the pupil can understand, provide no more physical assistance than is necessary, preserve privacy and avoid unnecessary exposure or contact. Photographs, video or other recordings will never be made during intimate care.

Communication and assent will be adapted to the pupil's needs and may include speech, AAC, symbols, visual supports, gestures, signing or interpretation of behaviour. Staff will remain alert to signs of discomfort, distress, pain or withdrawal of assent.

Any unexplained injury, disclosure, significant change in presentation, distress linked to intimate care, or concern about the conduct of another adult will be reported to the DSL immediately and managed in accordance with the Child Protection and Safeguarding Policy and Allegations Against Staff procedures.

Where hoists, changing equipment or other moving and handling equipment are required, staff will receive appropriate training and competence checks, and the equipment will be inspected and maintained in accordance with the school's health and safety arrangements and applicable lifting equipment requirements.

Individual intimate care plans will be drawn up for pupils as appropriate to suit the circumstances of the pupil.

Each pupil's right to privacy will be respected. One-to-one intimate care is not prohibited where it is appropriate, risk assessed and consistent with the pupil's individual plan. The number of staff present will be determined by the pupil's needs, dignity, moving and handling requirements, safeguarding considerations and individual risk assessment.

If any member of staff has concerns about physical changes to a pupil's presentation, such as marks or bruises, they will report the concerns to the DSL immediately.

Special consideration will be taken to ensure that bullying and teasing does not occur.

8. Swimming

Pupils at Riverstone Academy may participate in swimming lessons as part of the school's physical education provision. During these lessons, pupils are entitled to privacy when changing; however, some pupils may require supervision or assistance in accordance with their individual needs and intimate care plan.

Parental consent will be obtained before assisting any pupils in changing clothing before and after swimming lessons.

Details of any additional arrangements will be recorded in the pupil's individual intimate care plan.

9. Offsite visits

Before offsite visits, including residential trips, the pupil's individual intimate plan will be amended to include procedures for intimate care whilst off the school premises.

Staff will apply all the procedures described in this policy during residential and off-site visits.

Meetings with pupils away from the school premises, where a chaperone is not present, will not be permitted, unless approval has been obtained by the headteacher.

Consent from a parent will be obtained and recorded prior to any offsite visit.

10. Toilet training

Members of staff providing care will inform another member of staff prior to taking a pupil to be changed or to use the toilet.

Where potties are used, they will be emptied immediately and cleaned with an anti-bacterial spray. The potty or toilet is checked to assess whether it is clean before use and toilet paper is well stocked.

Gloves and aprons will be worn before each change and the area should be prepared to ensure it is clean and suitable for use. Gloves must be worn at all times when changing nappies, and during any instances where the member of staff could come into contact with bodily fluids.

Pupils will be supported and supervised when using the toilet according to their age, developmental level, communication needs, independence and individual risk assessment. Staff will be sensitive and respectful when supporting pupils and will not make negative facial expressions or comments. Pupils' efforts and increasing independence will be positively reinforced where appropriate.

Staff are required to ensure that soiled/wet nappies are changed as soon as possible. Where pupils are left in soiled nappies and/or clothes, this will be dealt with in line with the school's Disciplinary Policy and Procedure.

Pupils will be encouraged to wash their hands with soap and warm water, with assistance provided where necessary.

If a pupil has a toileting accident, they will be offered assistance to change or be changed by a member of staff regardless of their age.

To build independence, pupils will be encouraged to replace their own clothes and flush the toilet, if they are capable of doing so.

Parents are consulted on the approach to toilet training their pupil to ensure there is consistency with the approach at home. Pupils' progress is discussed at handover with parents. If any pupil is struggling with toilet training techniques or has any issues, e.g. a rash, this will be discussed with the headteacher and the pupil's parents.

11. Monitoring and review

This policy is reviewed annually by the Head Teacher, the DSL and the Directors, and sooner where there is a significant change in legislation, guidance, pupil need or school practice.

Record of Intimate Care Intervention

[illegible]

Toilet Management Plan

Pupil's name:	Class/year group:
Name of designated member of staff:	
Date:	Review date:
Area of need	
Equipment required	
Locations of suitable toilet facilities	
Support required	Frequency of support

Working towards independence

Pupil will try to	Designated member of staff will	Parents will	Target achieved date

Signed_____ Parent

Signed_____ Designated member of staff

Signed_____ Second member of staff

Signed _____ Pupil (where appropriate)