



Intimate Care and Toileting Policy

September 2026 – Annual update

Responsible Governor: David McKinney (Safeguarding)

Aim of document: To ensure that any child who needs help with toileting or intimate care is supported safely, sensitively and consistently, with their dignity, privacy, wellbeing and growing independence at the centre of practice

How does this document help the children?: It ensures children receive appropriate intimate care without shame, discrimination or unnecessary interruption to their education, while promoting independence and safeguarding their dignity and wellbeing.

Review and changes 2026: The policy has been substantially updated for September 2026 to reflect the Equality Act 2010, current safeguarding expectations, KCSIE 2026 and current infection-prevention guidance, with stronger arrangements for individual care plans, child voice, consent, dignity and risk assessment.

Review cycle: To be reviewed annually alongside safeguarding arrangements, or sooner where legislation or guidance changes.

1. Introduction and principles

Sheet Primary School is committed to providing an inclusive environment in which every child is able to access education safely and with dignity. Some children may need occasional or regular support with toileting, continence or other intimate care because of their age, development, disability, medical needs or individual circumstances.

A child will not be refused admission, have their attendance delayed or reduced, or be excluded from normal school activities solely because they are not fully continent or require intimate care. The school will make reasonable adjustments for disabled pupils and will work with families and relevant professionals to remove barriers to participation.

Intimate care will never be used as a punishment or withheld as a sanction. Children will be treated with respect, privacy and sensitivity at all times.

2. Definition of intimate care

Intimate care is care that involves washing, touching or carrying out a procedure to intimate personal areas that most children would normally undertake for themselves, but which some children may be

unable to manage independently. In this policy it includes support with toileting, changing continence products or soiled clothing, cleaning after an accident and, where specifically planned and agreed, other personal-care needs.

3. Partnership with parents and carers

Open and supportive communication with parents and carers is essential. The school recognises that toileting and continence can be sensitive issues and will approach discussions respectfully and without judgement.

- Parents/carers should share relevant information about routines, communication, medical advice, equipment, allergies, continence products and strategies that work at home.
- The school will agree arrangements with parents/carers where a child needs regular or significant intimate care.
- Parents/carers will be informed sensitively of significant accidents, concerns or changes in the child's needs.
- Parents/carers will not routinely be expected to come to school during the day to change their child. A child will not be left wet or soiled while waiting for a parent/carer.

4. Child voice, dignity and consent

Children will be involved in decisions about their intimate care as far as their age, development and communication allow. Staff will explain what they are going to do, seek the child's agreement before providing care wherever possible, and encourage the child to do as much for themselves as they can.

- Privacy will be protected while ensuring safe practice.
- Staff will use the child's preferred communication method, including visual supports where appropriate.
- Care will be calm, respectful and matter-of-fact, with no teasing, shame or unnecessary attention.
- If a child refuses or becomes distressed, staff will not force routine intimate care. They will pause, reassure the child, consider immediate health and safety needs and seek advice from the SENCo/DSL and parents/carers as appropriate.
- Any unexplained distress, disclosure, injury or safeguarding concern arising during intimate care will be reported immediately in accordance with the school's safeguarding procedures.

5. Individual Intimate Care/Toileting Plan

Where support is regular, complex or likely to continue, the SENCo will coordinate an individual Intimate Care/Toileting Plan with the child, parents/carers, relevant staff and, where appropriate, health or other professionals. The plan will be reviewed regularly and whenever needs change.

The plan should record, as appropriate:

- the child's needs, routines, communication and level of independence;
- the support required and the steps staff should follow;
- the child's preferences and how dignity and privacy will be maintained;
- named or identified trained staff and any staffing requirements;
- equipment, continence products, clothing and PPE required;

- moving and handling or other health and safety considerations;
- how care will be recorded and how parents/carers will be informed;
- arrangements for educational visits, swimming, clubs and other off-site activities;
- strategies for developing maximum possible independence; and
- review arrangements.

6. Staffing and safeguarding

Only appropriately authorised and trained school staff will provide planned intimate care. Volunteers, visitors and pupils/students on placement will not undertake intimate care.

There is no blanket requirement for two members of staff to be present for every intimate-care task. Staffing will be determined by the child's individual needs, the care plan and risk assessment, including any moving and handling, medical or safeguarding considerations. Where one member of staff provides care, another member of staff should know that the care is taking place where practicable.

Staff must maintain appropriate professional boundaries. If an allegation or concern relates to an adult providing care, the school's safeguarding procedures for concerns or allegations about adults working with children will be followed.

7. Equality, SEND and reasonable adjustments

The school will have regard to the Equality Act 2010 and its duty to make reasonable adjustments for disabled pupils. Delayed continence does not in itself mean that a child has SEND, although some children with SEND, disabilities or medical conditions may need additional or long-term support.

Support will be planned on an individual basis. Where appropriate, the SENCo may seek advice from health professionals, the Specialist Teacher Advisory Service or other relevant services, with parental involvement and consent as appropriate.

8. Admission, attendance and participation

Admission to Sheet Primary School is not dependent on a child being fully toilet trained. Toileting or continence needs will be addressed through reasonable, individual arrangements.

Children will not be excluded from educational visits, clubs, PE, swimming or other school activities because of toileting needs. Appropriate planning, reasonable adjustments, equipment and staffing will be considered in advance.

9. Health, hygiene and infection prevention

Intimate care will be carried out in accordance with the school's health and safety arrangements and current infection-prevention guidance. Staff will carry out a proportionate risk assessment and use appropriate PPE according to the task and risk of contact with bodily fluids.

- Hands must be washed thoroughly with soap and water before and after care as appropriate.
- Disposable gloves and a disposable plastic apron will be worn where there is a risk of contact with urine, faeces, blood or other bodily fluids.
- Eye/face protection will be used where a risk assessment identifies a risk of splashing to the face.
- Changing areas and equipment will be cleaned appropriately after use.

- Blood and bodily-fluid spills will be dealt with promptly using appropriate PPE and the school's cleaning/spillage procedures.
- Soiled continence products and waste will be disposed of safely.
- Known allergies and sensitivities will be considered when selecting wipes, creams, gloves and other products.

10. Supporting independence

The aim of support is to help each child achieve the greatest level of independence that is appropriate for them. Staff may use discreet reminders, visual prompts, predictable routines, accessible clothing and positive encouragement. Progress will be recognised without placing pressure on the child.

Staff will avoid rigid routines where these do not meet the child's individual needs. Toileting opportunities will be responsive to the child's communication, patterns and care plan.

11. Procedure following a wetting or soiling accident

1. Respond promptly, calmly and discreetly. Reassure the child and protect their privacy.
2. Where practicable, inform another member of staff that you are supporting the child.
3. Take the child to the agreed toilet/changing area and explain what will happen.
4. Use appropriate disposable PPE according to the risk assessment.
5. Encourage the child to remove wet/soiled clothing and clean themselves as independently as possible, providing assistance only where needed.
6. Provide clean clothing or continence products as required.
7. Place wet/soiled clothing in an appropriate bag or container for return home, following infection-control arrangements.
8. Ensure any contaminated area is cleaned promptly and safely.
9. Wash hands thoroughly after care and support the child to wash their hands.
10. Record the care where required by the child's plan or where the incident is significant/repeated.
11. Inform parents/carers discreetly and sensitively where appropriate.
12. If repeated accidents, illness, pain, unusual presentation or a significant change in continence occurs, discuss this with parents/carers and the SENCo/DSL as appropriate so that further advice or support can be considered.

12. Showering or more extensive personal care

Where a child may require showering or more extensive personal care, this should normally be included in an agreed care plan and risk assessment. In an unexpected situation, staff will consider the child's immediate health, dignity and wishes, seek appropriate senior advice and contact parents/carers where necessary. A child who is unwell will be managed in accordance with the school's illness procedures.

13. Recording and confidentiality

Information about a child's intimate-care needs is confidential and will only be shared with staff who need it in order to support the child safely. Records will be factual, proportionate and stored securely in accordance with the school's data-protection and safeguarding arrangements.

Routine care need not generate unnecessary detailed records where arrangements are established, but significant incidents, changes from the agreed plan, injuries, concerns, refusals/distress or safeguarding issues must be recorded appropriately.

14. Safeguarding

All intimate care is undertaken within the school's safeguarding framework and in accordance with Keeping Children Safe in Education 2026. Staff must remain alert to signs of abuse, neglect or exploitation and must report concerns to the Designated Safeguarding Lead without delay.

Where a child has a Child Protection Plan, is open to Children's Social Care, or where there are particular safeguarding considerations, the DSL will ensure that intimate-care arrangements are consistent with the child's safeguarding plan and will liaise with the allocated social worker or other professionals where appropriate.

15. Related policies and guidance

- Child Protection and Safeguarding Policy
- SEND Policy and SEND Information Report
- Supporting Pupils with Medical Conditions Policy
- Health and Safety Policy
- Accessibility Plan
- Educational Visits Policy
- Equality information and objectives
- Keeping Children Safe in Education 2026
- Equality Act 2010
- UKHSA: Preventing and controlling infections in children and young people's settings

16. Review

This policy will be reviewed annually by the school and governing body, or earlier if legislation, statutory guidance, local guidance or the needs of the school change.

Date adopted: September 2026

Next review: September 2027