



‘Improving the quality of family life’

Intimate Care Policy

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This policy represents the agreed principles for intimate care throughout the school.

This policy has been agreed by all staff and trustees within the school. This policy applies to all pupils at Snowflake School, including those with complex medical or personal care needs. It supports the school's safeguarding and SEND frameworks. This policy will be reviewed in line with statutory updates.

Introduction

The purpose of this policy is:

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

Legislation and Statutory Guidance

- Children Act 1989 & 2004
- Childcare Act 2006
- Health and Safety at Work Act 1974
- Equality Act 2010
- S.175 / S.57 Education Act 2002 (local authorities, governing bodies of maintained schools and institutions in the further education sector)
- Education (Independent School Standards) (England) Regulations 2010
- London Child Protection Procedures September 2021
- Working Together to Safeguard Children July 2018
- Keeping Children Safe in Education September 2025
- Mental Capacity Act 2005

Principles

It is essential that every pupil is treated as an individual and that care is given as gently and sensitively as possible. As far as possible, the pupil should be allowed to exercise choice and should be encouraged to have a positive image of his/her own body. It is important for

staff to bear in mind how they would feel in the pupil's position. Given the right approach, intimate care can provide opportunities to teach pupils about the value of their own bodies, to develop their safety skills and to enhance their self-esteem. Parents and staff should be aware that matters concerning intimate care will be dealt with confidentially and sensitively, in line with the school's safeguarding policy and the role of the Designated Safeguarding Lead (DSL).

Definition

Intimate care is one of the following:

- Supporting a pupil with toileting, dressing/undressing
- Providing comfort or support for a distressed pupil
- Assisting a pupil requiring medical care, who is not able to carry this out unaided
- Cleaning a pupil who has soiled him/herself, has vomited or feels unwell
- Changing continence pads or sanitary wear
- Bathing or showering
- Invasive procedures such as catheterisation or suppositories (if applicable)

Supporting dressing/undressing

Sometimes it will be necessary for staff to aid a pupil in getting dressed or undressed. Staff will always encourage pupils to attempt undressing and dressing unaided and support as necessary.

Providing comfort or support

Pupils may seek physical comfort from staff. Where pupils require physical support, staff need to be aware of their age and gender i.e. It is not appropriate to be encouraging an older child to ask for hugs etc. as a child grows older staff need to discuss with parents and each other what is and is not appropriate. When comforting a child or giving reassurance, the member of staff's hands should always be seen and a pupil should not be positioned close to a member of staff's body which could be regarded as intimate.

The age, gender and situation of the pupil should always be kept in mind when comforting and supporting a pupil. If a pupil touches a member of staff in a way that makes him/her feel uncomfortable this can be gently but firmly discouraged in a way which communicates that the touch, rather than the pupil is unacceptable. Staff should be aware of cultural and religious sensitivities when offering physical comfort. Where possible, the gender of the staff member should be considered in relation to the pupil's age and preferences.

Medical procedures (See First Aid and Medical Policy)

If it is necessary for a pupil to receive medicine during the school day parents must fill out a

permission form from the school office and discuss their child's needs with a member of staff before the school agrees to administer medicines or medical care. It must be made clear to parents that staff administration of medicines is voluntary.

Any member of staff giving medicine to a pupil should check:

- The pupil's name
- Written instructions provided by parents or doctor
- Prescribed dose
- Expiry date

Particular attention should be paid to the safe storage, handling and disposal of medicines.

The Head Teacher has prime responsibility for the safe management of medicines kept at school. This duty derives from the Control of Substances Hazardous to Health Regulations (COSHH). School staff are also responsible for making sure that anyone in school is safe. Medicines should generally be kept in a secure place, not accessible to pupils but arrangements must be in place to ensure that any medication that a pupil might need in an emergency is readily available. Any incident involving discomfort, resistance, or concern during intimate care must be recorded and reported to the DSL. Staff should follow the school's safeguarding reporting procedures.

Soiling

Intimate care for soiling should only be given to a child as necessary. Where a pupil requires support in toileting/cleaning etc, an intimate care plan will be drawn up. The child's dignity will always be the prime consideration during toileting and a child will never be left partially clothed or vulnerable.

When touching a child, staff should always be aware of the possibility of invading a child's privacy and will respect the child's wishes and feelings.

If a child needs to be cleaned, staff will make sure that:

- Protective gloves are worn
- The procedure is discussed in a friendly and reassuring way with the child throughout the process
- The child is encouraged to care for him/herself as far as possible
- Physical contact is kept to the minimum possible to carry out the necessary cleaning.
- Privacy is given appropriate to the child's age and the situation
- All spills of vomit, blood or excrement are wiped up and flushed down the toilet
- Any soiling that can be, is flushed down the toilet

- Soiled clothing is put in a plastic bag, unwashed, and sent home with the child. Nappies/pads should be bagged and placed in the yellow disposal bin.

Hygiene

All staff must be familiar with normal precautions for avoiding infection (washing hands) and must follow basic hygiene procedures and have access to protective, disposable gloves. Staff must also be trained in infection prevention and control procedures. Handwashing and glove use must follow NHS guidance.

Protection for staff

Members of staff need to have regard to the danger of allegations being made against them and take precautions to avoid this risk. These should include:

- Be open with other staff about the actions being taken
- Be aware of and responsive to the child's reactions and be gentle and reassuring throughout.

Staff should record any intimate care provided in the pupil's intimate care log. Where possible, care should be provided by two staff members or in sight of others.

Safeguards for children

All staff at Snowflake School are DBS checked on application and cannot undertake tasks within school until all checks are completed satisfactorily. The DBS's aim is to help organisations in the public, private and voluntary sectors by identifying candidates who may be unsuitable to work with children or other vulnerable members of society. Personal and professional references are also required and unsuitable candidates are not permitted to work within the school.

All those working with children should be closely supervised throughout a probationary period and should only be allowed unsupervised access to children once this has been completed to their supervisor's satisfaction.

Volunteers must not carry out intimate care procedures under any circumstances. All staff involved in intimate care must complete relevant training and be supervised during their probationary period.

Permission for the Provision of Care

If a child wets or soils themselves while they are at school it is important that measures are taken to have them changed (and if necessary cleaned) as quickly as possible. Our staff are experienced and trained at carrying out this task and toileting programmes are shared with parents (as appropriate). Please see the appendix for our Care Plan template, which includes space for parental consent, pupil preferences, emergency procedures, and review dates.

Appendix A

Snowflake School Health Care / Medical Plan

Pupil name		
Group/class/form		
Date of birth		
Child's address		
Medical diagnosis (other than Autism)		
Date of diagnosis		
Review date (if applicable)		
Family Contact Information		
Name		
Phone no. (work)		
(home)		
(mobile)		
Name		
Relationship to child		

Phone no. (work)	
(home)	
(mobile)	

Clinic/Hospital Contact	
Name	
Phone no.	
G.P.	
Name	
Phone no.	

Describe medical needs and give details of child's symptoms, triggers, signs, treatments, facilities, equipment or devices, environmental issues related to the medical condition etc

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e.g. inhaler needed, especially after intense exercise or when student seems having difficulty breathing after physical activity such as going up the stairs, running in the playground etc

Name of medication, dose, method of administration, when to be taken, side effects, contra-indications, administered by/self-administered with/without supervision.

Name of medication	Dose	Method of administration	When to be taken	Self-administration or staff administration	Supervision needed	Side effects	Contra-indications

Dietary requirements / allergies

Daily care requirements (including intimate care needs, etc)

Specific support for the pupil's educational, social and emotional needs

Arrangements for school visits/trips etc.

Other information

Signature(s)

Date

Parental agreement for setting to administer medicine.

The school/setting will not give your child medicine unless you complete and sign this form, and the school or setting has a policy that the staff can administer medicine.

Date for review to be initiated by		
Name of school/setting		
Name of child		
Date of birth		
Group/class/form		
Medical condition other than Autism		
Medicine		
Name/type of medicine <i>(as described on the container)</i>		
Expiry date		
Dosage and method		
Timing		
Special precautions/other instructions		
Are there any side effects that the school/setting needs to know about?		
Self-administration – y/n		
Procedures to take in an emergency.		
NB: Medicines must be in the original container as dispensed by the pharmacy		
Contact Details		

Name	
Daytime telephone no.	
Relationship to child	
Address	

The above information is, to the best of my knowledge, accurate at the time of writing and I give consent to school/setting staff administering medicine in accordance with the school/setting policy. I will inform the school/setting immediately, in writing, if there is any change in dosage or frequency of the medication or if the medicine is stopped.

Signature

Date

Appendix B

Snowflake School Intimate Care Plan

Intimate Care Plan

Use this template for pupils who need regular support with toileting, washing and/or changing.

PARENTS/CARERS	
Name of pupil	
How does pupil typically indicate/communicate a need for toileting?	
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 making sure care is carried out according to the intimate care plan	
Name of parent or carer	
Relationship to pupil	
Signature of parent or carer	

Date	
PUPIL (FOR CHILDREN YEAR 1 TO 6) Where applicable	
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 pupil:	
Date:	

Revision

Version Update	November 2025
Review due	September 2026
Reviewed By	Tara Morgan
Approved by Board of Trustees on	November 2025