



TOILETING AND INTIMATE CARE NEEDS POLICY



'Together with God, Making Learning a Life Long Friend'

Approved:	14.01.2026
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We are a Church of England School and our policies are written with a commitment to our Christian Character, which is rooted in the Bible.

Start children off on the way they should go and even when they are old they will not turn from it (Proverbs 22:6)

Introduction

At St. Anne's C.E. (VC) Primary School is committed to safeguarding and promoting the welfare of the children and young people. We are committed to ensuring that all staff are responsible for intimate care of children will undertake their duties in a professional manner at all times.

The Intimate Care Policy and Guidelines regarding children have been developed to safeguard children and staff. They apply to everyone involved in the intimate care of children. Intimate care is any care which involves washing, touching or cleaning up after a child has soiled him/ herself.

Parents/carers must endeavour to ensure that their child is continent before admission to school (unless the child has additional needs). Parents/ carers must inform the school if a child is not fully toilet trained before starting school, after which a meeting will then be arranged to discuss the child's needs.

It is expected that most children should be able to carry out personal care tasks for themselves. This policy has been written for those children who are unable to carry out personal care tasks due to physical disability, special educational needs associated with learning difficulties, medical needs or delayed development.

Aim

The aim of this policy is to ensure that appropriate provision is made for children requiring toileting and intimate care support with and without Special Educational Needs and Disabilities.

The Equalities Act 2010, which encompasses the Disability and Discrimination Act requires that schools make reasonable adjustments to meet the needs of every child.

At St Anne's Primary School recognises that some children have underdeveloped training skills and will endeavour to work with parents and carers to share information and provide continuity of care.

Intimate care is defined as care that involves washing, touching or carrying out an invasive procedure that most children and young children learn to carry out for themselves but which are unable to do because of their age, physical difficulties, development or ill health.

We will support all children to develop the highest level of autonomy possible.

This policy aims:

- To provide guidance and reassurance to staff and parent/s.
- To safeguard the dignity, rights and wellbeing of children.
- To assure parents that staff are knowledgeable about intimate care and that their individual needs and concerns are taken into account.

Special Educational/ Disability Needs

If a child is not toilet trained because of a disability his/her rights to inclusion are supported by the SEN and Disability Act and Disability Discrimination Act.

Toileting and the Foundation Stage Curriculum

Curriculum guidance for the Foundation Stage is clear that the role of the adult involves support the child's whole development. In the Development Matters in Physical Development in the Reception requirement it says that children should "further develop their skills they need to manage the school day successfully lining up and queuing, mealtimes, personal hygiene."

Most children learn to use the toilet between the ages of eighteen months and three years old. It is therefore expected that children starting in Reception, being four years old can manage their own toilet hygiene.

Parental Responsibility

Prior to starting at St Anne's Primary School, prospective parents and carers will be informed of school's expectation that children should be toilet trained before they start school. We will also include a sharing of this policy with parents during induction meetings. If a child is not fully toilet trained before starting school, the parents and carers must inform the school. A meeting will then be arranged to discuss the child's needs and the reason for a child not being fully toilet trained will be recorded. Parents of children who have regular toileting accidents will be asked to provide extra clothing that can be kept in their lockers.

For children who need regular changing, parents are responsible for providing pull ups, disposal bags, wipes etc. The school is responsible for providing gloves, plastic aprons, a bin and bin liners to dispose of any waste.

If required, parents and carers should make every effort to come to school as soon as possible, when contacted regarding their child's accident.

Parents should recognise that they are responsible for toilet training and changing routines for their child. School is not responsible for toilet training a child.

Staff Responsibilities

SEND/ Medical conditions

School understands that some children with SEND or diagnosed medical needs might require help with intimate care. For these children staff at school will help the child where needed to:

- Remove their soiled clothes
- Clean skin
- Dress in their own clothes or clothing provided by school
- Wrap soiled clothes in plastic bag and give to parents to take home.

There is an expectation that medical evidence will be supplied by parents/carers in order for school to provide assistance with intimate care. Parents/carers whose children require regular changing will be asked to fill in and sign an intimate care plan.

Non - SEND children

Staff will support children to attend to their personal hygiene. Our intention is that a child will never be left in soiled clothing and as soon as a member of staff is aware he/she will be supported to get changed, cleaned as appropriate. At the induction meeting before the children start at St Anne's a letter is sent out asking if parents/ carers are happy for school to change a child if such an incident does take place.

At all times a member of staff pays attention to levels of distress and comforts the child. If a child is ill, a member of staff will contact the parent to collect. In the event that a child is reluctant or refuses to go to the toilet, the parent/carer will be contacted to discuss any underlying issues.

Staff Intimate Care Procedures

Intimate care routines should always take place in an area which protects the child's privacy and dignity. Children's intimate care routines should always be carried out by assigned members of staff.

The following steps will be taken to ensure Health and Safety of both staff and children:

1. Alert another member of staff.
2. Escort the child to a changing area i.e. designated toilet area. Toilet door area to be blocked from other children.
3. Collect equipment and clothes
4. Adult to wear PPE e.g. gloves and an apron.
5. Children to undress as appropriate and clean themselves as much as possible under the verbal guidance of an adult.
6. Soiled clothes to be placed inside carrier bags (double wrapped) and to be given to parents at the end of the day. Plastic aprons and gloves should be disposed of in the designated bin.
7. Adult to support child to change into clean clothing, wash their hands and return to class.
8. If a child is severely soiled, the normal process is to be followed but then a parents/ carers to be informed in case they need to pick them up for a shower.
9. Adult(s) should wash their hands thoroughly after the procedure.

10. If the member of staff has become stained after the incident, then they may go home to shower and change and return to school.
11. The toilet area to be cleaned and disinfected by the adult(s) (who dealt with the incident) before returning to class. This will be followed up with a deep clean in the evening by the cleaning staff.

However, in certain circumstances (child's refusal to co-operate with staff) the school may telephone the parent/carer to explain that they will need to come to school and that the child may need to be showered at home and then returned to school.

All intimate care incidents must be recorded in the intimate care book including date, time, name of child, adult(s) in attendance, nature of the incident, action taken and concerns or issues. This will also monitor progress made. Parents/Carers are to be informed as soon as possible by using a Record of Intimate Care Intervention Slip. The changing book and Record of Intimate Care Intervention Slips will be stored in the First Aid Locker by the Reception Classroom, out of sight of visitors and parents.

Child Protection

If the toilet management plan has been agreed and signed by parents, and staff involved, it is acceptable for only one member of staff to assist unless there is an implication for safe moving and handling of the child. The needs and wishes of children and parents will be taken into account wherever possible, within the constraints of staffing and equal opportunities legislation. If a member of staff has any concerns about physical changes in a child's presentation (unexplained marks, bruises, or soreness for example) the recognised child protection procedures should be followed. If a member of staff notices any changes to a child either physically or emotionally following an episode of intimate care, the matter will be investigated at an appropriate level and outcomes recorded. Parents/Carers will be contacted at the earliest opportunity. The agreed Child Protection procedures will be adhered to at all times.

Record of Intimate Care Intervention

Child's Name:

DOB:

Name of member of staff involved:

Date:

Time:

Nature of incident:

Action take:

Any additional comments:

Staff Signature:

Intimate care request form

There may be occasions where your child may have an accident at school e.g. soiling or wetting and our staff may need to provide intimate care to support your child to change out of their clothing.

Please read the following statements to confirm that you agree to the staff of St Anne's C.E. (VC) Primary School providing intimate care, when appropriate.

- I give permission to St Anne's C.E. (VC) Primary School to provide appropriate intimate care support to my child e.g. changing soiled clothing, washing and toileting.
- I agree to provide school with a spare pair of underwear/trousers/skirt that can be kept in my child's locker.
- I will advise the school of any medical complaint my child may have which affects issues of intimate care.
- I understand that there may be occasions, such as extreme soiling, that my child will need to be changed by myself and I may need to come to school.
- I understand that my child will be treated with dignity and privacy and I will receive an intimate care record slip, or text if any intimate care has been provided.

Child's name:

Signed:

Relationship to child:

Date:

Appendix 1:

St Anne's Primary School		
Intimate Care Plan		
Name:	Date of Birth:	Emergency Contact Number:
Identified need		
Resources – provided by parent/ carer		
Action to be taken		
Staff involved		
Additional Information		
Signature of parent/ carer and child if appropriate		
Signature of class teacher		

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