

City of Rochester School Intimate Care Plan

CITY OF ROCHESTER SCHOOL INTIMATE CARE POLICY

This policy, which applies to the whole school, and upon request a copy (which can be made available in large print or other accessible format if required) may be obtained from the School Office.

In the City of Rochester School, the term 'staff' is inclusive of all staff and it also applies to students on placement, contractors, agency staff, volunteers, the Trustees and Board of Trustees.

Monitoring and Review:

This policy will be reviewed at least annually and following any significant incident, change in legislation, or identified safeguarding concern. Kelly Lovell, Assistant Headteacher and Designated Safeguarding Lead, will undertake a full annual review of this policy and procedures, inclusive of its implementation and the efficiency with which the related duties have been discharged. Any deficiencies or weaknesses recognised in arrangements or procedures will be remedied immediately and without delay. At every review, the policy will be approved by The Headteacher and the Chair of Trustees.

Signed:



Alicja Emmett
Headteacher

Kirstine Boon
Chair of Trustees and Safeguarding Trustee

Date Reviewed: April 2026
Date of Next Review: April 2027
Version No. 1.2

This policy will be reviewed no later than April 2027, or earlier if changes in legislation, regulatory requirements or best practice guidelines so require.

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Introduction

The purpose of this guidance and policy is to set out a framework within which staff who provide intimate care to children with additional support needs provide a consistent, safe, and respectful approach that acknowledges the responsibilities and protects the rights of everyone involved. The additional support needs of children and young people might arise from a variety of reasons, including learning disabilities, and physical, visual, hearing, or speech and communication impairments. These children and young people may attend Primary and Secondary Schools, in addition to special schools, classes, and resourced bases. This guidance therefore applies to everyone involved in the intimate care of children.

The documentation supports those staff who provide intimate care to City of Rochester School children and young people. It acknowledges the responsibilities and protects the rights of everyone involved.

This Policy and Guidance are based on national guidance, accepted good practice, and practical experience working with children and young people requiring intimate care.

Accountability

The Headteacher is accountable for all aspects of health and safety in the school. It is understood that some aspects of health and safety responsibilities may be delegated to other teaching staff. However, this does not absolve the Headteacher of the accountability. When a child/young person is identified as having intimate care needs, the Headteacher is responsible for:

- Ensuring staff have received Intimate Care awareness training.
- Assessing all the needs of the tasks to be carried out with parents/carers and all professionals.
- Writing and updating Intimate Care protocols, with advice from relevant professionals
- Organising training for staff in intimate care and any specific interventions required.

The Designated Safeguarding Lead (DSL) will have oversight of safeguarding concerns arising from intimate care and ensure appropriate action is taken where required.

1. Aims

This policy aims to ensure that:

- Intimate care is carried out properly by staff, in line with any agreed plans.
- The dignity, rights and wellbeing of every child are safeguarded.
- Pupils who require intimate care are not discriminated against, in line with the Equality Act 2010
- Parents/carers are assured that staff are knowledgeable about intimate care and that the needs of their child are taken into account.
- Staff carrying out intimate care work do so within guidelines (i.e. health and safety, manual handling, safeguarding protocols awareness) that protect themselves and the pupils involved.

Intimate care refers to any care that involves toileting, washing, changing, touching or carrying out an invasive procedure to children's intimate personal areas.

2. Legislation and statutory guidance

This policy complies with statutory safeguarding guidance.

This Policy and Guidance should be read in conjunction with other policies including:

- City of Rochester School Accessibility Policy, as required by Equalities legislation.
- Equalities Duty
- City of Rochester School Child Protection Policy
- City of Rochester School Health & Safety Policy

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- City of Rochester School Supporting Pupils with a Medical Condition.
- City of Rochester School SEND Policy

Throughout this Policy and Guidance, the term child/children will be used to refer to children and young people. The term parent/s is used to refer to parents and carers.

All staff carrying out Intimate Care tasks will have received the relevant training.

Definition of Intimate Care

Intimate Care is any care that involves washing, touching or carrying out an invasive procedure that most children carry out for themselves but which some are unable to do due to physical disability, additional support needs associated with learning difficulties, medical needs, or needs arising from the child's stage of development.

Intimate care refers specifically to personal care tasks such as toileting, washing, dressing, and care of intimate areas. Support with eating and drinking is managed under separate care plans unless linked to intimate hygiene needs.

In most cases, Intimate Care will involve procedures to do with personal hygiene and the cleaning of equipment associated with the process. In the case of a specialised procedure, only a person suitably trained and assessed as competent should carry out the procedure.

Insurance and Liability

City of Rochester School has public liability insurance and provided that the policies and procedures in this policy are followed, the City of Rochester School will indemnify staff who undertake intimate personal care with children and young people, provided staff follow this policy, safeguarding procedures, and any individual risk assessments.

Bodily fluid spills

City of Rochester school Bodily Fluids spills kit available. This is a pack that contains bottles of cleaning solutions specifically designed to deal with bodily spills such as urine. Each pack contains an instruction card as to how this kit should be used. The Caretaker will have responsibility for the kit.

3. Role of parents/carers

3.1. Seeking parental permission

For children who need routine or occasional intimate care (e.g. for toileting or toileting accidents), parents/carers will be asked to sign a consent form.

For children whose needs are more complex or who need particular support outside of what's covered in the permission form (if used), an intimate care plan will be created in discussion with parents/carers (see section 3.2 below). Consent will be reviewed regularly and reconfirmed where there are changes in need or provision.

Where there isn't an intimate care plan or parental consent for routine care in place, parental permission will be sought before performing any intimate care procedure.

If the school is unable to get in touch with parents/carers and an intimate care procedure urgently needs to be carried out, the procedure will be carried out to ensure the child is comfortable, and the school will inform parents/carers.

All pupils that have a toileting need or need support with dressing after a swimming lesson will have a signed intimate care plan.

3.2 Creating an intimate care plan

Where an intimate care plan is required, it will be agreed in discussion between the school, parents/carers, the child (where possible) and any relevant health professionals.

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The school will work with parents/carers and take their preferences on board to make the process of intimate care as comfortable as possible, dealing with needs sensitively and appropriately.

Subject to their age and understanding, the preferences of the child will also be taken into account. If there's doubt whether the child is able to make an informed choice, their parents/carers will be consulted.

The plan will be reviewed at least twice a year and following any change in need, incident, or safeguarding concern, even if no changes are necessary, and updated regularly, as well as whenever there are changes to a pupil's needs.

See appendix 1 for a blank template plan to see what this will cover.

3.3 Sharing information

The school will share information with parents/carers as needed to ensure a consistent approach. It will expect parents/carers to also share relevant information regarding any intimate matters as needed.

4. Responsibilities

4.1 Which staff will be responsible

Management responsibilities:

- To ensure that staff will receive ongoing training in good working practices that comply with health and safety regulations such as hygiene procedures; manual handling; awareness of medical conditions and associated first aid/ child protection procedures; and other aspects of Intimate Care.
- To keep a record of training undertaken by staff and to ensure that refresh and updating training is provided where required.
- To provide Induction programs for all new staff and to ensure that they are made fully aware of the individual Intimate Care protocols for the children and young people they are supporting.
- To ensure that all new staff are familiar with the school Intimate Care policy and relevant individual Intimate Care protocols and that they receive the appropriate assistance from experienced staff to provide the children and young people they are supporting with the Intimate Care as outlined in their protocols.

Any roles that may carry out intimate care will have this set out in their job description. This includes Support Staff, Teachers, Admin Staff – but only those who have had formal training in intimate care.

Only staff who have received appropriate training and feel competent to do so will carry out intimate care.

All staff at the school who carry out intimate care will have been subject to an enhanced Disclosure and Barring Service (DBS) with a barred list check before appointment, as well as other checks on their employment history.

4.2 How staff will be trained.

Staff will receive:

- Training in the specific types of intimate care they undertake.
- Regular safeguarding training
- Staff will also be trained in recognising safeguarding concerns that may arise during intimate care.
- If necessary, manual handling training that enables them to remain safe and for the pupil to have as much participation as possible.
- They will be familiar with:
 - The control measures set out in risk assessments carried out by the school.

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- Hygiene and health and safety procedures

They will also be encouraged to seek further advice as needed.

5. Intimate care procedures

Intimate Care Changing Process

1. Preparation

- Intimate care must be carried out by trained staff known to the pupil. A minimum of two members of staff will be present at all times when intimate care is provided, to ensure the safety, dignity, and wellbeing of the pupil and to safeguard both the pupil and staff.
- Ensure both staff members are present and understand their roles.
- Gather all necessary supplies (e.g., gloves, wipes, clean clothing, and disposal bags).
- Ensure the changing area is clean, private, and safe.

2. Communication

- Staff must use clear, age-appropriate language and check for understanding.
- Confirm with the pupil if they have any preferences or need additional support during the process.

3. Safeguarding and Respect

- Doors must not be locked. An engaged sign should be used, and staff must remain alert to safeguarding risks at all times.
- Use appropriate language and maintain a respectful demeanour throughout the process.

4. Changing Process

- Where two staff are present, one will take the lead role while the second provides support and acts as a safeguarding witness where appropriate.
- Encourage independence where possible.
- Put on gloves and assist the pupil in removing any soiled clothing.
- Clean the pupil using wipes, ensuring all areas are clean and dry.
- Assist the pupil in putting on clean clothing, ensuring comfort and proper fit.

Dynamic Risk and safeguarding

Staff must apply dynamic risk assessment during intimate care. If a pupil becomes distressed, refuses care, or behaviour escalates, staff must prioritise safety, seek support where necessary, and follow safeguarding procedures. Intimate care must not continue if it places the pupil or staff at risk.

Any safeguarding concerns identified during intimate care must be reported immediately to the Designated Safeguarding Lead (DSL) and recorded in line with school procedures.

Disposal and Clean-up

- Dispose of any soiled items in designated disposal bags and bins according to school policy.
- Clean and sanitize the changing area, ensuring it's ready for the next use.

5. Post-Care Communication

- Thank the pupil and ensure they are comfortable before returning to their activities.
- Record the details of the care provided in the pupil's care log, noting any observations or concerns. And communicate changes via the pupils contact book.

7. Follow-up

- Communicate with parents or carers about any significant incidents or changes noticed during the process.

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- Regularly review the care plan to incorporate any necessary changes based on observations or feedback.
- Any safeguarding concerns must be reported immediately to the DSL in line with safeguarding procedures.

Best Practice Principles

- Wherever possible, staff will respect the preferences of pupils and families regarding gender of staff, while ensuring that care is delivered safely, promptly, and in the pupil's best interests.
- Female staff will assist in the needs of male pupils with significant learning difficulties and lower levels of awareness because the majority of our staff are female, and this may be the only practical option.
- The management of all pupils with intimate care needs will be carefully planned where appropriate.
- In the case of a child under the age of 18, prior agreement must be obtained from parents or carers before intimate care procedures are undertaken.
- For young adults aged 18+, the views of the vulnerable adult concerned should always be sought or if they are considered to lack capacity with this particular decision, then other adults or advocates acting in their best interests can decide on their behalf in agreement with parents or carers (if appropriate for the situation). Parents or carers would usually be the best advocate for their young person and can express their views with regard to intimate care using the form.
- Intimate Care may be included on Health Care plans (if appropriate) and any other plans which identify the support of intimate care where appropriate.
- The most appropriate environment (e.g. a changing room, medical room or adapted areas of a specified toilet) should be selected to ensure privacy and dignity at all times.
- Staff should never lock the door to a room or toilet where they are assisting pupils with intimate care but instead, an engaged/vacant sign should be placed on the outside of the door. Care should always be undertaken with tact, sensitivity and in an unhurried manner.
- Gloves should be worn.
- If washing is required, staff must use a disposable cloth or wet wipe. Emphasis should be on staff providing the minimum level of assistance and intervention, compatible with the particular circumstances and needs. Pupils will be supported to achieve the highest level of independence that is possible given their age and abilities. Staff will encourage each pupil to do as much independently as they can, with a focus on reducing prompt levels. This may mean giving the pupil responsibility for washing themselves.
- Parents or carers will be asked to supply appropriately sized nappies or incontinence supplies, wipes and disposable bags. The school will supply gloves. We also require parents or carers to supply specialist swimwear designed to promote hygiene in the swimming pool.
- pupils who require intimate care are treated with respect at all times, welfare and dignity is of paramount importance and their right to privacy will be respected at all times.
- Training is delivered according to the needs of individual Pupils. Staff who provide intimate care are trained to do so (including Child Protection and/or Adult Safeguarding and Whistleblowing) and are fully aware of best practices.
- Suitable equipment and facilities will be provided to assist pupils who need special arrangements following assessment from a physiotherapist or occupational therapist.
- Staff will be supported to adapt their practice in relation to the needs of individual pupils taking into account developmental changes such as the onset of puberty and menstruation.
- Individual intimate care plans, if appropriate, will be drawn up for particular pupils in line with their individual circumstances (see appendix 1).
- Intimate care arrangements will be discussed with parents or carers as appropriate and recorded on pupil care plans.

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- The needs and wishes of pupils and their parents or carers will be taken into account wherever possible within the constraints of staffing and equal opportunities legislation.

Dealing with Toilet Accidents:

- Accidents and unexpected soiling will sometimes occur. On these occasions there may not be a personalised care plan in place or prior parents or carers agreement. In some situations (e.g. needing to shower a young person after a toilet accident) and where the delay will not cause distress, a phone agreement can be sought. All telephone calls made on school handsets are recorded and can be saved to an audio file.
- Pupils, parents, carers, and staff all have responsibilities linked to intimate care:
- Pupils must be taught strategies to make their need for the toilet clear either verbally, by communication device, method, system or using a sign or symbol.
- Staff will ensure that all pupils have regular opportunities and encouragement to go to the toilet at suitable times during the day.
- All staff will ensure that any soiling incidents are dealt with quietly and respectfully to avoid any embarrassment.
- Parents or carers must keep their young people who are unwell away from school, to reduce the chance of stomach bugs from spreading. All pupils should stay at home for 48 hours until the symptoms have stopped. Parents or carers must also come to the school as quickly as possible to collect their child or young adult who has become unwell.
- Any soiled clothing will be contained securely, clearly labelled and discreetly returned to parents/carers at the end of the day.
- All incidents must be recorded and monitored for patterns.

5.2 Concerns about safeguarding

If a member of staff carrying out intimate care has concerns about physical changes in a child's appearance (e.g. marks, bruises, soreness), they will report this using the school's safeguarding procedures.

If a child is hurt accidentally or there is an issue when carrying out the procedure, the staff member will report the incident immediately to Kelly Lovell the DSL.

If a child makes an allegation against a member of staff, the responsibility for intimate care of that child will be given to another member of staff as quickly as possible and the allegation will be investigated according to the school's safeguarding procedures.

All concerns must be recorded and reported immediately to the DSL and logged on CPOMS.

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Appendix 1: intimate care plan

PARENTS/CARERS	
Name of child	
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 ensuring care is carried out according to the intimate care plan	
Name of parent or carer	
Relationship to child	
Signature of parent or carer	
Date	
CHILD	
Do you mind having a chat when you are being changed or washed?	
Signature of child	
Date	

This plan will be reviewed twice a year.

Next review date:

To be reviewed by:

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Appendix 2: parent/carer consent form

PERMISSION FOR CITY OF ROCHESTER SCHOOL TO PROVIDE INTIMATE CARE	
Name of child	
Date of birth	
Name of parent/carer	
Address and contact details	
I give permission for the school to provide appropriate intimate care to my child (e.g. changing soiled clothing, washing and toileting)	<input type="checkbox"/>
I will advise the school of anything that may affect my child's personal care (e.g. if medication changes or if my child has an infection)	<input type="checkbox"/>
I understand the procedures that will be carried out and will contact the school immediately if I have any concerns	<input type="checkbox"/>
<p>I do not give consent for my child to be given intimate care (e.g. to be washed and changed if they have a toileting accident).</p> <p>Instead, the school will contact me or my emergency contact and I will organise for my child to be given intimate care (e.g. be washed and changed).</p> <p>I understand that if the school cannot reach me or my emergency contact, if my child needs urgent intimate care, staff will need to provide this for my child, following the school's intimate care policy, to make them comfortable and remove barriers to learning.</p>	<input type="checkbox"/>
Parent/carer signature	
Name of parent/carer	
Relationship with child	
Date	

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Appendix 3 Record of Intimate Care Intervention

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Record of Intimate Care Intervention Pupil Name:

(This record should be completed after each instance of intimate care)

Date	Time	Location	Staff Member	Staff Member	Care provided	Any observations	Signature 1	Signature 2

City of Rochester School is committed to safeguarding and promoting the welfare of pupils and young people and expects all staff and volunteers to share this commitment. It is our aim that all pupils fulfil their potential.