





To inspire, enrich and nurture so each individual reaches their full potential

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The HCFS is a company limited by Guarantee Registration number 07648654

Intimate Care and Toileting Policy

September 2025

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Next Review: September 2027

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Contents

1. Introduction	2
2. The School Context	2
3. Aims and Objectives.....	2
4. Our Approach to Best Practice	3
5. The Protection of Children.....	3
6. Implementing this policy in school	4
6.1 Scenario: child requires regular dressing and/or toileting support.....	4
6.2 Scenario: child not requiring regular dressing and/or toileting support.....	4
7. Off-site trips and visits	5
8. Additional Information on Safeguarding	5
Appendix One: Personal Care Plan Template	6
Appendix Two: Home-School Partnership Agreement for Managing Personal Care Needs through use of the Intimate Care and Toileting Policy	8

1. Introduction

Intimate care is considered to be any activity carried out to maintain the personal hygiene and/or health and wellbeing of a child where the activity involves touching or carrying out an intimate procedure on a child.

Examples of these care activities include:

- dressing / undressing support for PE or swimming;
- drying a child after swimming;
- supporting a child in the bathroom with toileting;
- wiping and cleaning a child who has wet or soiled themselves e.g. ‘had a toileting accident’ in school.

Such intimate care is part of a school’s duty of care to the child.

2. The School Context

The issue of intimate care is a sensitive one for both staff and parents/carers alike. It requires staff to be respectful and supportive of the child’s needs so that parents/carers will be reassured that any procedure will be handled professionally at all times. At Hatfield Community Free School, the child's dignity will always be preserved with a high level of privacy, choice and control.

There will always be a high awareness of child protection issues. All staff at the school have a current enhanced DBS (Disclosure and Barring Service) check to ensure that they are suitable adults to work with children and young people. Staff behaviour must and will be open to scrutiny and staff must and will work in partnership with parents/carers to provide continuity of care to children/young people wherever possible.

The following policy is based on best practice.

3. Aims and Objectives

HCFS is committed to ensuring that all staff responsible for the intimate care of children will undertake their duties in a professional manner at all times. We recognise that there is a need to treat all children with respect when intimate care is given and staff will, at all times, strive to maintain dignity and privacy. No child should be attended to in a way that causes distress or pain.

4. Our Approach to Best Practice

The management of all children with intimate care needs will be carefully planned. Some children may, as a result of medical or learning needs, require support with toileting on a regular basis and if this is the case then school will write a **Personal Care Needs Plan** for such pupils.

Some children may rarely or even as a 'one-off' occurrence will soil or wet themselves, 'have an accident', whilst in school. These pupils will not need a Personal Care Needs Plan but will be supported according to the procedures outlined within this document.

Some children may require the support of adults to carry out a specific procedure where a child has medical needs e.g. stoma care or catheterisation. In this case only a person suitably trained and assessed as competent will undertake the procedure and this will be subject to a written **protocol** within a **Personal Care Needs Plan** agreed with parents/carers and healthcare professionals if appropriate.

Any child with intimate care needs will be supported to achieve the highest level of independence that is possible given their age and abilities. Staff will encourage each child to do as much for him/herself as s/he can. This may mean, for example, giving the child responsibility for washing themselves.

Each child's right to privacy will be respected. Careful consideration will be given to each child's situation to determine how many carers might need to be present when a child is toileted. There is no legal requirement to have two members of staff present when intimate care activities take place. Where possible, the child will be supported by one adult, unless there is a sound reason for having more adults present e.g. if the child is moved by use of a hoist and sling. If this is the case, the reasons will be clearly documented.

Where regular support is required the school will, if possible, attempt to ensure that the child will not be cared for by the same adult on every occasion; ideally there will be a rota of carers who will become well known to the child and who will take turns in providing care.

Ideally, staff should only care intimately for an individual of the same sex. However, at Hatfield Community Free School this principle may be waived due to the lack of male staff and where failure to provide appropriate care would result in negligence.

Where a child has a Personal Care Needs Plan, this will be discussed and reviewed with parents on a regular basis. The needs and wishes of children and parents will be taken into account wherever possible within the constraints of staffing.

5. The Protection of Children

The school adheres to all Education Child Protection Procedures. All children will be taught personal safety skills carefully matched to their level of development and understanding. If a staff member has any concerns about a child physically (bruises, marks etc) or emotionally they will immediately report concerns as per the school's safeguarding procedures.

If a child becomes distressed or unhappy regarding being cared for by a particular member of staff, the matter will be looked into by the school's senior leadership team, parents will be consulted and outcomes recorded. Staffing schedules may be altered until the issue is resolved as the child's needs remain paramount. If a child makes allegations against a member of staff, necessary safeguarding procedures will be followed.

The expectation is that when members of staff make physical contact with pupils it will be:

- only to support a child in a task that they are unable to carry out for themselves;
- for the least amount of time necessary (limited touch);
- appropriate, given their age, stage of development and background;
- in response to the pupil's needs at the time;
- carried out in a manner that maintains the child/young person's dignity at all times.

6. Implementing this policy in school

This document covers a number of possible scenarios that may occur in our school:

1. a child requires *regular* support with dressing and/or toileting and has a Personal Care Needs Plan;
2. a child does not require regular support with toileting but 'has an accident' in school – is wet (urine) and/or soiled (faeces).

6.1 Scenario: child requires regular dressing and/or toileting support

The school is aware that children with special needs or medical/physical needs may have additional vulnerabilities which must be considered when drawing up care plans for them as individuals. Regardless of age and ability, the views and emotional responses of children with such needs will be actively sought when drawing up or reviewing a Personal Care Needs Plan.

Any child requiring regular dressing and/or toileting support will have a Personal Care Needs Plan which will be agreed and signed by the parent/carer. This plan will outline who is responsible for supporting the child, where the support will take place, the procedure to be followed on every occasion, the resources required for the task, responsibilities for supplying these resources, any record keeping required and any training received or required. This plan allows school and parents to be aware of the complete procedure surrounding the task from the outset.

Although there may be specific requirements as reflected in individual Personal Care Needs Plans there is a general toileting procedure that staff at school will follow. Staff will always wear a single use disposable apron and gloves when carrying out the support. As the child will be school age it is more appropriate to refer to 'nappies' as 'pads' to avoid negative perceptions about the child being 'at the baby stage'. As a general rule changing a pad takes place with the child stood up in the designated area. The child is encouraged to hold the handrail for support whilst their pad or soiled underwear is changed. Any wet or soiled waste e.g. pads, wipes and gloves will be placed in a plastic bag and tied. The bag will then be placed in a bin which has a yellow bag liner specifically allocated for this purpose. This bin will be emptied on a daily basis by the School's Site Manager and on a weekly basis as part of the usual refuse or sooner if required.

Soiled or wet clothing will be placed in a plastic bag and sealed. At the end of the school day staff will discreetly pass this over to parents/carers when collecting their child and verbally give details of the circumstances.

6.2 Scenario: child not requiring regular dressing and/or toileting support

In the event of a child becoming wet or soiled i.e. 'having an accident' in school, staff will quickly assess what actions need to be taken as below:

If the child is wet and/or slightly soiled, a member of staff will discreetly escort the child to the nearest 'accessible' toilet where there is more space to carry out the support task. Staff will support changing of clothing and will initially encourage the child to clean themselves with school water wipes. However, they may support the cleaning/wiping process if the child is unable to do this or is distressed. At the same time a member of staff will action the school's procedure to clean any waste from the classroom area.

In both of the above cases staff will carry out the procedures following health and safety guidelines e.g. using gloves and aprons.

Soiled or wet clothing will be placed in a plastic bag and sealed. At the end of the school day staff will discreetly pass this over to parents/carers when collecting their child and verbally give details of the circumstances.

7. Off-site trips and visits

Where a child has a Personal Care Needs Plan, consultation with colleagues should take place where any deviation from arrangements is anticipated e.g. on a school trip or visit as the same standard and level of facilities may not be available off site. Any deviation from the agreed plan will be documented and reported.

8. Additional Information on Safeguarding

The normal process of changing a nappy should not raise concerns about child protection and there are no regulations stating that a second member of staff must be present to supervise the changing of a nappy or the toileting of pupil.

Members of staff employed in education and childcare settings are subject to enhanced DBS checks to ensure the safety of the children and young people in their care.

If there is known risk of false allegation by a child or young person then two members of staff should be present when changing or toileting the pupil.”

Appendix One: Personal Care Plan Template

PERSONAL CARE NEEDS PLAN FOR <INSERT PUPIL'S NAME> IN <INSERT YEAR GROUP>		CONFIDENTIAL
Date of Plan: <Insert Date> Review Date: <Insert Date>		Insert photo of pupil here
<ul style="list-style-type: none"> • This plan has been discussed with parents/carers • Signed permission has been obtained for this plan to be followed during the school day • This plan is to be reviewed six monthly (or sooner if needs change) in consultation with parents/carers 		
Staff involved in routinely meeting this pupil's personal care needs are:		
Medical Information:		
Mobility:		
Communication Skills:		
Details of Plan		
Procedure:		
Facilities, Resources and Equipment needed:		
Management of Personal Care Needs:		
Level of Supervision:		

Appendix Two: Home-School Partnership Agreement for Managing Personal Care Needs through use of the Intimate Care and Toileting Policy

To be completed on admission:

In EYFS all parents are asked to provide spare clothes in a bag regardless of whether or not their child is toilet trained.

The Parent/Carer:

- I have read the intimate care policy.
- I understand and agree to the procedures that will be followed when my child is supported with toileting at school in the event him/her 'having an accident' i.e. wetting or soiling him/herself.
- I agree to inform the school should the child have any toileting needs.

The school:

- We agree to take action to immediately support your child should he/she 'have an accident' i.e. wet or soil themselves in school.
- We agree to monitor the number of times the child requires toileting support, inform you should this be a frequent occurrence and work with you to support your child's continence.
- We agree to adhere to the school's Intimate Care and Toileting Policy at all times.

Agreement	
Parent/Carer	Name of Child: Class: Signed: Date: