

Newham Community Learning: Intimate Care Policy

Last updated: February 2024

Applies to: Newham Community Learning - Primaries

Approved by: Executive Leader - Primaries, February 2024

Contents

1. Overview of the Policy Management Process	3
1.1. Document history	3
1.2. Review and approval	3
2. Newham Community Learning - Intimate Care Policy	4
2.1. Introduction and purpose	4
2.2 Best practice	4
2.3 Child protection	5
2.4 Children wearing nappies or pads (including Children with SEND)	6
2.5 Nursery Setting (Portway Pre-School)	7
2.6 Equipment	9
2.7 Health and safety	9
2.8 Provision of first aid and intimate care	9
2.9 Safe and Respectful Care (Portway Pre-School)	9
2.10 Linked policies	10
2.11 Appendix 1 - School/Home Agreement - Intimate Care	11
2.12 Appendix 2 - School/Home Agreement - Intimate Care for pupils with SEND	12

1. Overview of the Policy Management Process

1.1. Document history

Date	Revision	Version number (substantive revisions are allocated a new whole number; minor revisions are designated by the addition of a consecutive decimal point)
Feb 2021	Updated in preparation for new new 2YO provision at Portway Section 2.4 - additional section added regarding napping changing in the 2YO provision 2.8 - Safe and Respectful Care.	v1.0
Nov 2022	Reviewed, updated and released as a Newham Community Learning Policy - Primaries	v2.0
Feb 2024	Reviewed and the following updates made: General - all links reviewed and updated 2.2 - reference to the review and retention of record books 2.3 - reference to Trust Safeguarding Policy 2.10 - linked policies reviewed and updated Overall review against best practice policy from The Key; no additional changes required. Note that additional guidance is provided in a Portway specific policy, available from the school.	v3.0

1.2. Review and approval

The Policy applies to the primary schools in the Trust. It is reviewed by the Executive Team (and/or their delegates) and is approved by the School Improvement Lead - Primaries for use at the Trust's primary schools.

It is reviewed in line with the Trust and Primaries Policy Review Schedule.

2. Newham Community Learning - Intimate Care Policy

2.1. Introduction and purpose

Newham Community Learning recognises that as part of our duty of care to children attending our schools, we may need to provide certain children with intimate care on a regular basis, over a set period of time. This Policy sets out to define 'intimate care' and to document how our staff team provides for the needs of children who, for any reason, require this sort of care

Intimate care can be defined as tasks of an intimate nature, associated with bodily functions, body products and personal hygiene which demand direct or indirect contact with or exposure of the genitals. Examples include care associated with continence and menstrual management as well as more ordinary tasks such as help with washing or bathing. In the case of a specific procedure only a person suitably trained and assessed as competent should undertake the procedure, (e.g. the administration of rectal diazepam).

We recognise that the issue of intimate care is a sensitive one and will require staff to be respectful of the child's needs. The child's dignity should always be preserved with a high level of privacy, choice and control - and all staff supporting and caring for a child in this way will be fully aware of child protection issues. Staff behaviour is always open to scrutiny, and, as is the case regarding all school-based activity, staff will work in partnership with parents/carers to provide continuity of care to children/young people wherever possible.

Newham Community Learning 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. All staff at Newham Community Learning always treat children respectfully - which is particularly pertinent in the case of the provision of intimate care. No child is ever attended to in a way that causes distress or pain.

Finally, staff deliver a full personal safety curriculum, as part of Personal, Social and Health Education, to all children as appropriate to their developmental level and degree of understanding. This work is shared with parents who are encouraged to reinforce the personal safety messages within the home.

2.2 Best practice

The management of all children with intimate care needs will be carefully planned. We will always ensure that any child who requires intimate care is treated with respect at all times; the child's welfare and dignity is of paramount importance.

Staff who provide intimate care are trained to do so (including child protection and health and safety training in lifting and moving) and are fully aware of best practice. Apparatus will be provided to

assist with children who need special arrangements following an assessment from a physiotherapist/occupational therapist as required.

Staff will be supported to adapt their practice in relation to the needs of individual children, taking into account developmental changes such as the onset of puberty and menstruation. Wherever possible, staff who are involved in the intimate care of children/young people will not usually be involved with the delivery of sex education to the children/young people in their care as an additional safeguard to both staff and children/young people involved.

The child will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each child to do as much for him/herself as he/she can. This may mean, for example, giving the child responsibility for washing themselves. Individual intimate care plans will be drawn up for particular children as appropriate to suit the circumstances of the child.

Each child's right to privacy will be respected. Careful consideration will be given to each child's situation to determine how many adults might need to be present when a child is toileted. A child will always be cared for by two adults and a record of that care will be recorded in the Changing Record books. These Record Books are kept under review, with records filed for safekeeping at regular intervals.

Wherever possible the same child will not be cared for by the same adult on a regular basis; ideally there will be a rota for the additional adult who will take turns in providing care. This will ensure, as far as possible, that over-familiar relationships are discouraged from developing, whilst at the same time safeguarding against the care being carried out by a succession of completely different carers.

Intimate care arrangements will be discussed with parents/carers on a regular basis and recorded on the child's care plan. The needs and wishes of children and parents will be taken into account wherever possible within the constraints of staffing and equal opportunities legislation.

Specific arrangements in place are reviewed regularly, and the wishes/changing needs of the child are always paramount in this process.

2.3 Child protection

In all aspects of school life, the safety and welfare of our children is paramount, and underpins everything we do. As a Trust, our Safeguarding Policy is regularly reviewed and updated, and is available on the [Policies Page](#) of the Trust website.

When intimate care is provided, staff pay particular attention to our child protection policies and procedures. In addition, the following are applicable when providing intimate care:

- All staff are aware of the Safeguarding Leads at both Selwyn and Portway, and how to contact them; the Trust Safeguarding Policy provides contact details for all safeguarding staff at our schools.
- Where appropriate, all children will be taught personal safety skills carefully matched to their level of development and understanding.
- If a member of staff has any concerns about physical changes in a child's presentation, e.g. marks, bruises, soreness etc. s/he will immediately report concerns to the Designated Safeguarding Lead (DSL). A clear record of the concern will be completed and referred to social services if necessary. Parents will be asked for their consent or informed that a referral is necessary prior to it being made unless doing so is likely to place the child at greater risk of harm. Further details are available in the policies referred to above.
- If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into and outcomes recorded.
- If a child makes an allegation against a member of staff, all necessary procedures will be followed, in line with our trust-wide policy re Managing Allegations of Abuse Against Staff.

2.4 Portway Pre-School

The EYFS staff are experienced in helping children to toilet train. In Pre-school, when families think their child is developmentally ready to start using the toilet, staff will endeavour to support to maintain consistency with the approach. Staff ensure families are aware that it can take longer for a child to toilet train at pre-school as there is so much more happening within the environment than at home. Families are therefore asked to start toilet training at home for a short period before it is introduced at pre-school.

Protocol for preschool toilet training:

- Once toilet training has been introduced at home, staff will start encouraging the child to sit on the toilet (child size) at nursery. Staff will endeavour to copy the home routine as closely as possible to maintain continuity for the child.
- Staff will take the children to the toilet training area at regular intervals throughout the day. Staff will ask the children often if they need to use the toilet and have visual prompts and reminders in the classroom. Staff will use a variety of techniques to praise and encourage your child to use the toilet successfully e.g. sticker system.
- If the child is dry and asking for the toilet, staff strongly recommend to families that they don't use 'pull ups'
- Staff remind families that children need to wear suitable clothing when toilet training (no belts, dungarees or vests with poppers).
- The child's key worker will keep families informed on their progress. When families feel their child is ready to wear knickers/pants to nursery we ask families to discuss this with their child's key person.
- In the initial stages of toilet training, staff will put children back in a nappy for relaxation and sleep time, until the child is dry throughout the day.

- Accidents will be dealt with calmly, sympathetically and in a way which does not make the child think they have done wrong.
- Staff request that when children are toilet training families bring in sufficient spare clothes for the staff to dress children if they should happen to have an accident. (This includes spare socks).
- Staff understand that due to changes in routines or at home, some children may regress. If children have been dry for a while and they begin to have accidents the key person will work with the family to support children through this time. They will not be put back into a nappy as this may make them more insecure but will be encouraged more than usual to use the toilet.

If families have any concerns that their child may not be fully toilet trained by the time they are due to move from pre-school into the 3YO provision (due to a diagnosed medical condition for example) families must speak to a member of the nursery team as early as possible so a support plan can be put in place. There are an adequate number of toilets and hand basins available with separate toilet facilities for adults. There are suitable hygienic changing facilities for changing any children who are in nappies and an adequate supply of clean bedding, towels and spare clothes are always available.

At Portway Pre-School we aim to support children's care and welfare on a daily basis in line with their individual needs. All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured. Wherever possible, EYFS practitioners will change nappies according to the child's individual needs and requirements.

Our procedures meet best practice identified by the Health Protection Agency (2011) in 'Best practice advice for nurseries and childcare settings'.

We will enable a two-way exchange between parents and key persons so that information is shared about nappy changing and toilet training in a way that suits the parents and meets the child's needs. Parents will be engaged in the process of potty training and supported to continue potty training with their child at home.

We will use appropriate designated facilities for nappy changing which meet the following criteria:

- Facilities are separate to food preparation and serving areas and children's play areas.
- Changing mats have a sealed plastic covering and are frequently checked for cracks or tears. If cracks or tears are found, the mat is discarded. Disposable towels/roll are placed on top of the changing mat for added protection.
- Clean nappies are stored in a clean dry place; soiled nappies are placed in a 'nappy sack' or plastic bag before being placed in the bin. Bins are foot-pedal operated, regularly emptied and placed in an appropriate waste collection area.
- Each child should have their own creams and lotions for any non-prescription cream for skin conditions e.g. Sudocrem. These are supplied by the parent/guardian and must be clearly

labelled with the child's name. Prior written permission is obtained from the parent. When applying creams for rashes, a gloved hand is used.

Staff changing nappies will:

- Use a new disposable apron and pair of gloves for each nappy change and always wash hands before and after using gloves.
- Clean disinfect and dry mats thoroughly after each nappy change; disposable towels/roll must be discarded after each nappy change.
- Ensure they have all the equipment they need and access to fresh water before each nappy change.
- Keep nappy bags, gloves and aprons out of reach of babies and children.

We wish to ensure the safety and welfare of the children whilst being changed and safeguard against any potential harm, as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. We aim to support all parties through the following actions:

- Promoting consistent and caring relationships through the key person system in the nursery and ensuring all parents understand how this works and who they will be working with.
- Using this one-to-one time as a key opportunity to talk to children and help them learn, e.g. through singing and saying rhymes during the change.
- Ensuring that the nappy changing area is inviting and stimulating and change this area regularly to continue to meet children's interests.
- Ensuring all staff undertaking nappy changing have suitable Enhanced DBS checks.
- Training all staff in the appropriate methods for nappy changing.
- Ensuring that no child is ever left unattended during the nappy changing time.
- Making sure staff do not change nappies whilst pregnant until a risk assessment has been discussed and conducted; and that students only change nappies with the support and close supervision of a qualified member of staff.
- Conducting thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to nappy changing.
- Ensuring hygiene procedures are followed appropriately, e.g. hands washed before and after nappies are changed and changing mats cleaned before and after each use.
- Following up procedures through supervision meetings and appraisals to identify any areas for development or further training.
- Working closely with parents on all aspects of the child's care and education as laid out in the parent and carers as partner's policy. This is essential for any intimate care routines which may require specialist training or support. If a child requires specific support, the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs.

- Ensuring all staff have an up-to-date understanding of child protection and how to protect children from harm. This includes identifying signs and symptoms of abuse and how to raise these concerns as set out in the child protection policy.
- Balancing the right for privacy for the children with the need for safeguarding children and adults by making sure intimate care routines do not take place behind closed doors.
- Cameras, tablets and mobile phones are not permitted within toilet and intimate care areas.
- Operating a whistleblowing policy to help staff raise any concerns relating to their peers or managers and helping staff develop confidence in raising concerns as they arise in order to safeguard the children in the nursery.
- Conducting working practice observations of all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes all intimate care routines.
- Conducting regular risk assessments of all aspects of nursery operations including intimate care and reviewing the safeguards in place. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

2.4 Children wearing nappies or pads (Nursery onwards)

It is expected that children will be toilet trained before entering nursery unless there are SEND needs. In which case the staff will endeavour to support the family to make progress in this area (please see SEND section below).

Newham Community Learning ensures that all staff are familiar with our safeguarding policy and procedures in relation to providing intimate care. This helps develop each child's resilience and protect them from any form of abuse.

This policy is one part of ensuring that parents and carers are reassured; it is part of the skilled and professional teaching and care that we provide to all our children.

We will use a Changing Record Book to record who changes a child, and will *always* ensure that two members of staff are present. Examples of such good practice provide reassurance for parents that systems are in place and that schools have implemented procedures for staff to follow.

Where appropriate, we will ask parents or carers to review and sign Appendix 1 to this document, which we will retain on the child's file.

Children with SEND

Some students with special educational needs or disabilities may require more support in managing their personal and intimate care. This could include the use and changing of nappies and also sanitary products during menstruation. If a student had an Education, Health and Care Plan specific details about how those needs will be met will be detailed in Section C and G, Health Needs, in the

EHCP. If a student has SEND but no EHCP, then the school will follow the best practice as set out in this document. That is:

- Nursery aged children will be changed at the changing station in the classroom.
- Students from Reception-Year 6 will be changed in the toilet closest to their class.
- Clean nappies are stored in a clean dry place; soiled nappies are placed in a 'nappy sack' or plastic bag before being placed in the bin. Bins are foot-pedal operated, regularly emptied and placed in an appropriate waste collection area.
- The school will provide these bins if needed in additional toilets. Currently they are in EYFS and Inclusion.
- Used sanitary products will be placed in an appropriate waste collection area in labelled bins.

Staff supporting intimate care will:

- Encourage developmental appropriate independence, for example asking students to pull down their own trousers or removing the used sanitary product.
- Change students from Reception-Year 6 standing up to encourage independence and appropriate toileting routines.
- Use a new disposable apron and pair of gloves whilst supporting students.
- Ensure they have all the equipment they need and access to fresh water before supporting.
- Encourage students, if needed, to wipe/clean themselves.
- Encourage students to sit on the toilet for a brief period of time to reduce sensitivity over time and create positive associations.
- Ensure students follow personal hygiene routines like hand washing.

Where appropriate, we will ask parents or carers to review and sign Appendix 2 to this document, which we will retain on the child's file and regularly review.

We wish to ensure the safety and welfare of the children whilst being supported in their intimate care and safeguard against any potential harm, as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. We aim to support all parties through the following actions:

- Promoting consistent and caring relationships through clear communication between the Class Teacher, Support Staff and parents and ensuring all parents understand how this works and who they will be working with.
- Ensuring all staff undertaking intimate care have suitable Enhanced DBS checks.
- Training all staff in the appropriate methods for nappy changing especially for older students.
- Ensuring that no child is ever left unattended.
- Making sure staff do not support intimate care whilst pregnant until a risk assessment has been discussed and conducted; and that students only change nappies with the support and close supervision of a qualified member of staff.

- Conducting thorough inductions for all new staff to ensure they are fully aware of all school procedures.
- Ensuring hygiene procedures are followed appropriately.
- Following up procedures through supervision meetings and appraisals to identify any areas for development or further training.
- Working closely with parents on all aspects of the child's care and education as laid out in the parent and carers as partner's policy. This is essential for any intimate care routines which may require specialist training or support. If a child requires specific support, the school will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs.
- Ensuring all staff have an up-to-date understanding of child protection and how to protect children from harm. This includes identifying signs and symptoms of abuse and how to raise these concerns as set out in the child protection policy.
- Balancing the right for privacy for the children with the need for safeguarding children and adults by making sure intimate care routines do not take place behind closed doors.
- Cameras, tablets and mobile phones are not permitted within toilet and intimate care areas.
- Operating a whistleblowing policy to help staff raise any concerns relating to their peers or managers and helping staff develop confidence in raising concerns as they arise in order to safeguard the children in the nursery.
- Conducting working practice observations of all aspects of school operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes all intimate care routines.
- Conducting regular risk assessments of all aspects of school operations including intimate care and reviewing the safeguards in place.

2.6 Equipment

At both Selwyn and Portway Primary School, we always have stocks of nappies and pads available at school. However, these stocks are for use in unforeseen circumstances, and we ask that where nappies or pads are worn to school by children on a regular basis, parent supply spares - as well as wipes, disposable bags and a changing mat.

At both Selwyn and Portway Primary School, an appropriate changing area is available to ensure that intimate care can be provided as per this policy. This area has supplies of plastic gloves and aprons, as well as designated bins for disposal.

2.7 Health and safety

Staff should always wear an apron and gloves when dealing with a child who is bleeding or soiled, or when changing a soiled nappy. Any soiled waste must be placed in a polythene waste disposal bag, which can be sealed. This bag should then be placed in a bin (complete with a liner) which is specifically designated for the disposal of such waste. The bin should be emptied on a bi-weekly

basis and it can be collected as part of the usual refuse collection service as this waste is not classed as clinical waste.

2.8 Provision of first aid and intimate care

Staff who administer first aid which requires intimate care should ensure wherever possible that another adult or other children are present. As specified in the introduction to this policy, the child's dignity must always be considered, and where contact of a more intimate nature is required (e.g. assisting with toileting or the removal of wet/soiled clothing), another member of staff should be in the vicinity and should be made aware of the task being undertaken.

2.9 Safe and Respectful Care (Portway Pre-School)

At Portway Pre-School we believe that all children need to feel safe, secure and happy. This involves nursery staff being responsive to children's needs, whilst maintaining professionalism. This includes giving children cuddles and changing children's nappies or clothes.

To promote good practice and to minimise the risk of allegations we have the following guidelines:

- Although we recognise it is appropriate to cuddle children, we give cuddles only when sought by children needing comfort to support their emotional development. Staff are advised to do this in view of other children and practitioners, whenever possible. We recognise that there may be occasions where it is appropriate for this to happen away from others, such as when a child is ill. In these circumstances, staff are advised to leave the door open. It is the duty of all staff and the manager to ensure that children are appropriately comforted and to monitor practice
- When changing children's nappies or soiled/wet clothing, we leave the doors open, where appropriate
- We discourage inappropriate behaviour such as over tickling, over boisterous play or inappropriate questions such as asking children to tell them they love them and we advise staff to report any such observed practice
- Staff are respectful of each other and the children and families in the nursery and do not use inappropriate language or behaviour, including during breaks
- All staff are aware of the whistleblowing procedures and the manager carries out random checks throughout the day to ensure safe practices.

2.10 Linked policies

Staff undertaking intimate care as described in this policy are aware of the provisions of the following linked policies/legislation:

- Behaviour Policy (available on the school websites)
- Early Help, Safeguarding and Child Protection Policy (published on the [Policies Page](#) of the Trust website)
- Health and Safety Principles Statement and First Aid Policy (published as above)

2.11 Appendix 1 - School/Home Agreement - Intimate Care

Please note that all children who require intimate care on a regular, ongoing basis should have a signed copy of this Agreement on their file.

- Intimate care is any care which involves washing, touching or carrying out a sensitive procedure (such as cleaning up a pupil after they have soiled themselves) to intimate personal areas. Any child at Selwyn or at Portway Primary School who requires intimate care is treated with respect at all times; the child's welfare and dignity is of paramount importance. In all instances, any child requiring intimate care will be supported to achieve the highest level of autonomy that is possible given their age and abilities.
- Every child's right to privacy will be respected. We will *always* ensure that two members of staff are present when a child is toileted. Wherever possible staff should only care intimately for an individual of the same sex; in addition, where possible, the same person will not always provide the intimate care.
- Parents are kindly requested to provide changing equipment: nappies, wipes, disposal bags and changing mats (emergency supplies only are kept at school). Changing/toileting is always done in a way to minimise any embarrassment the child may feel.
- Should parents have any concerns whatsoever regarding the intimate care that their child has received, they should speak to a member of the school Leadership Team as soon as possible.

Signed: _____

Parent's name: _____

Child's name: _____

Date: _____

2.12 Appendix 2 - School/Home Agreement - Intimate Care for pupils with SEND

This plan was created on:

The review date is:

We aim to support all our students to be independent with regards to toileting and personal care. We acknowledge that some students due to cognitive, sensory or behavioural difficulties may require additional support. It has been agreed that _____ (Student name) will be supported for _____ (duration of time) with a review date on _____.

- Intimate care is any care which involves washing, touching or carrying out a sensitive procedure (such as cleaning up a pupil after they have soiled themselves) to intimate personal areas. Any child at Selwyn or at Portway Primary School who requires intimate care is treated with respect at all times; the child's welfare and dignity is of paramount importance. In all instances, any child requiring intimate care will be supported to achieve the highest level of autonomy that is possible given their age and abilities.
- Every child's right to privacy will be respected. We will *always* ensure that two members of staff are present when a child is toileted. Wherever possible staff should only care intimately for an individual of the same sex; in addition, where possible, the same person will not always provide the intimate care.
- Parents are kindly requested to provide changing equipment: nappies, wipes, disposal bags and changing mats (emergency supplies only are kept at school). Changing/toileting is always done in a way to minimise any embarrassment the child may feel.
- Visuals will be provided to support learning and independence.
- Where necessary referrals to more specialised services may be sought for example referrals to the Enuresis clinic or Occupational Therapy.
- If necessary other accommodations like reduced timetables may be considered to support the management of specific student's personal needs.
- Should parents have any concerns whatsoever regarding the intimate care that their child has received, they should speak to a member of the school Leadership Team as soon as possible.

Signed: _____

Parent's name: _____

Child's name: _____

Date: _____