

Appendix 1: Intimate Care Policy

Watling Meadows Primary School (WMPS)

Specialist Resource Base (SRB) and EYFS

1. Introduction

Watling Meadows Primary School is committed to safeguarding, inclusion and the dignity of every child. Some pupils require intimate care support as part of their daily routine, personal development or medical needs. This is especially relevant within:

- **Early Years Foundation Stage (EYFS)**
- The **Specialist Resource Base (SRB)**
- Pupils with SEND
- Pupils with social, emotional or physical needs
- Pupils supported by multi-agency or WCC care plans

This appendix outlines how intimate care is delivered safely, respectfully and in line with:

- The **WMPS SEND Policy** (inclusive practice, safeguarding, confidentiality, support for medical needs, staff responsibilities)
- **WCC safeguarding and cyber-safety guidance**, ensuring safe practice, privacy and parental partnership.

2. Definition of Intimate Care

Intimate care may include:

- Support with toileting or nappy changing
- Changing clothes following accidents
- Support with personal hygiene, washing or cleaning
- Assistance with medical routines involving private areas
- Support with menstruation
- Changing continence aids
- Personal care tasks due to disability or SEND needs

Intimate care differs from general care tasks because it involves close physical contact or support with personal bodily care.

3. Principles of Good Practice

WMPS is guided by the following principles:

3.1 Dignity and Respect

Every child has the right to:

- Be treated respectfully at all times
- Have their privacy protected

- Be involved in decisions about their own care wherever possible

This reflects the SEND Policy commitment to supporting the whole child—social, emotional, physical and academic.

3.2 Safeguarding

Intimate care is delivered with strict regard to safeguarding duties:

- Adults must follow all safeguarding and reporting procedures
- Any concerns (including marks, disclosures, unusual behaviour) are reported immediately to the DSL
- Staff remain alert to signs of distress, discomfort or potential abuse

Safeguarding responsibilities are reinforced through WCC guidance and KCSIE.

3.3 Inclusivity

No child is excluded from access to learning or activities because they require intimate care, aligning with the SEND Policy commitment to equal access and removing barriers to learning.

4. Staff Responsibilities

4.1 Trained and Designated Staff

Intimate care is only carried out by:

- Appropriately trained staff
- Members of the SRB team trained in SEND/medical/personal care
- EYFS staff familiar with age-appropriate expectations
- Staff authorised by the Headteacher/SEND Co

4.2 Professional Conduct

Staff must:

- Maintain professional boundaries at all times
- Use clear, age-appropriate communication
- Never engage in unnecessary physical contact
- Ensure personal mobile phones/devices are not used during care tasks (in line with WCC cyber-safety rules)

5. Consent and Information Sharing

5.1 Parental Consent

Intimate care is planned in partnership with parents:

- Written consent is gained for planned support
- Parents/carers are informed of any ongoing toileting plans, medical routines or hygiene needs
- Any changes in need are discussed immediately

5.2 Child Voice and Choice

Where possible, children are encouraged to:

- Express preferences
- Be involved in their own care
- Develop independence (EYFS and SRB expectation)

5.3 Confidentiality

In line with the SEND Policy:

- Staff treat all information as confidential
- Care plans and records are stored securely
- Information is only shared on a **need-to-know basis** (SENDCo, DSL, medical professionals)

6. Procedures for Intimate Care

6.1 Toileting and Nappy Changing (EYFS & SRB)

- Children are supported in a **private, safe and age-appropriate space**
- A second adult remains **nearby and visible** where risk-assessed
- Staff wear gloves and follow hygiene protocols
- Soiled clothing is bagged and returned to parents
- Changing areas are cleaned after use

6.2 Clothing Changes

- Staff encourage independence where possible
- Changing is done by trained staff in an appropriate space
- Where a child refuses support, staff follow safeguarding and behaviour guidance and inform the DSL if concerned

6.3 Medical Needs

Where intimate medical procedures are needed (e.g., catheterisation, stoma care):

- School follows medical plans agreed with parents and healthcare professionals
- Only trained staff undertake medical intimate care
- Procedures are monitored and reviewed regularly (as outlined in the SEND Policy under supporting pupils with medical needs)

7. Specialist Resource Base (SRB) Considerations

Children in the SRB may require:

- More frequent intimate care
- Additional adult support with toileting
- Sensory-based approaches

- Emotional reassurance
- Clear routines, visual timetables and social stories (aligned to SEND practice)

Staff ensure:

- Consistency across the SRB team
- Close liaison with SENDCo, therapists and parents
- Detailed and regularly updated individual care plans
- Consideration of sensory, communication and physical needs in every care task

8. EYFS Considerations

Intimate care is a normal part of Early Years provision.

EYFS staff ensure:

- Children develop independence skills at an appropriate pace
- Toileting routines are woven into daily learning
- Comfort, reassurance and positive reinforcement are central
- Parents are kept informed of progress and accidents
- Hygiene and safety routines are followed meticulously

9. Staffing, Training and Monitoring

WMPS ensures:

- Staff undertaking intimate care receive training (safeguarding, hygiene, SEND needs)
- Clear recording procedures for intimate care incidents
- Regular review by the SENDCo and DSL
- Ongoing evaluation to ensure dignity, safety and wellbeing

SEND responsibilities outlined in the SEND Policy include liaison with external agencies, record-keeping and ensuring staff training is appropriate and up to date.

10. Record Keeping

Records include:

- Accidents
- Changing/toileting notes if part of a care plan
- Significant incidents, concerns or injuries

These are stored securely and shared only with appropriate professionals, in line with SEND information-handling expectations.

11. Safeguarding Responses

Staff must follow safeguarding procedures if:

- A child appears distressed or unusually anxious

- A child makes a concerning comment or disclosure
- Marks or injuries are noticed in intimate areas
- A pattern of concerning incidents emerges

All concerns must be passed immediately to the DSL and recorded.

WCC guidance reinforces that concerns about harm, grooming or exploitation online or offline should be shared without delay.

12. Partnership with Parents and Multi-Agency Working

WMPS works closely with:

- Parents and carers
- SENDCo
- Virtual School (for LAC/PLAC)
- RISE / health professionals
- WCC Early Help
- Therapists and specialist teams

This approach mirrors the SEND Policy commitment to early identification, partnership working and supporting children holistically.

13. Review of Policy

This appendix is reviewed **annually**, or sooner if:

- Care plans change
- WCC guidance updates
- Needs within EYFS or the SRB change
-, new safeguarding expectations arise