



**WALTHAMSTOW HALL**  
SEVENOAKS

## **INTIMATE CARE POLICY**

### **Guiding Principles**

The safety and welfare of all our pupils at Walthamstow Hall (the School) is our highest priority. The School follows the procedures laid down together with the guidance contained in Keeping Children Safe in Education 2023 ([KCSIE](#)). This Intimate Care Policy applies to all pupils, including those in the Early Years Framework Stage (EYFS).

### **Rationale**

We are committed to ensuring that all staff responsible for the intimate care of pupils undertake their duties in a professional manner at all times. This Intimate Care Policy has been written to help safeguard pupils and staff and applies to all staff involved in the intimate care of pupils.

Intimate care is any care which involves washing, touching or carrying out a procedure (such as cleaning up after a child has soiled themselves), that most children can do for themselves, but with which some are unable to do due to physical disability, special educational needs associated with learning difficulties, medical needs, or needs arising from the child's stage of development.

Intimate care includes hands-on physical care in personal hygiene and physical presence or observation during such activities, dressing and undressing, and the application of medical treatment other than to arms, face and legs below the knee.

### **Objectives**

The objectives are:

- To provide guidance and reassurance to staff and parents/carers.
- To safeguard and respect the dignity, rights and wellbeing of pupils.
- To ensure that privacy is appropriate for the age and situation of the pupil concerned.
- To encourage a pupil's independence as far as possible in her intimate care.
- To explain to the pupil what they need to do and, if staff support is needed, explain how that member of staff is going to help.
- To assure parents that staff members are knowledgeable about intimate care, and that pupils' individual needs and concerns are taken into account.

### **Children aged 2-4**

We will inform parents of all pupils prior to them starting at Walthamstow Hall of the current Intimate Care Policy, highlighting that we will change pupils routinely as part of day-to-day personal care. Nappies or pull-ups will not be provided by the School so each parent can provide what their individual child needs for their day in School.

### Children aged 5-7

We will inform parents of all pupils prior to them starting School of the current Intimate Care Policy, highlighting that we will change pupils for odd 'accidents' but not routinely as part of day-to-day personal care. The expectation is that by the end of Reception pupils will be able to "manage their own basic hygiene and personal needs successfully, including dressing and undressing and going to the toilet independently".

### Pupils aged 7-11

Any pupil who soils or wets herself will not be changed by a member of staff unless specific written permission has been given by parents. We will provide a private, safe space where the pupil may change on their own. We will supply warm water and cotton wool, clean clothes (preferably the pupil's own) and plastic bags in which to put any soiled clothes. While pupils are expected to provide their own sanitary products, should assistance be required, products are available. Sanitary products are kept in the Medical Room, pupils should seek help from the School Office to get hold of them.

### Pupils aged 11-19

We will provide a private, safe space where the pupil may change on their own. We will supply warm water and cotton wool, clean clothes (preferably the pupil's own) and plastic bags in which to put any soiled clothes. While pupils are expected to provide their own sanitary products, products are available outside the Medical Office.

### Parental responsibility

Partnership with parents/carers is an important principle with the Walthamstow Hall community and is particularly necessary in relation to pupils needing intimate care. Much of the information required to make the process of intimate care as comfortable as possible is available from parents/carers. Parents/carers should be encouraged and empowered to work with staff to ensure their child's needs are identified, understood and met. This might include involvement with health care plans or any other plans which identify the support of intimate care where appropriate.

Parents/carers should ensure that all information given to the School is up to date.

### Expectation of Parents /Carers

Parents/carers must inform the School where their child is developmentally with regards to toilet training so their needs can be met safely and with dignity. This will be discussed at the 'Early Years Starter Meeting' when information is gathered about each pupil's individual needs. Parents/carers will discuss any specific concerns with staff about their child's toileting needs, and staff will work with parents/carers to ensure that the pupil is encouraged and praised where needed, when asking to use or independently using the toilet.

### Staff responsibilities

Intimate care routines should always take place in an area which protects the pupil's privacy and dignity. In the EYFS, this should always be within proximity of another member of staff. Children's intimate care routines should always be carried out by an appropriate member of

Intimate Care trained staff, at the discretion of the Deputy Head (Junior School) and with regard to the age and developmental needs of the pupil.

The Head of Early Years oversees the practice of intimate care in the EYFS to ensure consistency of practice and to avoid over-familiar relationships from developing. Appropriate support and training should be provided when necessary.

- We recognise that the most important skill that staff can exercise is sensitive listening.
- Staff will support all children's development and care, and respect their need for privacy.
- We recognise the need for a toileting area for children to be toileted/ have their clothes changed, in privacy.
- Staff are aware of the need to inform a colleague when leaving the room to help a child with their toileting needs or changing 'soiled' clothes.
- Staff are aware of the need to maintain good hygiene i.e. hand washing and the use of gloves.
- Staff are aware of the need to wrap soiled clothes in a plastic bag and send them home with the parent/carer.
- Staff maintain a good relationship with parents and carers so that issues regarding children's personal care can be readily discussed.
- A nappy changing table with stairs is available and nappies are to be bagged twice before being disposed of.

The following steps will be taken to ensure the health and safety of both staff and pupils:

1. Alert another member of staff.
2. Escort the pupil to a changing area, such as the designated nappy changing area/toilet areas.
3. Collect any equipment and clothes.
4. All adults should wear gloves. Nursery staff wear protective gloves and aprons for nappy changes and administering intimate care.
5. The pupil should undress as appropriate and clean themselves as much as possible, under the verbal guidance of an adult if needed.
6. If a member of staff has any concerns about physical changes in a pupil's presentation, e.g. marks, bruises, soreness etc they will immediately report concerns to the appropriate person for safeguarding and child protection. A clear record of the concern should be completed making use of CPOMS and referred on if necessary. (See the School's Safeguarding and Child Protection Policy.)
7. Staff will always talk to the pupil about what they are doing, listen and give choices where possible.
8. Staff should be responsive to a pupil's reactions. If a pupil becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process, in order to reach a resolution. The pupil's needs will remain paramount. Further advice will be taken including from outside agencies if necessary.
9. Staff should encourage the pupil to have a positive body image of their own body as we believe that confident, assertive pupils who feel their body belongs to them are less vulnerable to abuse.
10. Used nappies should be disposed of in the designated area for this.

11. Soiled clothes should be placed inside plastic bags (double wrapped) and given to parents/carers at the end of the day. Plastic aprons and gloves should be wrapped before disposal.
12. Pupils in Early Years will be supported with dressing, but other pupils are expected to dress themselves in clean clothing independently, wash their hands and return to class.
13. The area must be cleaned and disinfected by an adult before anyone else is allowed access to it.
14. Adults, and the pupil where required, should wash their hands thoroughly after administering intimate care. Intimate care incidents must be recorded including date, time, name of child, adult(s) in attendance, nature of the incident, the support required, action taken and any concerns or issues, on Tapestry for Early Years children and CPOMS for older pupils.

Parents/carers of pupils of any age requiring support should be informed, as soon as possible, via Tapestry or telephone call.

### Special Educational Needs and Disability (SEND)

The School recognises that some pupils with SEND and/or other home circumstances may result in them arriving at School with underdeveloped toileting skills. If a child is not toilet trained because of a disability, their rights to inclusion are additionally supported by the Special Educational Needs and Disability Act 2001 and Part IV of the Disability Discrimination Act 1995. If a child's toileting needs are substantially different from those expected of a pupil their age, then the pupil's needs may be managed through an Individual Healthcare Plan or similar. A toileting programme would be agreed with parents/carers as advised by a health professional. Intimate care arrangements will be discussed with parents/carers on a regular basis, and any agreed plan will be regularly reviewed.

### Child Protection

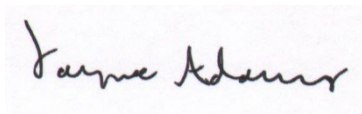
The School's Safeguarding and Child Protection Policy applies to intimate care procedures, and staff members are expected to be vigilant regarding adherence to the policy. This policy applies to all pupils at Walthamstow Hall. In addition, this policy should read alongside the School's Safer Recruitment Policy, the School's Disability and Accessibility Policy and Safeguarding and Child Protection Policy.

This policy has regard to the guidance issued by the Secretary of State.

***Walthamstow Hall policies are approved, ratified and reviewed regularly by the Governing Body in the light of statutory requirements.***

Reviewed: June 2023  
Next Review: June 2024

Signed:



Date: 30 June 2023

Mrs J Adams  
Chairman of the Governing Body