



Intimate Care Policy

Autumn 2026



Our Lady of Fatima Catholic Multi Academy Trust is a charitable company limited by guarantee registered in England and Wales under company registration number: 07696069 and registered address: St. Alban's Catholic Academy, First Avenue, Harlow, Essex, CM20 2NP.

Our Lady of Fatima Multi-Academy Trust

Intimate Care Policy

1. Statement of Intent

Our Lady of Fatima Catholic Multi Academy Trust is committed to safeguarding and promoting the welfare of all children. We recognise that some children require assistance with intimate care on a regular or occasional basis due to age, developmental stage, medical needs, SEND, illness, injury, menstruation, or toileting accidents.

The Trust is committed to ensuring that intimate care is provided in a way that:

- Preserves the dignity, privacy and rights of every child.
- Safeguards children from harm.
- Protects staff from potential misunderstandings or allegations.
- Promotes independence and self-care wherever possible.
- Respects individual needs, beliefs, cultures and preferences.
- Supports inclusion and equality of opportunity.

This policy should be read alongside the Trust's:

- Safeguarding and Child Protection Policy
- Staff Code of Conduct
- Health and Safety Policy
- Inclusion and SEND Policy
- Medical Needs Policy
- Behaviour Policy

This policy reflects the principles contained within **Keeping Children Safe in Education (2026)** and **Working Together to Safeguard Children (2026)**.

2. Definition of Intimate Care

Intimate care is any care that involves:

- Assisting with toileting.
- Changing nappies, continence products or underwear.
- Cleaning a child who has soiled themselves.
- Supporting personal hygiene.
- Managing menstrual care.
- Assisting with dressing or changing clothes following an accident.
- Supporting intimate medical procedures where agreed and trained.

Intimate care may involve direct or indirect contact with private areas of the body and therefore requires the highest standards of safeguarding and professional conduct.

3. Principles

The Trust will ensure that:

The Child's Welfare Comes First

All decisions relating to intimate care will be made in the best interests of the child.

Dignity and Respect

Every child will be treated with dignity, patience and sensitivity.

Privacy

Children will be afforded privacy appropriate to their age, understanding, needs and safeguarding requirements.

Independence

Children will be encouraged to undertake as much of their own intimate care as possible.

Communication

Staff will explain what they are doing and seek the child's agreement wherever possible.

Equality

No child will be disadvantaged because of disability, medical needs, SEND, cultural background, religion or gender.

Reasonable adjustments will be made in accordance with the Equality Act 2010.

4. Roles and Responsibilities

The Trust and School Leadership

The Trust and school leaders will:

- Ensure appropriate procedures are in place.
- Ensure staff receive safeguarding and intimate care guidance.
- Monitor implementation of this policy.
- Ensure suitable facilities and resources are available.
- Maintain appropriate records.

Designated Safeguarding Lead (DSL)

The DSL will:

- Provide safeguarding advice where required.
- Review any safeguarding concerns arising from intimate care.
- Ensure records are maintained securely.
- Support risk assessments and care planning.

Staff

Staff involved in intimate care will:

- Follow this policy and safeguarding procedures.
- Maintain professional boundaries.
- Respect children's dignity and privacy.
- Record incidents as required.
- Report concerns immediately to the DSL.

5. Procedures for Occasional Intimate Care

Examples include:

- Toileting accidents.
- Vomiting incidents.
- Menstrual accidents.
- Wet or soiled clothing.
- Emergency personal hygiene needs.

Staff should:

1. Reassure the child calmly.
2. Explain what assistance is required.
3. Encourage the child to undertake as much self-care as they can.
4. Use an appropriate private area.
5. Ensure another member of staff is aware that intimate care is taking place.
6. Wear appropriate PPE where necessary.
7. Dispose of waste hygienically.
8. Record the incident.
9. Inform parents/carers where assistance has been provided.

Where appropriate, a second member of staff may be available nearby or involved following a risk assessment.

6. Regular Intimate Care Needs

Some children may require ongoing support due to:

- SEND.
- Medical conditions.
- Developmental needs.
- Physical disabilities.
- Continence needs.

For these children the school will develop an:

Individual Intimate Care Plan

The plan will be agreed with:

- Parents/carers.
- Appropriate school staff.
- Health professionals where appropriate.

The plan should include:

- Care requirements.
- Level of assistance required.
- Hygiene arrangements.
- Medical information.
- Manual handling requirements.
- Staffing arrangements.
- Child preferences.
- Review arrangements.

Plans will normally be reviewed annually or sooner if needs change.

7. Safeguarding

Intimate care must always be undertaken within a safeguarding framework.

Staff must:

- Remain professional at all times.
- Avoid unnecessary physical contact.
- Explain actions before providing assistance.
- Be alert to signs of distress or abuse.
- Report concerns immediately to the DSL.
- Record any unusual disclosures, comments, marks, bruises or behaviours.

If a child makes a disclosure during intimate care, staff must follow the school's child protection procedures immediately and record on CPOMS.

8. Staffing Arrangements

The Trust recognises that intimate care is normally provided by a trusted and trained member of staff.

There is no requirement for two members of staff to be present for routine intimate care in every circumstance. However:

- Risk assessments may identify situations where two adults are appropriate.
- Staff should ensure colleagues know where they are and why intimate care is taking place.
- Particular consideration should be given where:
 - There is known behavioural risk.
 - There are previous allegations.
 - Manual handling support is required.
 - The child requires significant assistance.

The child's dignity and privacy should always remain paramount.

9. Toileting Accidents

Where a child has a toileting accident:

- Staff will respond promptly and sensitively.
- The child will not be made to feel embarrassed.
- Spare clothing will be offered where available.
- Soiled clothing will be double-bagged and returned home.
- Parents/carers will be informed if assistance has been required.

Children will never be left in soiled clothing while waiting for a parent to arrive.

10. Menstrual Care

The Trust recognises that menstruation is a normal aspect of development.

Children requiring support will be treated sensitively and respectfully.

Schools will:

- Provide access to sanitary products where possible.
- Allow access to toilets when needed.
- Provide reasonable support where necessary.
- Inform parents/carers where appropriate and in the child's best interests.

11. Health and Safety

Staff must:

- Wash hands before and after intimate care.
- Use gloves and aprons where appropriate.
- Follow infection control procedures.
- Clean any contaminated surfaces safely.
- Dispose of waste in accordance with school procedures.

Suitable intimate care equipment and PPE will be available.

12. Working with Parents and Carers

The Trust values positive partnership with families.

Parents/carers will:

- Be informed of the school's procedures.
- Be consulted regarding ongoing support needs.
- Be involved in the development of Individual Intimate Care Plans.
- Be informed where staff have assisted their child unless alternative arrangements are agreed within a Care Plan.

13. Recording and Reporting

A written record will be completed where:

- Staff have provided intimate care assistance.
- There is an injury.
- There is a safeguarding concern.
- Physical intervention was required.
- A pattern of incidents is developing.

Records will include:

- Child's name.
- Date and time.

- Nature of assistance provided.
- Staff involved.
- Any concerns arising.
- Action taken.

Records will be stored securely in accordance with GDPR and safeguarding requirements.

14. Training

Relevant staff will receive:

- Safeguarding training.
- Intimate care guidance.
- Manual handling training where appropriate.
- Medical needs training where required.

15. Monitoring and Review

This policy will be reviewed annually by the Trust or sooner if:

- Legislation changes.
- National guidance changes.
- Local safeguarding arrangements change.
- A serious incident indicates revision is necessary.