Intimate Care and Toileting Procedure

Our Vision

Achieving More Together

Our Mission

Working together passionately to achieve the best outcomes for our children and young people in our SEND & AP settings

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Version Control

Version No.	Amendments	Date
V1.0	Procedure created for a Trust wide approach	Nov 2026

1. Aims

Enable Trust is committed to safeguarding and promoting the welfare, dignity, health and independence of all children and young people.

This procedure provides clear guidance for staff supporting pupils who require assistance with intimate care and toileting and ensures that:

- Pupils are treated with dignity, privacy and respect.
- Pupils' rights, wellbeing and safety are safeguarded.
- Staff understand their responsibilities and receive appropriate training.
- Parents and carers are involved in planning and reviewing support arrangements.
- Intimate care is delivered consistently, safely and sensitively.
- Pupils are encouraged to develop independence wherever possible.

2. Definition of Intimate Care

Intimate care is any care that involves assisting a pupil with personal hygiene and bodily care that they would normally carry out for themselves if able.

This may include:

- Toileting and continence care.
- Pad changing.
- Washing and drying intimate areas.
- Dressing and undressing.
- Changing sanitary products.
- Applying prescribed creams or treatments to intimate areas.
- Assistance related to medical or physical needs.

For the purposes of this procedure:

- Intimate Care Plans are used for pupils with long-term medical, physical or complex care needs.
- Toileting Plans may be used for pupils who are developing toileting independence or require temporary support.

3. Principles

All intimate care should:

- Respect the pupil's privacy and dignity.
- Be undertaken in a safe and hygienic environment.

- Promote the pupil's independence.
- Involve the pupil as fully as possible.
- Reflect the pupil's communication methods and preferences.
- Be responsive to the pupil's age, development and individual needs.
- Be undertaken sensitively and without causing embarrassment.

4. Roles and Responsibilities

Parents and Carers

Parents and carers are expected to:

- Provide relevant information regarding their child's needs.
- Inform the school of any changes that may affect intimate care arrangements.
- Provide sufficient supplies, including nappies, pads, wipes, spare clothing or other agreed items.
- Participate in the development and review of care plans.
- Provide written consent where required.

School Staff

Staff providing intimate care must:

- Read and understand the pupil's care plan.
- Follow agreed procedures.
- Respect confidentiality.
- Promote the pupil's dignity and independence.
- Report any concerns in line with safeguarding procedures.
- Maintain professional boundaries at all times.

5. Intimate Care Plans

An Intimate Care Plan must be completed where a pupil requires regular or ongoing support.

The plan should be developed in consultation with:

- Parents/carers.
- The pupil, where appropriate.
- Relevant health professionals.
- School staff involved in delivering care.

The plan should include:

- Nature of support required.
- Communication methods used by the pupil.
- What the pupil can do independently.

- Equipment required.
- Staffing requirements.
- Moving and handling arrangements.
- Arrangements for educational visits and off-site activities.
- Emergency procedures.
- Parent and school agreement.

Plans should be reviewed:

- At least annually.
- Following significant changes in need.
- Following relevant incidents or safeguarding concerns.

6. Staffing Arrangements

The Trust recognises that intimate care should balance safeguarding, dignity and practicality.

As a general principle:

- Care should be delivered by appropriately trained staff.
- Staffing arrangements will be determined through risk assessment and documented within the care plan.
- Some pupils may require two members of staff, particularly where moving and handling equipment is used.
- Agency staff must not take a lead in undertaking intimate care unless approved by the Headteacher and appropriately trained and briefed.
- Pupils' preferences regarding support should be considered wherever reasonably practicable.

7. Training

Staff undertaking intimate care will receive appropriate training, which may include:

- Safeguarding and child protection.
- Intimate care procedures.
- Infection prevention and control.
- Manual handling and hoist training.
- Medical needs training where applicable.
- Communication strategies for individual pupils.
- Training records will be maintained by each school.

8. Delivering Intimate Care

Staff should:

- Explain what is happening to the pupil.
- Seek cooperation and participation where possible.
- Ensure privacy throughout the process.
- Wear appropriate PPE.
- Follow infection control procedures.
- Respect the pupil's preferred communication methods.
- Encourage independence at every stage.
- Dispose of waste safely and hygienically.
- Return soiled clothing securely and discreetly.

9. Educational Visits and Off-Site Activities

No pupil should be excluded from an activity simply because they require intimate care.

Risk assessments and care plans should identify:

- Staffing requirements.
- Facilities available.
- Equipment needed.
- Emergency arrangements.

10. Recording and Confidentiality

Information relating to intimate care is confidential.

Schools should:

- Maintain secure records.
- Restrict access to staff who need the information.
- Share information only on a need-to-know basis.
- Record incidents or concerns in accordance with school procedures.

11. Safeguarding

All staff must remain alert to signs of abuse or neglect.

Any concerns including:

- Unexplained marks or injuries.
- Changes in presentation.
- Distress during care.
- Allegations against staff.
- must be reported immediately in accordance with the Trust Safeguarding Policy.
- Where an allegation is made against a member of staff, alternative arrangements for intimate care will be made while the concern is managed through safeguarding procedures.

12. Monitoring and Review

This procedure will be reviewed every three years, or sooner where legislation, safeguarding guidance or operational requirements change.

Individual Intimate Care Plans will be reviewed at least annually.

Appendices

Appendix 1: template intimate care plan

PARENTS/CARERS	
Name of child	
Type of intimate care needed	
How often care will be given	
What training staff will be given	
Where care will take place	
What resources and equipment will be used, and who will provide them	
How procedures will differ if taking place on a trip or outing	
Name of senior member of staff responsible for ensuring care is carried out according to the intimate care plan	
Name of parent or carer	

PARENTS/CARERS	
Relationship to child	
Signature of parent or carer	
Date	
CHILD	
How many members of staff would you like to help?	
Do you mind having a chat when you are being changed or washed?	
Signature of child	
Date	

This plan will be reviewed once a year.

Appendix 2: template parent/carer consent form

PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE	
Name of child	
Date of birth	
Name of parent/carer	
Address	
I give permission for the school to provide appropriate intimate care to my child (e.g. changing soiled clothing, washing and toileting)	□
I will advise the school of anything that may affect my child's personal care (e.g. if medication changes or if my child has an infection)	□
I understand the procedures that will be carried out and will contact the school immediately if I have any concerns	□

PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE	
I **do not** give consent for my child to be given intimate care (e.g. to be washed and changed if they have a toileting accident). Instead, the school will contact me or my emergency contact and I will organise for my child to be given intimate care (e.g. be washed and changed). I understand that if the school cannot reach me or my emergency contact, if my child needs urgent intimate care, staff will need to provide this for my child, following the school's intimate care policy, to make them comfortable and remove barriers to learning.	□
Parent/carer signature	
Name of parent/carer	
Relationship to child	
Date	

Appendix 3 Procedures

Preparation:

- Identify pupils who require toileting support and assess their specific needs, such as mobility, communication, or medical requirements.
- Assign trained and qualified staff members to provide toileting support. Ensure that at least two staff members are present for safeguarding reasons.
- Gather necessary supplies, including personal hygiene items (if needed), gloves, wipes, and a change of clothes.
- Communicate with the pupils' parents or guardians to establish communication and specific toileting routines.

Procedure:

- Obtain Informed Consent: Ensure that parents or guardians have given consent for toileting support, and be aware of any specific instructions.

Preparation of Toileting Area:

- Ensure the toileting area is clean and safe.
- Provide privacy and dignity by closing doors or curtains.

Communication:

- Communicate with the pupil about their needs and preferences, using their preferred mode of communication (verbal, sign language, picture cards, etc.).
- Explain each step of the process in a clear and reassuring manner.

- Assistance with Clothing: Assist the pupil in undressing, ensuring modesty and dignity are maintained.

Toileting:
- If necessary, provide physical support for transferring to the toilet or changing position.
- Give the pupil adequate time and encourage them to communicate when they are ready.

Personal Hygiene:
- Assist with cleaning, wiping, and any other necessary personal hygiene tasks.
- Use disposable gloves to maintain hygiene standards.

Dressing:
- Assist the pupil in redressing while respecting their privacy and preferences.
- Ensure all clothing is adjusted comfortably.

Handwashing:
- Help the pupil wash their hands thoroughly with soap and water.
- Model proper handwashing techniques.

Documentation:
- Maintain a toileting log, recording the time, date, any issues or observations, and the names of staff members involved.

Safety and Dignity:
- Throughout the process, maintain a focus on the pupil's safety, dignity, and comfort.
- Address any unexpected issues promptly and professionally.

Post-Toileting Care:
- Ensure that the pupil is comfortable and in a safe environment after toileting.
- Replace any soiled items (e.g., nappies) with fresh ones if needed.

Report and Communication:
- Share relevant information with parents or guardians as needed.
- Communicate any concerns or significant changes in toileting needs to the school's special needs coordinator or relevant professionals.

Safeguarding:
- Always have at least two trained staff members present to provide toileting support for safeguarding purposes.