



St Peter's C of E (Aided) Primary School

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Our Vision Statement

At St Peter's we have high expectations where everyone flourishes, achieves and succeeds within a safe, inclusive Christian community. We promote gospel values of independence, respect and empathy. Through an exciting curriculum, children are inspired to find joy as lifelong learners and active world citizens.

INTIMATE CARE AND TOILETING POLICY

Person Responsible	SENCo (Jo Mesney)
Review Period:	Every 3 years or in light of new regulations
Status:	Recommended
Date Adopted:	Spring Term 2026
Next review:	Spring Term 2029
Ratified by Governors on:	28 January 2026

Purpose

At St Peter's C of E Primary School, we believe pupils have the right to be safe, be treated with dignity and respect, and to be able to access all aspects of school life. The school recognises its duties and responsibilities in relation to the Equalities Act 2010, which requires that any pupil with an impairment that affects their ability to carry out day to day activities must not be discriminated against. We understand that SEND and medical needs may result in some children arriving at school with underdeveloped toilet training skills, as well as a minority of children who developmentally may not be fully toilet trained by the time they start school. The aim of this policy is to ensure that appropriate provision is made for such pupils.

Safe-Guarding

St Peter's C of E Primary School is committed to safeguarding and promoting the welfare of children. This policy gives clear guidance on how to always undertake the toileting and intimate care of children in a professional manner. Staff behaviour must be open to scrutiny and staff must work in partnership with parents/carers to provide continuity of care to children wherever possible.

St Peter's School is committed to ensuring that all staff responsible for the intimate care of children will always undertake their duties in a professional manner. The school recognises that there is a need to treat all children with respect when intimate care is given, and no child will be attended to in a way that causes distress or pain.

All staff who work in school will have had relevant pre-employment screening to help prevent unsuitable people from working with children. All staff have received full safe-guarding training, and the school is fully compliant with statutory regulations in relation to safe-guarding. Therefore, there are no regulations requiring more than one person employed by a school to be present to support a learner with changing, or to assist them with bladder and/or bowel management. Furthermore, having more than one person is unlikely to promote continuity, dignity or privacy for the child.

At St Peter's C of E School staff will follow the guidance provided by Surrey County Council and that should be read in conjunction with *Surrey County Council Intimate care and toileting - Guidance for early years settings and schools (January 2017)*.

Definition of Intimate Care

Intimate care is any care which involves washing, touching or carrying out an invasive procedure to intimate personal areas. In most cases such care will involve cleaning for hygiene purposes as part of a staff member's duty of care.

Definition of Personal Care

Although it may involve touching another person, it is less intimate and usually has the function of helping with personal presentation.

Personal care tasks specifically identified as relevant include:

- Feeding
- Hair care
- Dressing and undressing
- Washing non-intimate body parts
- Prompting to go to the toilet

Health and Safety

These guidelines aim to manage risk and ensure that employees do not work outside the remit of their responsibilities. Of particular importance regarding regular intimate and personal care are the following:

- Staff training
- The recording of activities as necessary
- Staff wearing protective clothing while changing a child
- Soiled nappies/ pulls ups being securely wrapped and disposed of appropriately
- Hot water, soap and paper towels being available for staff and child post changing
- Consent being obtained from parents/ carers

Occasional Requirement for Intimate Care

Staff will record intimate care procedures/ changing on Appendix A: Record of intimate/ personal care.

A member of the class team, usually the class teacher, will inform parent/ carer of any interventions required during the day.

When a staff member is supporting a child with intimate care, they will always inform a colleague where they are going and who they are supporting. If a child has soiled, they will be encouraged to clean themselves with toilet paper (or wipes if these have been provided by the parent/ carer) and change into clean underwear. They will be supported through this, and staff will ensure they are clean and dry and able to continue with the day. If a child cannot adequately clean themselves a staff member will assist with this process.

If a child is either distressed and cannot be calmed or they require showering the parent/ carer will be called into school to assist.

Regular Requirements for Intimate Care

Staff will use Appendix B to Record ongoing intervention including personal and/ or intimate care. Working copies will be kept in a secure place that staff can access easily. When completed these logs will be kept in a child's folder in the SENCo office.

The parent is responsible for providing wipes, nappies/pads/spare underwear and change of clothes if required.

The SENCo will meet with parents to:

- Discuss child's needs and draw up an Individual Healthcare Plan (IHP) – Appendix D
- Signpost parents/ carers to further support as identified, so that all are working to support the child towards independent toileting
- School and parents/ carers to sign Agreement of Intimate Care Procedures (Appendix C), following explanation of procedures employed by the school
- IHP and consent to be reviewed at least yearly or sooner if needs change.
- SENCO to liaise with class team and key members of staff who will be supporting the child.

When a staff member is supporting a child with intimate care, they will always inform a colleague where they are going and who they are supporting. If a child has soiled, they will be encouraged to clean themselves with toilet paper and change into clean underwear. They will be supported through this, and staff will ensure they are clean and dry and able to continue with the day. If a child cannot adequately clean themselves a staff member will assist with this process.

If a child is either distressed and cannot be calmed or they require showering the parent/ carer will be called into school to assist.

The school recognises that complex needs may be present. A child's personal needs will always be considered and in line with advice from external professionals such as OTs and the school nurse, the school will always support where possible.

School

The school will provide a space suitable for the needs to the child, face masks, aprons, gloves & bins for staff use. Specific equipment, training and risk assessments will be in place for children who need special arrangements following assessment from a physiotherapist/occupational therapist as required.

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 themselves as they can.

Wherever possible the same child will not be cared for by the same adult at all times; ideally there will be a rota of staff members known to the child who will take turns in providing care. This will ensure, as far as possible, that over-familiar relationships and reliance on an individual adult, are discouraged from developing, whilst at the same time guarding against the care being carried out by a succession of completely different staff members.

Communication with between School and Home

Intimate care arrangements must be agreed by the school and parent/ carers and child (if appropriate) and reviewed regularly.

Prior to starting school prospective parents will be reminded of the school's expectation that pupils should be toilet trained before they start school. If a child is not fully toilet trained before starting school the parents/ carers must inform the school. A meeting will then be arranged prior to the child's start date. The child's needs and provision to support need will be discussed, and if required an IHP will be written by the school. Appendix A from *Surrey's Intimate Care and Toileting Guidance (2017)* can be used at this point.

Nursery Intimate Care

Parents share their child's specific intimate care needs during the introductory session using the *All About Me* form.

Guidance on toilet training is provided in the nursery *Welcome Booklet*, informed by ERIC.org.uk best practices.

All intimate care routines (e.g., nappy changes, toileting, changing clothes) are carried out respectfully, maintaining the child's privacy and dignity.

Children are encouraged to participate in their own care where possible, and their views are considered.

Only staff who have completed background checks provide intimate care.

Safeguarding measures ensure privacy while protecting staff and children: Changes are recorded and kept on file.

- Nappy changes and intimate routines are never conducted behind a closed door, however the child's need for privacy is balanced with safeguarding requirements for staff and children
- All changes and routines are recorded and kept on file.

Parent Communication Tips

- Be clear and reassuring: Explain that intimate care is handled professionally and respectfully
- Share routines: Inform parents how and where nappy changes or toileting support occur
- Encourage partnership: Invite parents to share strategies that work at home for consistency
- Provide updates: If a child's needs change, communicate promptly and record adjustments
- Use positive language: Emphasize independence and dignity in all discussions.

The following Documents have been consulted to inform this policy:

- Keeping Children Safe in Education (KCSIE, 2024)
- DfE – Supporting pupils at school with medical conditions (2015)
- Equality Act 2010 (school guidance)
- Surrey County Council Intimate care and toileting - Guidance for early years settings and schools (January 2017).
- eric.org.uk – The Children’s Bowel and Bladder Charity



Appendix A: Record of Intimate/ Personal Care

Child's Name	Date	Time	Support required	Comments	Signed



Appendix C – Agreement of Intimate Care Procedures in School

The purpose of this agreement is to ensure that both parents/carers and staff agree with what care is given, who is providing the care and that the appropriate training is given.

One copy will be retained in school and one copy to be given to the parent/ carer.

This should be reviewed at least once a year.

Child's name.....

Intimate care/ personal care required:

Staff member's name.....

Staff member's signature..... Date.....

Staff member's name.....

Staff member's signature..... Date.....

Senior staff member's name.....

Senior staff member's signature..... Date.....

Parent name:

Signed..... Date.....

Date to be reviewed.....



Individual Healthcare Plan (Appendix D)

An individual care plan is completed for all learners who have continence difficulties that affect their school day.

Name of School:

Child's/young person's details

Child's name	
Date of Birth	
Year group	
Home address	
School name	
School address	

Date of plan:

Planned review date:

(The plan should be reviewed at least annually or more frequently if the child's situation changes)

Name of person(s) completing plan and their role:

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.....
.....

Family contact information

Name	
Relationship to child	
Telephone number	
Email	

Health contacts

Specialist nurse	
Consultant	
General Practitioner	
Health Visitor/School nurse	

Education contacts

Class teacher/ Support Staff	
SENCo	

Description of child

Give brief details of child's interests, behaviour and relevant conditions, e.g. speech and language, mobility.

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Description of continence difficulty

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Goals for continence management

Describe how the child's bladder and bowel health is going to be promoted and maintained and how potential and independence are going to be appropriately promoted. You may include goals for parents, child and /or school staff depending on individual needs.

Medication

Details of medication. If any medication needs to be taken in school refer to the school's medical policy and follow school procedures.

Management and description of routine

e.g. details of drinking, toileting and changing routines, aides used and any reward schemes

Details of help required for personal care, who will provide this, where and how

Arrangements for sporting activities, school visits/trips etc

Details of staff training needed/undertaken

Include who has been trained, the training given, by whom with dates and signatures of trainer and staff member

Use and disposal of continence products and aids

Include arrangement for soiled clothes and underwear, provision or new/spare equipment eg catheters).

Emergency situations

Describe what would constitute an emergency for the child and what action should be taken. Schools should always act in line with their safeguarding, medical and first aid policies.

Name of parent/carer

Signature of parent/carer Date

Name of school representative

Role/job title of school representative

Signature of school representative Date

Name of child/young person

Signature of child/young person ...(if appropriate)..... Date