



Telford Infant School

LOVING LEARNING

Every child to be an inquisitive, resilient and successful learner who is eager for their next challenge.

Intimate care and toileting policy

Manager:	Headteacher
Date of latest update:	January 2026
Date of next review:	January 2029

*This Policy is available for Staff and Governors on One drive.
It is also available for parents on the school website and on request from the school office.*

This policy should be read in conjunction with the following policies:

- Health and Safety Policy
- Safeguarding Policy
- Medicines in school Policy

Aims

At Telford Infant School we recognise that 'intimate care' includes attending to toilet accidents/medical conditions causing soiling/ supervising toileting habits. We will provide a whole school approach which ensures that the needs of the children are paramount and their rights and privacy are respected. In doing so we will adhere to the Warwickshire County Council Health & Safety procedures and ensure that:

- Children are able to express choice and have a positive image of their own body.
- Children feel safe and secure.
- Intimate care procedures minimise any risks associated with intimate care.

Children should be encouraged to act as independently as possible and to undertake as much of their own personal care as is possible and practicable.

Equal Opportunities

- To ensure children are respected and valued as individuals.
- To ensure the procedures are non-discriminatory and that parents of children with disabilities are not asked to do more than their peers who do not have children with disabilities.
- To ensure that children are not refused admission who need to receive 'intimate care' support. We have a duty to meet the needs of children with delayed personal development in the same way as a child with delayed language or any other delay

Procedures to be followed by staff

If staff suspect soiling and it is denied by the child the matter should be referred to the parent for advice – usually a telephone call from the office. Forcing the child to 'prove otherwise' is unnecessary and unwise. However, so is allowing children to sit in soiled clothing. If needed an executive decision by a member of the Senior Leadership Team will be made to send the child home or request that parents collect and deal with the child themselves.

A child's refusal to allow themselves to be changed will result in an immediate telephone call to inform parents. Parents can choose to visit the school to change the child or take them home to change – then return to school.

All staff carrying out intimate care or toileting support of children in the school must be aware and follow the procedures and advice outlined below:

- Any adult involved in intimate care or toileting support should be a member of the school staff or the child's carer, not a volunteer, student, governor, work experience, parent helper or any other adult in school.

- The adult involved should be trained appropriately to manage personal care as part of their duties. This may be done by asking staff volunteers to support children with toilet training or special toileting arrangements. However, staff have no legal or contractual duty to do so, unless these duties are specified in staff contracts.
- The adult involved in intimate care should ensure they complete Appendix A – Intimate Care Log for the child (these are kept in a blue folder in the disabled toilet).
- The adult involved should ensure they are aware of the child protection policy and procedures in place within the school. If concerned about a child's actions or comments whilst carrying out intimate care, staff should record this on the appropriate form (Appendix A – Intimate Care Log) and follow the usual safeguarding procedures as appropriate.
- Children who need changing during lesson time or lunch and break times due to a toileting accident and/or the child is not toilet trained, he/she should be changed in the disabled toilet to allow for privacy and/or supervision.
- Children still undergoing toilet training should have all necessary materials (e.g. nappies, wipes, change of clothing etc) provided, after discussion with school about appropriateness/need, by the parents.
- Children should be encouraged to act as independently as possible and to undertake as much of their own personal care as is possible and practicable. If assistance is required, this should be normally undertaken by one member of staff. However, another appropriate adult who is aware of the task to be undertaken should always be in the vicinity and visible and/or audible. Intimate or personal care procedures should not involve more than one member of staff unless the pupil's care plan specifies the reason for this.
- Adults who need to help children with intimate care such take the appropriate health and safety precautions and wear a disposable apron and gloves (kept in the disabled toilet). Soiled or wet clothing should be double bagged and put in an appropriate place (not the cloakroom or child's drawer) ready to be given to the parent/carer.
- A toileting slip (Appendix B) should be completed and handed to the child's parent/carer so that they are aware their child has required help with toileting (where appropriate the class teacher may need to speak to the parent dependent on the nature of the accident/support required).
- It is good practice to always take into consideration the views of the child / young person. This is especially important if they are likely to need support long term. This may include asking which toilet cubicle they prefer, if they are comfortable with the staff supporting them or if they are comfortable going to the toilet at a busy time.
- It is important for the pupil to feel they are in control of their personal care and it is not something that is 'done to' them. To support this, young people should be actively involved in the decision making. Ask the following if relevant:
 - Would you like some help?
 - Would you like me to help you?
 - Would you like me to come with you and wait outside the door in case you need any help?

- Ensure another member of staff, preferably the class teacher if during lesson time, knows that you are withdrawing the child and why (so that the child's whereabouts is accounted for).
- Speak to the child by name and explain what is happening. Ensure privacy appropriate to the child's age and situation.
- If young children can change themselves, wait outside the door and reassure them you are there. If the child is mature enough, offer the option of going alone without an adult. Professional judgment should be used.
- Be aware and responsive to the child's reactions if assisting with intimate care.
- Ensure any religious and cultural values are taken into account.
- Ensure spare clothing is readily available
- If washing is required, use a disposable wipe (taking any skin allergies into account). Encourage the child to wash any intimate parts of the body with wipes.
- If showering is required, the parent/carer should be contacted by telephone and given the option to come and support their child. If they are not able to do so a member of staff will assist the child encouraging them to be as independent as possible.
- Any injuries needing intimate care should be dealt with sensitively. The Paediatric First Aider should be called in such circumstances and parents may be requested to attend as appropriate.
- If necessary, clean and disinfect any soiled surfaces once the child has returned to the classroom. (Cleaning products are kept in the disabled toilet).
- If a child has need of support or reassurance after the incident, an appropriate space should be used.
- Record all incidents of intimate care on the record sheet (Appendix A) and complete a toileting slip (Appendix B) to inform the parent/carer. Confidentiality should be maintained at all times between child, school and parent/carer.
- Staff with concerns over any aspect of intimate care should discuss these with the headteacher.

Lunchtimes

Children requiring support with intimate care/toileting at lunchtime will be supported by the midday supervisor assigned to the child's class. Where additional support is required for intimate care if another midday supervisor cannot be released due to operational issues, then an additional available member of staff needs to be located by the midday supervisor.

Regular Occurrences

If the child has an ongoing problem that requires intimate care, the SENCO should be informed so arrangement can be made with the parent/carer for long term resolution of the difficulties. Where appropriate this will involve outside agencies such as the school nurse or SEND supported.

Children with special medical needs who need changing on a daily basis will have a separate record where the date and time is noted and the signature of the staff member is kept on record. (Appendix A – Intimate Care Log).

For children with regular occurrences a **care plan** will be written and agreed with parents and the Health Visitor or School Nurse, and seek parental/carer support in maintaining routines and strategies at home.

Parents and carers

Parents and carers have a key role to play in supporting effective toilet training. Parents may feel anxious and responsible when their child has not yet achieved this developmental stage. It is important to build up their confidence especially if they have already experienced difficulties in trying to toilet train their child. Some parents feel judged or blamed that their child has not reached this milestone, having tried very hard to help their child become continent.

Where appropriate, before the child begins school, gather information from parents/carers:

- Has toilet training been introduced in the past?
- How has toilet training been introduced in the past?
- What happens at home?
- What established routines does the child have at home/setting, which could inform arrangements in school/setting?
- Are there any particular behaviours, difficulties, anxieties?
- Can parents/carers suggest any strategies?
- Are there any religious/cultural sensitivities related to aspects of intimate personal care that should be taken account of?
- Agree terminology for body parts and bodily functions.
- Gather information from professionals involved (this may include previous settings/IDS Teaching & Learning /Health Visitor/School Nurse/Physiotherapist/Occupational Therapist.
- Consider health and safety implications and undertake a risk assessment where appropriate.
- Arrange for any professional advice required, to be in place before attendance.
- Arrange for any professional training required, to be in place before attendance.
- Arrange for any professional resources required, to be in place before attendance.

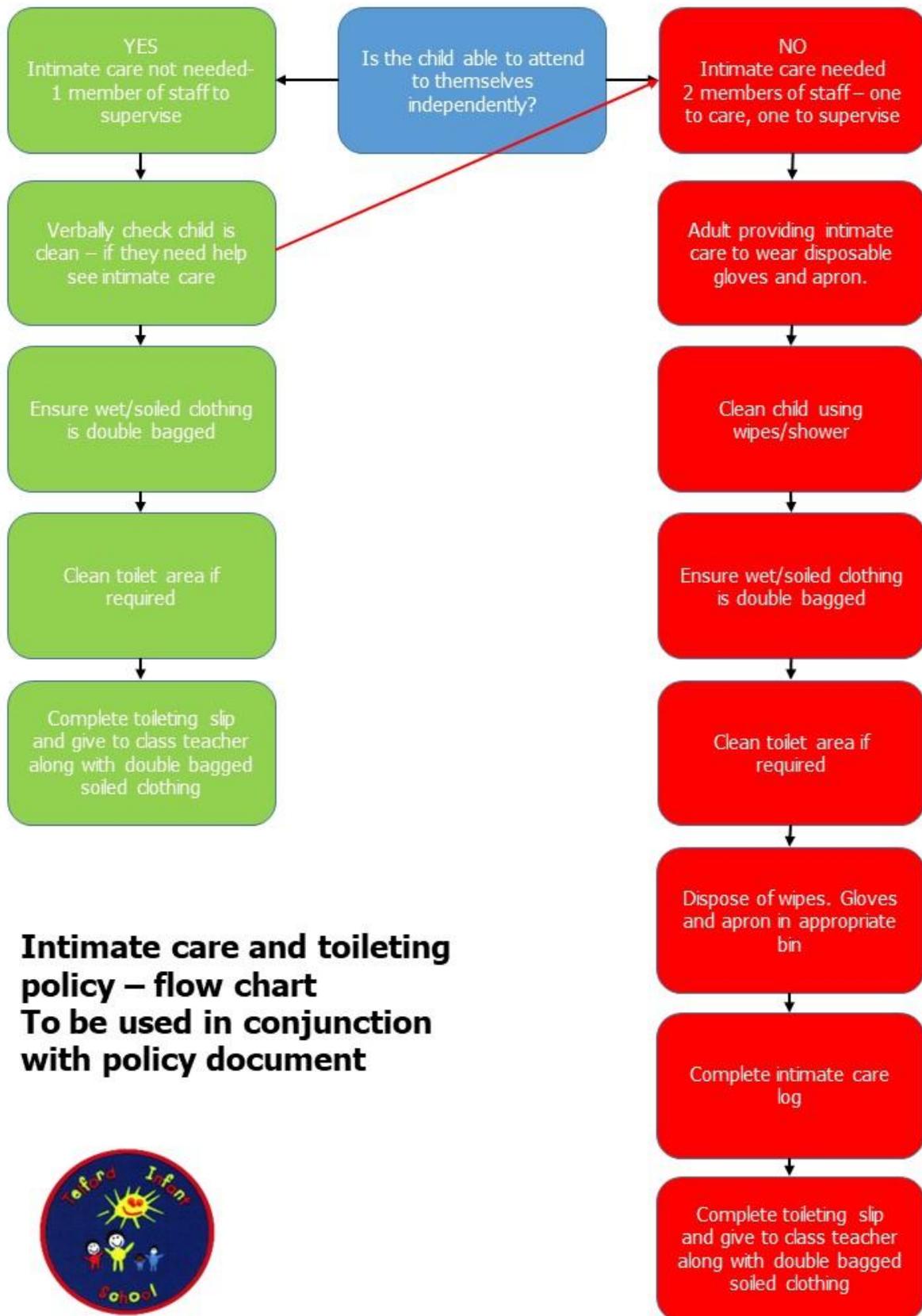
Please note, however, delaying admission unnecessarily or unduly may result in parents having a lawful claim of discrimination if the child were unable to start alongside his/her peers.

Ask parent/carer to provide spare clothing and where appropriate wet wipes and nappy sacks/bags for wet and soiled clothing. It is the responsibility of parents to then deal with wet or soiled clothes. Please note it is unacceptable to expect parents

or carers to be on emergency stand-by to change children during the school day. Potentially this could be unlawful under the Equality Act.

If the child has been assisted with intimate care, a toileting slip (Appendix B) should be completed and handed to the child's parent/carer so that they are aware their child has required help with toileting (where appropriate the class teacher may need to speak to the parent dependent on the nature of the accident/support required).

Quick reference flow chart



Intimate care and toileting policy – flow chart To be used in conjunction with policy document



Appendix B – toileting slip



Toileting slip

Date:		Time:	
Child's name:		Class:	
<p>This is a courtesy note to inform you that your child had a toileting accident today.</p> <p>This was supported swiftly and sensitively in accordance with our intimate care and toileting policy.</p> <p>We have returned the clothing for washing. Please wash and return any items borrowed from the school at your earliest convenience.</p>			