

INTIMATE CARE POLICY

Adopted by:	Walthamstow Academy	
Date:	September 2026	
Signed off by:	Emma Skae	Leon French
Role:	Principal	Chair of Governors
Review frequency:	Annually	
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INTRODUCTION

This policy applies to Walthamstow Academy and will be followed by all staff who are trained to provide intimate care. This policy considers the procedures and practices of our local authority, Waltham Forest, and has been written in conjunction with the SEND Success and Disability Enablement Service. These guidelines should be read alongside other [policies](#) including:

- Safeguarding Policy
- Accessibility Plan
- Disability Policy
- Anti-bullying Policy

LEGISLATION

The writing of this policy has been informed by the following legislation:

- [The Care Act 2014](#)
- [Health and Safety at work Act 1974](#)
- [Equality Act 2010](#)
- [Working together to Safeguard Children 2018](#)
- [Keeping Children Safe in Education](#)

DEFINITION

Intimate or personal care can be defined as: hands-on physical care in areas of personal hygiene and the physical presence of others to support their needs. It is a personal activity that a student would normally be able to do for themselves which involves washing, touching or carrying out an invasive procedure (such as cleaning up after a child who has soiled themselves) to intimate personal areas.

AIMS

1. To ensure that all intimate care needs for a student are carried out by a trained adult who must support the personal activity in line with agreed plans
2. To ensure that staff are aware of agreed practice and the planning process involved, and are able to implement them
3. To ensure that where possible all intimate care plans are written involving the student, family and agencies involved

AGREED PRACTICE

1. Where a student is known to have personal care needs the Occupational Therapist, Physical Therapist, and any other medical professionals, must meet before intimate care is introduced to agree the plan.
2. All students who require regular assistance with intimate care have intimate care plans (see appendix 1) agreed by staff, parents/carers and any other professionals actively involved, such as school nurses or physiotherapists.
3. If the student has capacity, they must agree to the decisions written on the intimate care plan.
4. The intimate care plan must be signed by the student, parents/carers and SENCO when finalised.
5. The management of intimate care plans is the role of the SENCO.

6. It is the responsibility of the parent/carer to update the academy should the students' needs change.
7. The most appropriate environment should always be selected to ensure privacy and dignity. This is normally the disabled toilet on each floor.
8. The student who requires intimate care is always treated with respect. Their views, welfare and dignity are of paramount importance.
9. The student must be asked each time by the designated supporting staff if they require assistance if the student has capacity to answer.
10. Two members of staff must support the student with intimate care to ensure safeguarding guidelines are adhered to.
11. All staff will be aware of cross-contamination and their duty to protect students and themselves against risk. They have been trained to promote high standards of hygiene and ensure that they are always maintained, for all students. Staff providing intimate care must always wear gloves and an apron.
12. Staff must never lift a student. They must use provided equipment if the students need lifting.
13. Staff must clean the toilet area with cleaning wipes after use to ensure it is clean for the next user.
14. Staff will be supported to adapt their practice in relation to the needs of the individual student considering developmental changes such as the onset of puberty and menstruation.
15. Staff must record each time intimate care is provided for a student on the record sheet (see appendix 2)
16. The student will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each student to do as much for themselves as they can. This may mean, for example, giving the student responsibility for washing themselves.

DEALING WITH SOILING ACCIDENTS

Accidents and unexpected soiling will sometimes occur with students. On these occasions there may not be a personalised care plan in place or prior parental / carer authorisation. In some situations (e.g. needing to shower a student after a toilet accident) and where the delay will not cause distress, phone permission can be sought. All telephone calls made on school handsets are recorded on the intimate care recording sheet. Students, parents/carers and staff all have responsibilities linked to this issue:

1. Students will be asked at agreed times of the day if they require the toilet to avoid mishaps
2. Students will be provided with a toilet pass to allow them to leave a lesson to use the toilet when needed
3. A procedure will be in place to ensure a staff member is available to take the student to the toilet as quickly as possible if needed
4. All staff will ensure that any soiling incidents are dealt with quietly and respectfully to avoid any embarrassment for the student.
5. Staff must put soiled clothes into a hazardous waste bag and seal it. This is then passed to the parent/carer at the end of the day
6. Spare uniform/clothes must be kept in reception should a student need to change

THE PROTECTION OF STUDENTS

Child protection procedures and Multi-agency child protection procedures will be adhered to.

If a member of staff has any concerns about physical changes in a student's presentation, e.g. marks, bruises, soreness etc. they will immediately report concerns on CPOMS which will alert the designated safeguarding lead.

If a student becomes distressed or unhappy about being cared for by a 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. Staffing schedules will be altered until the issue(s) are resolved so that the student's needs remain paramount. Further advice will be taken from outside agencies if necessary.

If a student makes an allegation against a member of staff, all necessary Child Protection procedures will be followed. All staff will be required to confirm that they have read the school policy for clarification of practices and procedures.

Role	Responsibility
SENCO	• Policies • Intimate Care Plan • Staffing • Staff training
Trained staff member	• To provide intimate Care
Parent/Carer	• Keep school updated with students needs • Sign and read Intimate Care Plan
Student	• To follow agreed plan • To update staff and parent/carers if they want something to change or if they do not feel comfortable • Asks for assistance as and when needed
Teacher	• To know procedure for student to use the toilet/changing facilities

Appendix 1

Intimate/Personal Care Plan

Student's name:	Date:
Nominated staff to support child:	
Main areas of need:	
Detailed plan	
This plan was written by.....date.....	
This plan was agreed with parents/carers on	
The student's views were sought for this plan on	
Signed (SENCO)	
Signed (Support staff)	
Signed (Support staff)	
Signed (Support staff)	
Signed (Parent/carer) I consent to a trained member of staff supporting ***** with the removal/changing of her clothes and transferring her onto the toilet	
Signed (student if applicable) I consent to a trained member of staff supporting me with the removal/changing of my clothes and transferring onto the toilet	

Appendix 2

RECORD OF INTIMATE CARE INTERVENTION

Name of Child	
Name of Support Staff Involved	

Date	Time	Intimate care provided	Staff providing care	Notes