

Intimate Care and Toileting Policy

Reviewed September 2025



The Stour Academy Trust

Trust Vision

We are:

A Multi Academy Trust at the forefront of providing a 21st century education for children.

We have a vision for education that gives children the necessary skills to thrive in our modern, 21st century world.

Our pedagogical model combined with the intentional deployment of technology will help us deliver personalised learning. Through the innovative use of digital technology we will create a level playing field for all children, irrespective of their language skills, reading ability or any other factors that may present learning challenges.

Technology will accelerate our progress but will not be the driver of our vision. We will develop both the cognitive and social-emotional skills necessary for children to succeed in their personal and professional lives.

There will be no barriers to achievement within our learning community and our teachers will build strong relationships that facilitate the learning of others.

Traditional classrooms will evolve to allow the vision to be fully embraced. Our enabling environments will be child-centred and designed to allow for flexibility, collaboration and independence. The aim is to shape our environment to better reflect a 21st century workspace that promotes social interaction, communication and self-regulation.

Trust Values

We are:



Intimate Care and Toileting Policy

Policy Statement

The Trust is committed to ensuring that all staff responsible for the intimate personal care of pupils will undertake their duties in a professional manner at all times. It is acknowledged that these adults are in a position of great trust.

This Trust takes seriously its responsibility to safeguard and promote the welfare of the children and young people in its care. Meeting a pupil's intimate personal care needs is one aspect of safeguarding.

All staff undertaking intimate care must be given appropriate training, the Trust provides training through a mix of

- Induction training on Child Protection Policy and Intimate Care Policy.
- Regular refreshers (annual safeguarding, 3 yearly paediatric first aid)
- Specialist training if children have specific medical or care needs (eg catheterisation, PEG feeding, epilepsy management, Diabetes)

The Trust recognises its duties and responsibilities in relation to the Equality Act 2010 which requires that any pupil with an impairment that affects his/her ability to carry out day-to-day activities must not be discriminated against.

The child/young person's welfare is of paramount importance, and his/her experience of intimate and intimate personal care should be a positive one. It is essential that every pupil is treated as an individual and that care is given gently and sensitively: no pupil should be attended to in a way that causes distress or pain. We recognise that there is a need to treat all pupils, whatever their age, gender, disability, religion, ethnicity or sexual orientation with respect and dignity when intimate personal care is given.

This intimate personal care policy should be read in conjunction with the schools' policies as below:

Child Protection

Professional Code of Conduct

Whistleblowing'

Health and safety

Supporting Pupils with Medical Needs

Staff Acceptable Usage

Aims

- To meet children's basic care needs safely and respectfully.
- To support children's independence and confidence during toilet training.
- To protect children and staff through clear procedures and safeguarding practices.
- Staff will work in close partnership with parents/carers and other professionals to share information and provide continuity of care.

- Where pupils with complex and/or long-term health conditions have an individual health care plan in place, the plan should, where relevant, take into account the principles and best practice guidance in this intimate personal care policy.

Key Principles

Every child/young person has the right to:

- Be safe
- Personal privacy
- Be treated as an individual
- Be treated with dignity and respect
- To be involved and consulted and have their views considered in their own intimate personal care, appropriate to age/ability
- Have levels of intimate personal care that are as consistent as possible
- Intimate care is only undertaken by employed, DBS checked staff.
- Staff follow the **“two adults” awareness” principle** – ensuring another adult is nearby and staff are visible wherever possible.
- Records of intimate care routines are maintained by using Microsoft Forms.

Procedures

Nappy Changing

Prepare the area

- Nappies are changed in the designated changing area with appropriate surfaces.
- Check that the changing area is clean.
- Gather changing items including nappies, wipes, barrier cream, if necessary, spare clothes if necessary and nappy sacks.
- Staff should remove watches, bracelets, raised rings
- Put on a plastic apron and gloves.

Changing the child

- Lift the child onto the changing mat or support the child to walk/climb up to the area if appropriate.
- Remove the child’s nappy or soiled underwear.
- Wash and dry the child with wipes. Always wipe the genital area from front to back
- Apply any barrier cream if necessary. (Prior consent is required from parent/carers
- Never leave a child unaccompanied on a changing mat.
- If the child is toilet training, we offer them the choice of a potty or toilet. If they would like to use this lift or support the child off the changing mat/unit and support and encourage them in their use of the potty/toilet.
- Put a clean nappy/underwear on the child and refasten their clothing. If clothes are soiled change and double bag in nappy sacks
- Lift or support the child off the changing mat/unit if they have not used the toilet/potty.
- If wipes are not sufficient to clean a child the parent/carers will be called immediately, no further intervention is needed from the members of staff.
- Each child’s individual needs (e.g. Wipes, creams) are respected, using parent provided items where appropriate. Staff reassure children throughout to promote comfort and trust.
- Hands washed before and after the change (staff and child if appropriate).

Soiled nappies disposed of in a sealed, lined bin in line with infection control procedures.

Toileting

- Children are taken to the toilet as needed, never forced to “wait” for group breaks.
- Toilets are accessible, clean, and child-sized with steps/seats where needed and hand basins are available, there should be separate toilet facilities for adults.
- Staff supervise discreetly, providing help only when needed to encourage independence.
- Handwashing is taught and modelled as part of the routine.
- Children are praised for effort and progress.

Partnership in Toilet Training

Parents are consulted before starting toilet training to ensure a consistent approach between home and nursery.

- Staff provide guidance on readiness signs, e.g.
- child showing awareness of being wet/soiled,
- ability to follow simple instructions,
- interest in using the potty or toilet.
- Parents are asked to bring:
- several changes of clothes,
- familiar items such as training pants/pull-ups if being used.
- Staff reassure parents that accidents are expected and normal.

Communication

- Toileting routines and progress are discussed daily at handover.
- Staff respect family preferences (e.g. use of potty vs. toilet, words for body parts, cultural approaches).
- Parents are informed sensitively about accidents, with no judgement.

Supporting Home Practice

- Nursery provides information leaflets/workshops about toilet training.
- Staff share practical strategies, e.g.:
- Sitting child on toilet/potty after meals,
- praising small successes,
- Using storybooks and songs about toileting.
- Where children have medical or additional needs, staff work with parents and health professionals to create an individual care plan.

Starting Reception

- Most, but not all, should be reliably dry during the day by the age of 4.
- When children start Reception, we strongly encourage parents to send in pants and spare clothes to support toilet training.
- Referral to the local Bladder and Bowel NHS Service to support parents and seek medical advice, if necessary, from a health visitor or GP.
- Where children have medical or additional needs, staff and SENCo work with parents and health professionals to create an individual care plan

Older children that are unable to toilet independently due to additional needs or medical reasons

- Older children are encouraged to take responsibility for personal care at a pace suited to them.
- All staff supporting these older children would follow the toileting section of this policy.
Children with additional needs or medical reasons can be especially vulnerable. Staff involved with their intimate care need to be particularly sensitive to their individual needs. If necessary, a Health Care Plan will be written with the parent/carer and SENCo.
- Pupils who require regular assistance with intimate personal care have written individual health care plans agreed by staff, parents/carers and any other professionals actively involved, such as school nurses or physiotherapists. Ideally the plan should be agreed at a meeting at which all key staff and the pupil (where applicable) are present. Any historical concerns (where known) should be considered. The plan should be reviewed annually unless required more regularly, and at any time of change of circumstances, e.g. for residential trips or staff changes (where the staff member concerned is providing intimate personal care). They should also consider procedures for educational visits/day trips.
- Where relevant, it is good practice to agree with the pupil and parents/carers appropriate terminology for private parts of the body and functions, and this should be noted in the plan.
- A Health Care Plan will be written with the SENCo, parent and teacher if a child needs to receive invasive care, e.g. support with catheter usage, feeding tubes? This will be shared with appropriate staff.
- All pupils will be supported to achieve the highest level of autonomy that is possible given their developmental stage and abilities. Staff will encourage each individual pupil to do as much for his/herself as possible.
- Staff will be supported to adapt their practice in relation to the needs of individual pupils considering developmental changes such as the onset of puberty and menstruation.
- Every child/young person's right to privacy and modesty will be respected. Careful consideration will be given to each pupil's situation to determine who and how many carers might need to be present
- When s/he needs help with intimate personal care. Reducing the numbers of staff involved goes some way to preserving the child's privacy and dignity. Wherever possible, the pupil's wishes and feelings should be sought and considered.

Toileting Accidents

- If a child has an accident in school a professional judgement must be made whether it is appropriate to change the child in school or request the parent/carer to collect the child for changing. In either circumstance the child's needs are paramount, and he/she should be comforted and reassured throughout.
- The following guidelines outline our procedures but will also seek to make age-related appropriate responses.
- The child will be given the opportunity to change his/her underwear in private and carry out this process themselves.
- If a child has regular accidents the parent/ carer will supply wipes, clean underwear and spare uniform.

Toileting Agreement for Nursery parents:

Toileting Agreement for Parents

(Nursery–Home Partnership)

At [Nursery/School Name], we believe toileting is an important step in your child's independence. We work closely with parents to make the process positive, consistent, and supportive for each child. This agreement sets out what we ask from families and what you can expect from us.

Our Commitment (Nursery)

We will:

- Provide a clean, safe, and child-friendly toileting environment.
 - Support your child sensitively and with dignity, never shaming accidents.
 - Follow consistent routines (hand washing, hygiene, praise).
 - Share daily feedback about your child's toileting progress.
 - Respect your child's stage of development and work at their pace.
 - Use agreed language/approaches (e.g. potty vs. toilet, familiar words).
 - Inform you discreetly about any accidents or concerns.
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Your Commitment (Parents/Carers)

We ask you to:

- Let us know your child's current stage (nappies, pull-ups, potty training, independent).
 - Provide sufficient spare clothes, underwear, and wipes each day.
 - Inform us of any cultural or medical needs relating to toileting.
 - Use the same agreed routines at home (e.g. encouraging potty/toilet at regular times, praising effort).
 - Communicate openly with staff about progress, challenges, or changes at home.
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Working Together

- Accidents are normal. We will clean your child sensitively and reassure them.
 - If your child shows readiness, we will discuss starting toilet training together.
 - If additional support is needed (e.g. for SEND, medical reasons), we will create an **individual toileting care plan** with you.
-

Parent/Carer Name: _____

Signature: _____

Date: _____

Staff Member (Key Person): _____

Signature: _____

Toileting Agreement for Reception parents

Reception Toileting Agreement for Parents

(School–Home Partnership)

At [School Name], we recognise that children enter Reception at different stages of toileting independence. While most children are usually toilet trained before starting school, we understand that accidents may still occur and that some children may need extra support. This agreement sets out how we work with parents/carers to ensure consistency, dignity, and confidence for every child.

Our Commitment (School)

We will:

- Provide a safe, clean, and child-friendly toileting environment.
- Encourage children to use the toilet independently, offering discreet support where needed.
- Treat all toileting needs with sensitivity and respect.
- Respond calmly and promptly to accidents, ensuring children are changed in line with our **Intimate Care Policy**.
- Promote good hygiene routines (hand washing, flushing, wiping).
- Share any toileting concerns with you in a discreet and supportive way.

Your Commitment (Parents/Carers)

We ask you to:

- Ensure your child is toilet trained before starting Reception, wherever possible.
- Inform us of any ongoing toileting needs, medical conditions, or cultural practices.
- Provide underwear and clothes in your child's bag to support with toilet training
- Encourage your child's independence at home (wiping themselves, flushing, hand washing).
- Keep us updated about progress, accidents, or difficulties at home.

Working Together

- Accidents are normal in Reception and will be handled discreetly.
- If your child requires regular support with toileting, we will agree an **Individual Toileting Care Plan** with you.
- Where medical or special educational needs are identified, the Reception team will work with you and relevant professionals to ensure your child's needs are met.

Parent/Carer Name: _____

Signature: _____

Date: _____

Reception Teacher/Key Person: _____

Signature: _____