



INTIMATE CARE POLICY

2026 - 27

Potter Street Academy
Part of the Passmores Co-operative Learning Community

PCLC Position Statement

All PCLC schools have an approach that is based on the following key principles:

- Our unconditional positive regard ensures that every young person is highly valued and expected to achieve their potential;
- every young person has the right to be successful and has ability to achieve, no matter what their socio-economic background;
- there is no limit to achievement – intelligence can be developed;
- each student must know what to do in order to improve and how to do it, high expectations on their own are not enough;
- consistency of experience is fundamental; each school is a team and consistency makes us greater than the sum of our parts;
- employment opportunities in PCLC schools should allow all colleagues to inspire a love for learning; not simply process and record what we find.

By ensuring all of actions and decisions adhere to these principles our community members:

- are highly valued and expected to achieve their full potential, no matter what their socio-economic background;
- benefit from an inclusive ethos, excellent teaching and a broad and balanced curriculum underpinned by strong leadership, in a local school;
- are supported and encouraged to lead healthy and active lives making sensible choices, whilst respecting the views and attitudes of others.

Intimate Care Policy

Introduction

At Potter Street Academy we recognise that all children have different rates of development and differing needs during their time at school.

Most children achieve continence before starting full-time school. With the development of more early years' education and the drive towards inclusion, however, there are many more children in mainstream educational establishments who are not fully independent. Some children remain dependent on long-term support for personal care, while others progress slowly towards independence. The achievement of continence can be seen as the most important single self-help skill, improving the person's quality of life, independence and self-esteem. The stigma associated with wetting and soiling accidents can cause enormous stress and embarrassment to the children and families concerned. Difficulties with continence severely inhibit a child's inclusion in school and the community. Children with toileting problems who receive support and understanding from those who act in loco parentis are more likely to achieve their full potential.

Potter Street is committed to ensuring that all pupils are able to access the whole curriculum and are able to be included in all aspects of school life. This includes providing suitable changes of clothing and attending to continence needs of our pupils where necessary.

Aims

All children have the right to be safe, to be treated with courtesy, dignity and respect and to be able to access all aspects of the educational curriculum. Potter Street Academy will work:

- To ensure that pupils with continence difficulties are not discriminated against in line with the Equalities Act 2010 and the Children and Families Act 2014
- To provide help and support to pupils in becoming fully independent in personal hygiene
- To treat continence issues sensitively so as to maintain the self-esteem and dignity of the child
- Work with parents in delivering a suitable care plan where necessary
- To ensure that staff dealing with continence issues work within guidelines that protect themselves and the pupils involved (link to Health and Safety (H&S) Policy and guidelines and Safeguarding Children Policy)

Pupils' Needs

The staff work hard to build effective relationships with the parents and carers of the children attending Potter Street Academy. Any particular needs that a child may have will be dealt with sensitively and appropriately, working with parents/carers to ensure that each child can access the curriculum. Any child who has personal care or continence needs will be attended to in a way that maintains their dignity in a designated area within school. Parents will only be contacted in extreme cases where soiling is severe and/or linked to illness e.g. sickness and diarrhoea, or when a child refuses to let a member of staff help change their clothing.

Parental Responsibility

Prior to starting school, prospective parents will be reminded of the schools' 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 a start where the reasons for the child not being fully toilet trained and the child's needs will be discussed.

Care Plans

Where a pupil has particular needs (e.g. wearing nappies or pull-ups regularly, or has continence difficulties which are more frequent than the odd 'accident') staff will work with parents/carers (and health visitors/school nurse, if appropriate) to set out a care plan to ensure that the child is able to attend daily. The written care plan (Appendix A) will include:

- Who will change the child, including back-up arrangements in case of staff absence or turnover
- Where changing will take place
- What resources and equipment will be used (cleansing agents used or cream to be applied) and clarification of who is responsible (parent or school) for the provision of the resources and equipment.
- How the product, if used will be disposed of, or how wet or soiled clothes will be kept until they can be returned to the parent/carer
- What infection control measures are in place
- What the staff member will do if the child is unduly distressed by the experience or if the staff member notices marks or injuries
- Training requirements for staff
- Arrangements for school trips and outings
- Care plan review arrangements

Care Plan Agreements

In these circumstances it may be appropriate for the school to set up an agreement that defines the responsibilities that each partner has, and the expectations each has for the other (see Appendix B). This will include:

The parent:

- agreeing to ensure that the child is changed at the latest possible time before being brought to the setting/school
- providing the setting/school with spare nappies or pull ups and a change of clothing
- understanding and agreeing the procedures that will be followed when their child is changed at school –including the use of any cleanser or wipes
- agreeing to inform the setting/school should the child have any marks/rash
- agreeing to a 'minimum change' policy i.e. the setting/school would not undertake to change the child more frequently than if s/he were at home.
- Agreeing to review arrangements should this be necessary

The school:

- agreeing to change the child during a single session should the child soil themselves or become uncomfortably wet
- agreeing how often the child would be changed should the child be staying for the full day
- agreeing to monitor the number of times the child is changed in order to identify progress made
- agreeing to report should the child be distressed, or if marks/rashes are seen
- agreeing to review arrangements should this be necessary.

This kind of agreement should help to avoid misunderstandings that might otherwise arise, and help parents feel confident that the setting/school is taking a holistic view of the child's needs. Should a child with complex continence needs be admitted, the school will consider the possibility of special circumstances and/or provision being made. In such circumstances, an appropriate health care professional (School Nurse or Family Health Visitor) will be closely involved in forward planning.

Personal Care Procedures

The staff at Potter Street Academy will follow agreed procedures (see Appendix C) when attending to the care or continence needs of any pupil within the setting, whether this be a child with a care plan agreement or a child who has had an occasional 'accident'.

Health and Safety Procedures

When dealing with personal care and continence issues, staff will follow agreed health and safety procedures (see Appendix D) to protect both the child and the member of staff.

Child Protection

The normal process of changing continence or wet/soiled clothes should not raise child protection concerns, and there are no regulations that indicate that a second member of staff must be available to supervise the changing process to ensure that abuse does not take place. Few settings/schools will have the staffing resources to provide two members of staff for changing and DBS checks are carried out to ensure the safety of children with staff employed in our school. If there is known risk of false allegation by a child then a single practitioner will not undertake changing. A student on placement will not change a child unsupervised.

Wherever possible, the same member of staff will be allowed to change named children. This reduces the risk to the child and promotes their dignity. The care plan will outline back up or contingency measures in the event that the named member of staff is not available

Monitoring and Review

- The SENCO / Inclusion Leader will take responsibility for monitoring that agreed procedures are being followed and are meeting the needs of children and families.
- It is the SENCO / Inclusion Leader's responsibility to ensure that all practitioners follow the school policy.
- Any concerns that staff have about child protection issues will be reported to the Designated Safeguarding Lead (DSL) and subsequently the Head of School for further referral if appropriate.
- This policy runs alongside other school policies, particularly Safeguarding Children, SEND, and Health and Safety.
- The SENCO/Inclusion Leader, class teachers, parents and wider professionals will work together to agree a developmentally appropriate plan to support the child to achieve independence with their toileting.

APPENDIX A

**Potter Street Academy
Intimate Care Plan**

Name of Child	
Name of person(s) to change the child	
Name of person(s) to change the child if main adults not available	
Where changing will take place	
What resources and equipment will be used	
Who will provide the resources and equipment that will be used	
Training requirements for staff	
Disposal arrangements	
Infection control measures	
Special arrangements for trips/outings	
Review comments	

If the child is unduly distressed, a member of staff will contact the parent/carer.

If the named member of staff is not available due to illness or staff training, then another person, familiar to the child will attend to the child's needs.

SENCO/ Inclusion Leader approval: _____

Date: _____



POTTER STREET ACADEMY

Intimate Care Plan Agreements

The Parent:

- I agree to ensure that my child is changed or toileted at the latest possible time before being brought to school.
- I will provide the school with a spare change of clothing, underwear, wipes, nappy sacks, cream and a plastic bag for soiled clothing every day.
- I understand and agree the procedures that will be followed when my child is changed at school – including the use of wipes.
- I agree to inform the school should my child have any marks/rash.
- I agree to a ‘minimum change’ policy whereby the school will not change my child more times than is necessary.
- I agree to review these arrangements should it be necessary.
- I agree to the disposal arrangements of any soiled nappies or pull ups.
- I agree to work with the school, and other professionals where appropriate, to support my child’s toileting independence

Signed(parent/carer)

The School:

- We agree to support your child’s toileting needs as set out in the attached Toileting Care Plan.
- We agree to keep a record of assistance should your child need direct adult intervention with their toileting.
- We agree to report to you should your child be distressed or if marks/rashes are seen.
- We agree to preserve your child’s dignity at all times.
- We agree to review these arrangements should it be necessary.
- We agree to work in partnership with you to support your child’s toileting independence.

Signed..... (school member of staff)

Name: (school member of staff)

Role.....

Date.....



APPENDIX C

Personal Care Procedures

The staff at Potter Street Academy will follow agreed procedures:

- Change the child's clothing as appropriate, as soon as possible
- Use appropriate cleaning products and adhere to health and safety procedures (see Appendix D)
- Report any marks or rashes to parents and Safeguarding Lead if appropriate
- Inform parent/carer that a continence issue has arisen during the session
- Contact a parent/carer only where soiling is severe and/or linked to illness eg. sickness and diarrhoea, or when a child refuses to let a member of staff help change their clothing.
- Place a 'Do not enter' sign (visually illustrated) on the toilet door to ensure that privacy and dignity are maintained during the time taken to change the child.

APPENDIX D

Health and Safety Procedures

When dealing with personal care and continence issues, staff will follow agreed health and safety procedures:

- Staff to wear disposable gloves and aprons while dealing with the incident
- Soiled continence product used to be double wrapped and placed in designated bag to be disposed of
- Changing area to be cleaned after use
- Hot water and liquid soap available to wash hands as soon as the task is completed
- Paper towels or hand dryer available for drying hands.