Kirkby la Thorpe
Church of England Primary Academy
and Pre-School

Building a Hopeful Future through Kindness, Learning and Trust

Policy Title	Intimate Care Policy Pre-School
Governance Function Area	Health and Safety
Date reviewed/amended	September 2026
Date for next review and frequency	September 2027 Annually

Kirkby la Thorpe
Church of England Primary Academy
and Pre- School

Toileting and Intimate Care Policy Pre-School

Vision

Building a Hopeful Future through Kindness, Learning and Trust

At Kirkby la Thorpe Pre-School, we strive to ensure that each person is empowered to flourish and contribute positively to society. We seek to equip our pupils with the knowledge, skills and qualities necessary to navigate the complexities of our world, rooting this in Christian love.

We are inspired by the life of St Thomas in all that we do so that we can:

Be Positive and Active Citizens: We strive for our pupils to communicate clearly, embracing tolerance and respect for the diverse beliefs and aspirations of others.

Be Curious and Independent Members of Society: We encourage curiosity and a thirst for knowledge, instilling a longing for justice and an empathy for those in need.

Have Confidence and Perseverance: Through trusting each other, we empower everyone to embrace challenges with confidence and perseverance, striving to achieve their full potential in all aspects of life so that they can be the best that they can be.

Have the Courage to Respectfully Challenge: We foster an environment where respectful dialogue and critical thinking are encouraged, empowering pupils to voice their opinions with courage and integrity so they can build a better future.

Know their heritage: We cultivate an appreciation for both local and national heritage, helping pupils understand their roots and identity within the broader context of history so that they have a sense of where they are from.

Values

We are on this journey together and our Christian values of **Kindness**, **Learning** and **Trust** support us as we travel.

St Thomas was one of Jesus' disciples. He encouraged others to follow Jesus on his journey (John 11.16), showing **confidence** and **trust**. He also has the **courage** to challenge his friends when they tell him that Jesus has resurrected from the dead; he does not take their words on face value, but asks questions with **curiosity** (John 20.24-29). Thomas was an important member of the early church, taking Jesus' good news for a **hopeful future** to people around the world. According to traditional accounts he travelled to India, **building** Christian communities across the region. This is a journey that would have required great **perseverance**. This matters to us because we consider the ancient global **heritage** of the Christian faith to be an important part of our own identity as a church school. St Thomas inspires us to **learn** from past and current events to build a more hopeful future.

Vison and values Alignment

The intimate care policy aligns with our school's vision of "Building a Hopeful Future through Kindness, Learning and Trust" by ensuring that every child is treated with dignity, respect, and care, fostering an environment rooted in kindness. Through compassionate and personalised care, staff support pupils in their development, promoting learning and independence while safeguarding their physical and emotional well-being. The policy emphasises trust between the school, pupils, and parents, as collaboration and communication are key to meeting individual needs. By adhering to Christian values, such as respect for every individual's dignity, the policy also reflects our commitment to supporting the holistic development of each pupil in a safe, caring, and supportive environment.

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Statement of intent

At Kirkby la Thorpe Pre-School we understand that, as with all developmental milestones, children will master certain skills at different ages. Within out Pre-School, all children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured. At times, children need to be cuddled, encouraged, held and offered physical reassurance.

Intimate care routines are essential throughout the day to ensure children's basic needs are met. This may include nappy changing, supporting children with toileting, changing clothes where required, first aid treatment and specialist medical support.

Toileting and self-care are key skills which contribute to independence and self-belief.
We believe that children learn best when they are healthy, safe, secure, and when their individual needs are met. We are therefore committed to providing intimate care for children in ways that:

- Maintain their dignity.
- Are sensitive to their needs and preferences.
- Maximise their safety and comfort.
- Protect them against intrusion and abuse.
- Respect the child's and parent's right to give or withdraw their consent.
- Encourage the child to care for themselves as much as they can.
- Protect the rights of all others involved.

This policy has been developed to ensure that staff providing intimate care within the Pre-school setting always undertake their duties in a professional manner and treat children with sensitivity and respect. Adoption of this policy will create a high-quality, welcoming, and safe setting where children can enjoy learning and grow in confidence

1. Legal framework

This policy has due regard to all relevant legislation and guidance including, but not limited to, the following:

- Children and Families Act 2014
- Childcare Act 2006
- Education Act 2011
- Equality Act 2010
- Safeguarding Vulnerable Groups Act 2006
- The Control of Substances Hazardous to Health Regulations 2002 (as amended in 2004)
- UK Health and Security Agency (2023) 'Health protection in children and young people settings, including education'
- DfE (2015) 'Supporting pupils at school with medical conditions'
- DfE (2024) 'Early years foundation stage statutory framework'
- DfE (2025) 'Working Together to Safeguard Children 2025'
- DfE (2025) 'Keeping children safe in education 2025'

This policy operates in conjunction with the following policies:

- Administering Medication Policy
- Allegations of Abuse Against Staff Policy

- Early Years Policy
- Health and Safety Policy
- Infection Control Policy
- Pre-school Admissions Policy
- Pre-school Equipment and Hygiene Policy
- Pre-school Safeguarding Policy
- Pre-school Supervision and Ratio Policy
- Photography and Images Policy
- Special Educational Needs and Disabilities (SEND) Policy
- Staff Code of Conduct

2. Definitions

For the purpose of this policy, "intimate care" is the hands-on, physical care in personal hygiene, as well as physical presence or observation during such activities.

Intimate care includes the following:

- Helping a child with eating and drinking for reasons of illness or disability
- Body bathing other than to the arms and face, and to the legs below the knee
- Application of medical treatment other than to the arms and face, and to the legs below the knee
- Toileting, wiping and care in the genital and anal areas
- Dressing and undressing

The Pre-school is aware that children may present upon admission with varying levels of independence requiring varying levels of intervention and support. Children may present as:

- Fully toilet trained across all settings.
- Fully toilet trained but regress for a little while in response to the stress and excitement of starting Pre-school
- Be fully toilet trained at home but prone to accidents in new settings.
- Be on the point of being toilet trained but require reminders and encouragement.
- Be fully toilet trained but have disabilities or learning difficulties.
- Have SEND that makes it unlikely that they will be toilet trained in the immediate future.

Intimate care tasks are associated with bodily functions, body products and personal hygiene that demand direct or indirect contact with, or exposure of, the genitals.

Examples of intimate care include support with dressing and undressing (underwear), changing incontinence pads, nappies or medical bags such as colostomy bags, menstrual hygiene, helping someone use the toilet, or washing intimate parts of the body.

Pupils may be unable to meet their own care needs for a variety of reasons and will require regular support.

The provision of personal care will always be deemed to be regulated activity regardless of frequency and whether they are supervised or not.

3. Roles and responsibilities

The governing board will be responsible for:

- Ensuring that there are appropriate policies, procedures, and practices in place to deliver the 'Early years foundation stage (EYFS) statutory framework' in line with statutory requirements.
- Ensuring that a robust and effective safeguarding policy is in place that meets statutory requirements and includes the following:
  - The action to be taken when there are safeguarding concerns about a child
  - The action to be taken in the event of an allegation being made against the member of staff
  - How mobile phones, cameras and other electronic devices with imaging and sharing capabilities are used in the setting
- Ensuring there is an adequate number of toilets and hand basins available, with separate toilet facilities for adults.
- Ensuring there are suitable hygienic changing facilities for changing any children who are in nappies.

The class teacher will be responsible for:

- Creating a culture where children have positive and enriching experiences.
- Ensuring all relevant staff read and implement this policy.
- Ensuring that all children receive appropriate levels of care tailored to their individual needs.
- Ensuring that intimate care is conducted professionally and sensitively.
- Ensuring parents are aware of relevant early years policies, practices and procedures in relation to toileting, continence and changing.
- Communicating with parents regarding their child's welfare.
- Ensuring there is an adequate supply of spare clothes and any other necessary items.
- Communicating with parents in order to establish effective partnerships when providing intimate care to children.
- Handling any complaints about the provision of intimate care in line with the school's complaints Procedures Policy.
- Organising **regular** training for the provision of intimate care.

Practitioners will be responsible for:

- Acting in accordance with this policy at all times.
- Understanding and acting within the statutory frameworks which set out their professional duties and responsibilities.
- Appropriately supervising children and undertaking intimate care where necessary and appropriate.
- Undergoing **regular** training for the provision of intimate care.
- Undertaking intimate care practice respectfully, sensitively and in line with the guidelines outlined in this policy.
- Recording intimate care interventions in line with the setting's Data Protection Policy.

- Reporting any concerns to the class teacher.

Parents will be responsible for:

- Liaising with the Pre-school to communicate their wishes regarding their child's intimate care.
- Providing their consent to the Pre-school 's provision of their child's intimate care.
- Adhering to their duties and contributions to their child's intimate care plan, as outlined in this policy.

4. Health and safety

The Pre-school is aware children wriggle away when being changed and, when using a changing table, staff will be vigilant and will never walk away or turn their back on children being changed. Staff will try to occupy children by giving them a toy etc. to distract.
Changing mats will be checked weekly for tears. These will be discarded if the cover is damaged in any way.
Any bodily fluids that transfer onto the changing area will be cleaned appropriately in accordance with the school's Cleaning Policy.

The Pre-school will ensure that:

- Staff wear plastic aprons whenever administering intimate care or changing children's clothes or nappies.
- Gloves provided are disposable, latex-free and CE marked.
- Spillages are cleaned using detergents and disinfectant that is effective against bacteria and viruses.
- All spillages are cleaned in line with the COSHH Policy.
- Disposable paper towels are used to clean spillages and are disposed of immediately after use.
- Contaminated clothing is removed immediately and placed in a plastic bag away from play areas and communal spaces.
- Bags of children's contaminated clothing are handed to their parents at the end of the session.
- When there is too much nappy waste for one bin container of human hygiene waste over the usual collection interval, it is packaged separately from other waste streams and PHS will be contacted.

The Health and Safety Policy lays out specific requirements for cleaning and hygiene, including how to deal with spillages, vomit and other bodily fluids.

Any member of staff that is required to assist a pupil with medical needs will be trained to do so and will carry out the procedure in accordance with the Supporting Pupils with Medical Conditions Policy.

Hand washing

The Pre-school is aware of its responsibility to ensure good health and hygiene practices on the premises and prevent the spread of bacteria and infection. All staff will wash their hands after using the toilet, changing a nappy or assisting children with any instances of intimate care in line with the latest best practice guidelines from the NHS

5. Staff and facilities

There will be designated hygienic nappy changing areas away from playing areas and areas where food and drink is prepared or consumed. These will be separate from the toilet facilities for adults.

Changing areas will be safe, warm and comfortable for children, private from others, and will have adequate ventilation.
The changing area will have the following facilities:

- A hand washing basin with warm running water.
- Adapted toilet seat or commode seat
- Changing mat
- Non-slip step
- Cupboard
- Anti-bacterial liquid soap at handwashing basins.
- Disposable paper towels located next to basins in the sanitary facilities
- Disposable gloves and aprons
- Nappies, pads and medical bags, where necessary
- Blue/white tissue roll paper
- Antiseptic cleanser for staff
- Antiseptic cleanser for the changing mat
- Clinical waste nappy bin
- Anti-bacterial spray
- Children's individual intimate care log and plan

Staff members who provide intimate care will be suitably trained and made aware of what is considered good practice.
The Pre-school will always ensure that children are adequately supervised at all times, in accordance with ratios.

6. Procedures for intimate care

Children who can use the toilet independently will be encouraged to do so at regular intervals.
Each child's nappy will be checked on arrival at the Pre-school and changed immediately where necessary. All children will be changed as and when needed, but at least **once** daily at lunch. If a child's nappy does not need to be changed, the time it was checked will still be noted on the nappy changing chart. Children will be changed immediately if they soil their nappy, or it becomes wet. Staff will not leave children with soiled nappies or clothing.
Each instance of intimate care will be recorded by the adult who completed it. Details recorded will include:

- What personal care tasks were carried out.
- Whether the nappy was D (dry), W (wet) or BM (bowel movement).
- The person undertaking the intimate care.
- The time and date it was completed.
- This should be counter signed and witnessed

Each child using nappies will have a bag sent from home which includes clean nappies, wipes, nappy bags and any other individual changing equipment necessary.
Children will be changed by staff from the Pre-school/Reception who will ensure that nappy changing is relaxed and a time to promote independence.
All members of staff will inform another member of staff in the Pre-school prior to taking a child to be changed or to use the toilet.

Staff will be trained in good working practices which comply with Health and Safety regulations.
If a situation occurs that causes a member of staff concern, a second member of staff will be called, and the incident reported to the line manager and recorded.

How to change a nappy
When changing a child's nappy staff will follow the procedure below:

1. Access the child's bag, to ensure they have everything to hand.
2. Gather all the necessary items needed before each nappy change, for example, nappy, wipes, nappy sack, and cream if necessary - if children require creams, e.g. nappy cream, or other medicines, these will be used in accordance with the Administering Medication Policy. Parental consent will be obtained prior to use of any medicine.
3. Wash hands thoroughly with hot water and liquid antibacterial soap,
4. Put on disposable gloves and apron. Use a new set of gloves and apron for each nappy change.
5. Clean the changing area with hot soapy water and blue/ white roll paper.
6. Place a sheet from the blue/white roll on the changing mat to lay the child down on.
7. Place the child on a nappy changing mat. To ensure safe moving and handling, children will use steps to independently climb onto the changing area, wherever possible and with support where needed.
8. Remove the child's clothing to access the nappy.
9. Slide the opened nappy underneath by carefully lifting the child's legs, then pull the front of the nappy between the legs and over the belly.
10. Remove the nappy and place it inside the nappy sack and put it in the nappy bin.
11. Using the wipes, clean the child's whole nappy area gently, but thoroughly, from front to back. making sure the areas inside the folds of skin are cleaned.
12. If the child's clothes are soiled, bag them separately and send them home.
13. Apply barrier cream, where consent and agreement has been given, and put on a clean nappy.
14. Adjust the nappy to fit snugly around the waist and legs. Check it is not too tight by running two fingers between the nappy and the child's tummy.
15. Take off the gloves and apron and place them in the nappy bin.
16. Dress the child.
17. Help the child to wash their hands, using liquid soap, warm water and paper towels - it is good practice to allow young children to wash their hands after nappy changing as this promotes good hygiene practice from an early age.
18. Wash own hands using liquid anti-bacterial soap, warm water and paper towels.
19. Take the child back to the room.
20. Return to the nappy changing area and use anti-bacterial spray and paper towels to clean the changing mat, surrounding area and underneath the mat before leaving to dry. Then wash and dry hands again.
21. Record nappy change details in the child's individual intimate care log

All staff should note that the Pre-school has a duty of care towards children's personal needs.

Changing
During changing, staff will always show respect and form positive relationships. The Pre-school is aware that children thrive when they have positive relationships with the adults caring for them. Staff will

therefore be expected to interact and chat with children while they are being changed, for example, pulling faces, smiling and laughing with them to encourage bonding and help their development.

Nappy rash

Staff will be trained to notice the signs of nappy rash which may include the following symptoms:

- Red or raw patches on your baby's bottom or the whole nappy area
- Skin that looks sore and feels hot to touch
- Scaly and dry skin
- Itchy or painful bottom
- Children seeming uncomfortable or distressed
- Spots, pimples, or blisters on bottom

Where symptoms are identified, staff will record this in the child's individual changing book and inform parents when they collect their child at the end of the session.

Toileting procedures

Upon entering pre-school, most children will be able to go to the toilet independently most of the time However, we understand that children develop at their own pace and your child may not be toilet trained. Please do not worry. Staff will support your child with their toileting needs and we will work together with you to help your child develop their toileting skills. In nursery, we have our own toilets within the room that children will be able to use when needed. We also change nappies within this area. If your child is wearing nappies, we ask that you provide wipes, nappies and cream (if applicable) to keep at nursery. We will discuss your child's toileting needs with you when they start. If your child is toilet training, we will support with this. Please provide plenty of spare underwear and clothes as accidents will happen. If you are concerned about your child's progress with toileting, you can seek further advice from your Health Visitor.

Below are some useful links to support with toilet training.
https://eric.org.uk/

7. Safeguarding

All staff will receive safeguarding training in line with School's Safeguarding Policy.
Staff will receive safeguarding training on an annual basis, and receive child protection and safeguarding updates annually as they move through the pathway.
Where necessary and appropriate, Individual intimate care plans will be drawn up for children in accordance with the individual circumstances of the child.
Each child's right to privacy will be respected.
If any member of staff has concerns about physical changes to a child's presentation, such as marks or bruises, they will report the concerns to the **DSL** immediately.
Any information concerning a child's intimate care plan will be stored confidentially in the Pre-school and only the child's parents and the designated member of staff responsible for carrying out the child's intimate care will have access to the information.
All teachers and members of staff providing intimate care have undergone an enhanced DBS check, including barred list information.
The setting operates a whistleblowing policy as a means for staff to raise concerns relating to their peers. The management team will support this by ensuring staff feel confident in raising worries as they arise in order to safeguard the children in the Pre-School

8. Parental responsibilities

The Pre-school will work closely with parents to establish individual intimate care and nappy changing programmes for each child which consider the following:

- What care is required
- Make Pre-school aware of specific support so that Pre-School have all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- Any additional equipment needed
- The child's preferred means of communication, e.g. visual or verbal, and the terminology to be used for parts of the body and bodily functions
- The child's level of ability, e.g. what procedures of intimate care the child can do themselves
- Any adjustments necessary in respect to cultural or religious views
- The procedure for monitoring and reviewing the intimate care plan

The Pre-school will expect parents to:

- Change their child, or assist them in going to the toilet, at the latest possible time before coming to the nursery.
- Provide spare nappies, incontinence pads, medical bags, wet wipes and a change of clothing in case of accidents.
- Inform the Pre-school should their child have any marks or rashes.
- Come to an agreement with staff in determining how often their child will need to be changed, and who will do the changing.
- Sign an intimate care parental consent form to prove their agreement to the plan. If no parental consent has been given, but the child requires intimate care, a member of staff will contact the parents as soon as possible to obtain consent.

Any changes made to a child's intimate care plan will be discussed with parents to gain consent and will be recorded in the plan.
A copy of this policy will be read and signed by parents to ensure that they understand the policies and procedures surrounding intimate care and nappy changing.

9. SEND

The Pre-school is aware that all early years providers are required to have arrangements in place to identify and support children with SEND and to promote equality of opportunity for children in their care. Where a child has additional needs, the Pre-school will liaise with the child's parents and, where appropriate, any professional agencies, to ascertain any additional support that may be required.
The Pre-school will use its best endeavours to make sure that a child with SEND gets the support they need and ensure that staff are alert to any emerging difficulties, follow individual health care plans and respond appropriately, in line with Pre-school policy, wherever concerns arise.
Where necessary, the Pre-school will make reasonable adjustments, including the provision of auxiliary aids and services, to ensure that disabled pupils are not at a substantial disadvantage compared with their peers.

10. Offsite visits

Before offsite visits, including residential trips, the pupil's individual intimate plan will be amended to include procedures for intimate care whilst off the school premises.

Staff will apply all the procedures described in this policy during residential and off-site visits.

Meetings with pupils away from the school premises, where a chaperone is not present, will not be permitted, unless approval has been obtained by the headteacher.

Consent from a parent/carer will be obtained and recorded prior to any offsite visit.

Appendix A - Record of Intimate Care log

Pupil's name:	Class/year group:
Name of support staff:	
Date:	Review date:

Date	Time	Procedure	Staff signature	Second signature

Appendix B – Intimate care plan

Pupil's name:	Class/year group:
Name of personal assistant:	
Date:	Review date:
Area of need	
Equipment required	
Locations of suitable toilet facilities	
Support required	**Frequency of support**

Working towards independence

Pupil will try to	EYFS team	Parents will	Target achieved date

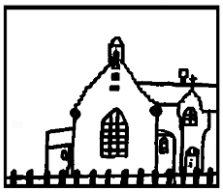
Signed_____ Parent/Carer

Signed_____ Class Teacher

Signed_____ Second member of staff

Signed_____ Pupil (where appropriate)

Appendix C – Intimate care permission form



Kirkby la Thorpe
Church of England Primary Academy and Pre- School
Church Lane, Kirkby la Thorpe, Sleaford, Lincs. NG34 9NU
Tel/Fax: 01529 302595 Head Teacher: Clare Early
Email: enquiries@kltprimary.co.uk
Website: www.kltprimary.co.uk/

Intimate Care – Permission Form

Pupil's Personal Details	
Full Name:	
Date of Birth: / /	Parent/Carer name:
Address:	

I/We give permission for school to provide intimate care to my/our child.

I/We will advise the school of anything that may affect issues of personal care (if medication is changed or my child has an infection for example)

I//We understand the procedures that will be carried out and will contact the school immediately if there are any concerns.

Signature

Name:

Relationship to child:

Date: / /