

Intimate Care and Toileting Policy

September 2026

At Rivendell Flying High Academy, intimate care is provided in a way that promotes children's dignity, wellbeing, independence and self-esteem. Staff support children to develop age-appropriate self-care and toileting skills, encouraging them to undertake as much of the process independently as possible whilst ensuring their comfort, safety and emotional wellbeing.

The school recognises that some children may require additional intimate care support due to SEND, medical conditions, developmental needs or disabilities. In these circumstances, support arrangements will be detailed within an Individual Intimate Care Plan developed in partnership with parents, relevant professionals and, where appropriate, the child.

All children at Rivendell Flying High Academy have the right to be safe and be treated with dignity, respect and privacy always to enable them to access all aspects of school. Intimate care is delivered within Rivendell's relational approach, where trusting relationships, respect and emotional safety are prioritised. Staff provide reassurance, encouragement and sensitive support to ensure that children feel comfortable, valued and secure.

This policy sets out clear principles and guidelines on supporting intimate care with specific reference to toileting. It is considered within our safeguarding policy and procedure and health and safety policy.

This policy supports the safeguarding and welfare requirements of Early Years Foundation Stage.

Intimate care:

Intimate care consists of tasks that involve the dressing and undressing, cleaning including intimate parts, helping someone use the toilet, changing nappies, changing soiled or wet underwear or carrying out a procedure that requires direct or indirect contact to an intimate personal area.

Staff will explain each stage of the intimate care process to the child in an age-appropriate manner and seek their agreement before providing support. Children's wishes and feelings will be considered wherever possible, whilst recognising the need to ensure health, hygiene and safety.

Where intimate care support is required for older pupils due to medical, developmental or SEND needs, arrangements for personal hygiene and menstruation support will be agreed with parents and detailed within an Individual Intimate Care Plan.

Partnership with parents / carers

All staff working in EYFS in both the Nursery and the Reception class works in partnership with the parents/carers to share relevant information and provide continued care appropriate to the needs of the individual child. We ask parents to sign intimate care form to provide their consent that staff in EYFS can support with the changing of their child. This may include either changing of nappies (if required) or directly or indirectly changing a child if they have had a toileting accident or need support when going to the toilet.

Direct contact consists of supporting a child to wipe their intimate areas and to change soiled or wet clothes. Indirect contact consists of verbally support a child who can change themselves an adult will be present to oversee and support the child if necessary.

We ask parents/carers to provide:

- Spare nappies (if necessary)
- Wet wipes
- Change of clothes, underwear and socks.

Nappy Changing Procedures:

- A direct member of staff from the child's class will change the child. If this is not possible, a member of staff from EYFS will undertake the task.
- Children with nappies are changed on the changing bed in the disabled toilet in Nursery classroom.
- The door to the disabled toilet remains open and staff inform other members of staff when they are changing a child. There will always be another member of staff in the room with a view of the disabled toilet and changing area.
- Staff will wear a fresh pair of disposable gloves for each nappy change.
- Soiled nappies are placed in a nappy bag and placed in the designated nappy bin.
- Any soiled clothes are placed into a nappy bag and hung on the child's peg or in their bag.
- The changing table is wiped down with anti-bacterial wipes after each nappy change.
- Staff and child will wash their hands and dry on disposable towels immediately after the changing.
- Staff will log the date, time and need for the change in the intimate care folder – the other adult in the room at the time will be recorded as the second adult.
- Staff will inform parents of any nappy changes that have been made and any concerns or observations in line with our safeguarding policy.
- A child who has a nappy and will therefore be needing to receive intimate care daily and will have an intimate care plan that is created with the parents and signed by all staff who may need to change the child.

Toileting Accident Procedures:

- All parents will have signed an intimate care form giving their consent for their child to be changed. This may include toileting accidents, soiling or wetting underwear and clothes, or incidents where children have been playing in the outdoor provision and may get wet or dirty clothes.
- Children will be changed in the child's toilet. Staff member to indirectly support the child (if the child can change themselves) standing next to a locked toilet door. Staff member will directly support the child by kneeling in the doorway of the toilet. Another adult in the room will be alerted to the indirect support as a second observer.
- Staff will wear a fresh pair of disposable gloves for each toileting accident.
- Staff member will explain fully the task that is carried out and the reason for it.
- Staff will encourage children to do as much for themselves as they can – including lots of praise and encouragement.
- Staff will place any soiled clothes into a nappy sack and on the child's peg or in the child's bag.

- Staff will place any toilet paper used into the toilet and ensure that the toilet has been flushed or wipes into a nappy sack and dispose of in the designated nappy bin.
- Staff and child will wash their hands immediately after completing the change.
- Parents / carers will be informed the same day if their child has needed help with meeting intimate care needs.

Staff will follow current infection prevention and control procedures, including the safe disposal of waste, cleaning of surfaces and appropriate use of personal protective equipment (PPE).

Safeguarding:

- A child will only ever be cleaned or changed by an employed member of staff, if possible, this will be one of the staff members in their class or in EYFS.
- All staff employed in the school will have a full current DBS.
- Staff who provide intimate care have all received up-to-date safeguarding training.
- Staff members will always inform another staff member before carrying out any intimate care so that at least two adults are present at the time of change.
- If a staff member has any concerns about physical changes in a child's presentation they will report concerns to the DSL.

Managing Concerns

Any concerns regarding a child's welfare, presentation, behaviour, language, injuries or responses during intimate care will be reported immediately to a member of the Designated Safeguarding Lead team and recorded in accordance with the school's Child Protection and Safeguarding Policy. Any concerns raised by a child, parent or member of staff relating to intimate care practices will be investigated in line with the school's safeguarding and complaints procedures.

Record Keeping

- A record of all clothing change or nappy change will be logged in the intimate care folder located in the disabled toilet in the Nursery classroom.
- Individual children who wear nappies and require daily intimate care will have an intimate care plan written and signed by all members of EYFS staff and the child's parent or carer.
- The intimate care plan will specify:
 - What care is required
 - Number and name of staff to carry out the task.
 - Any equipment that is needed.
 - Procedure for changing
 - Child's level of ability – what tasks they need support with and what tasks they can do by themselves.
 - Acknowledge and respect any cultural or religious sensitivities related to aspects of intimate care.
 - Be regularly monitored and reviewed in accordance with the child's development.

Monitoring and Review

The Headteacher and Designated Safeguarding team will monitor the implementation of this policy through:

- Review of intimate care records.
- Monitoring of Individual Intimate Care Plans.
- Staff training records.
- Parent feedback.
- Safeguarding oversight and audits.

Findings will inform future training, resource allocation and policy review.

Policy Reviewed and Updated- 1st September 2026

Policy Review Date – 1st September 2027

