



Great Leighs Primary School

Toileting and Intimate Care Policy 2026–27

Grow • Learn • Persevere • Succeed

Policy owner	Headteacher / Designated Safeguarding Lead
Approved	Governing Body, Autumn 2026
Review due	Autumn 2027
Status	School policy — controlled copy

This policy should be read with the school's Child Protection and Safeguarding, Equality, SEND, Health and Safety, Data Protection and relevant operational policies.

1. Purpose and principles

Great Leighs Primary School provides toileting and intimate care in a way that protects each child's dignity, privacy, safety and right to education. Support is proportionate to need and promotes independence. No child will be excluded, treated less favourably or shamed because of continence, disability, developmental stage, medical need or an occasional accident.

- The child's welfare is paramount and their voice, communication and preferences will be respected.
- Care will be explained before it begins and the child's cooperation sought throughout.
- Only the minimum necessary assistance will be given.
- Ongoing support will be planned with parents/carers and, where appropriate, health or SEND professionals.
- Safeguarding concerns override confidentiality and must be reported immediately.

2. Scope and definitions

Toileting support includes reminders, help with clothing, hygiene or changing after an accident. Intimate care is care involving washing, touching or changing areas normally regarded as private. A personal intimate care plan is required for regular, predictable, medically directed or higher-level support; it is not normally required for a one-off accident.

3. Responsibilities

Governing Body

- ensures suitable policy, staffing, training, premises and equality arrangements;
- receives assurance without receiving unnecessary personal information.

Headteacher and DSL

- implement and monitor the policy, identify trained staff and maintain appropriate records;
- ensure allegations and low-level concerns are managed under safeguarding procedures;
- arrange a risk assessment where care is complex, moving/handling is involved or lone working creates risk.

SENDCo and staff

- the SENDCo coordinates plans and professional advice;
- staff follow the agreed plan, use respectful language, encourage independence and report any concern or change;
- no member of staff may undertake a specialist procedure without training and demonstrated competence.

Parents and carers

- share accurate information and changes promptly;
- provide agreed clothing, continence products and prescribed items;
- work with the school on realistic independence goals.

4. Everyday procedure

1. Respond calmly and discreetly; move to the agreed private area.
2. Explain the help offered and obtain the child's cooperation. A refusal must not be forced; seek senior/parental advice unless urgent action is required to prevent harm.
3. Encourage the child to do as much as they can independently.
4. Use appropriate PPE and infection-control measures; never leave a child unsafely unattended.
5. Bag soiled clothing securely for return home unless an alternative disposal arrangement is agreed.
6. Support handwashing, clean affected surfaces and dispose of waste safely.
7. Record the care where the plan requires it, the intervention was significant or any concern arose; tell parents/carers in the agreed manner.

Safeguarding balance: A second adult does not have to observe routine intimate care. Another adult should know it is taking place and assistance should be available. The child's privacy must not be compromised by unnecessary observers or open doors.

5. Personal intimate care plans

The plan will be co-produced and reviewed at least annually and whenever needs change. It will record the child's communication, assistance required, preferred routines, equipment, infection-control and disposal arrangements, staff authorised/trained, independence goals, recording and parent communication, emergency steps and review date. The child should contribute in a way appropriate to age and understanding.

6. Safeguarding and professional boundaries

- Use only agreed, necessary physical contact and never use care as punishment or reward.
- Do not photograph or record care on a personal device.
- Report disclosures, unexplained injury, marked distress, sexualised behaviour, repeated changes in continence or any practice concern to the DSL without delay.
- If a child makes an allegation, do not question beyond clarifying immediate safety; preserve the child's words and follow the allegations procedure.
- Where care reveals a possible medical issue, obtain first-aid or medical advice and inform parents unless doing so would increase safeguarding risk.

7. Infection control, moving and handling

Staff follow the school infection-control arrangements, use gloves and aprons when exposure to bodily fluids is possible, wash hands before and after care, and use approved cleaning and waste routes. Hoists, specialist equipment, catheter/stoma care or moving and handling may only be undertaken under a written plan by trained, competent staff.

8. Visits, clubs and transitions

Reasonable adjustments and care arrangements will be included in educational-visit and club planning. Information will be transferred securely to authorised staff and receiving settings. A child will not be prevented from participating merely because intimate care is required.

9. Records, confidentiality and complaints

Records will be factual, proportionate, securely retained and shared only with those who need them. Parents may raise concerns with the Headteacher under the Complaints Policy; safeguarding concerns will be handled through safeguarding procedures.

Appendix A — Personal intimate care plan

Pupil / DOB	
Need and assistance required	
Child's communication and preferences	
Independence goals	
Location, equipment and products	
Infection control / disposal	
Authorised trained staff	
Recording and parent communication	
Emergency / safeguarding arrangements	
Agreed by parent, pupil (where appropriate) and school	
Review date	

References and linked guidance

- Keeping Children Safe in Education (current edition).
- Equality Act 2010; UK GDPR and Data Protection Act 2018.
- Early years foundation stage statutory framework (current edition).
- DfE statutory guidance: Supporting pupils at school with medical conditions.