



Hyde High School

Intimate Care Policy

Approved by Governors:	Autumn 2025
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Statement of intent

Hyde High School takes the health and wellbeing of its pupils very seriously. As described in the Supporting Pupils with Medical Conditions Policy, the school aims to support pupils with physical disabilities and illnesses to enable them to have a full and rich academic life whilst at school.

The governing board recognises its duties and responsibilities in relation to the Equality Act 2010, which states that any pupil with an impairment affecting their ability to carry out normal day-to-day activities must not be discriminated against.

Pupils will always be treated with care, sensitivity and respect when intimate care is given, and no pupil will be left feeling embarrassed or as if they have created a problem.

1. Legal framework

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

- Children and Families Act 2014
- Education Act 2011
- Health Act 2009
- Equality Act 2010
- DfE (2025) 'Keeping children safe in education'

This policy operates in conjunction with the following school policies:

- Health and Safety Policy
- Supporting Pupils with Medical Conditions Policy
- First Aid Policy
- Child Protection and Safeguarding Policy
- Staff Code of Conduct
- Whistleblowing Policy
- Administering Medication Policy

2. Definitions

For the purpose of this policy, **intimate care** is defined as any care which may involve the following:

- Support with dressing and undressing (including underwear)
- Washing any part of the body
- Touching (for clarity, HHS includes physiotherapy within this policy)
- Carrying out an invasive procedure
- Managing a child's personal care needs related to incontinence or toileting incidents.
- Providing oral care
- Feeding
- Assisting in toilet issues, taking someone to the toilet and bodily functions
- Providing comfort to an upset or distressed pupil
- Assisting with sanitary products
- Personal hygiene
- Changing incontinence pads/medical bags eg colostomy bags

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

3. Health and safety

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 changing a medical bag will be trained to do so and will carry out the procedure in accordance with the Supporting Pupils with Medical Conditions Policy.

Staff will wear disposable aprons and gloves while assisting a pupil in the toilet or while changing an incontinence pad or medical bag.

Soiled incontinence pads and medical bags will be securely wrapped and disposed of appropriately.

The changing area or toilet will be left clean. Hot water and soap will be available to wash hands. Paper towels will be available to dry hands.

4. Staff and facilities

Staff members who provide intimate care will be suitably trained, and will be made aware of what is considered good practice. Training will be recorded through normal school systems.

Staff will only be required to administer intimate care if it is listed in their job description or contract of employment.

Suitable equipment and facilities will be provided to assist pupils who need special arrangements following assessment from a physiotherapist or occupational therapist. This may include the following:

- Adjustable bed
- Plinth for changing
- Non-slip step
- Cupboard
- Adapted toilet seat or commode seat
- Hoist
- Swivel mat
- Disposable gloves/aprons
- Pads and medical bags
- Hygiene bed roll (also for plinth)
- Supply of hot water
- Soap
- Barrier creams
- Antiseptic cleanser for staff
- Antiseptic cleanser for the plinth
- Clinical waste bag
- Spillage kit

The school has several disabled toilets, two are 'extended' disabled toilet facilities with a washbasin, one of which includes a changing area and hoist.

Mobile pupils will be changed whilst standing up. Pupils who are not mobile will be changed on a purpose-built changing bed/plinth.

Staff will be supported to adapt their practice in relation to the needs of individual pupils, taking into account developmental changes such as the onset of puberty or menstruation.

5. School responsibilities

Arrangements will be made with a multi-agency to discuss the personal care needs of any pupil prior to them attending the school.

Pupils who require intimate care will be involved in planning for their own healthcare needs wherever possible, with input from parents/carer welcomed.

In liaison with the pupil and parents/carer, an individual Intimate Care Plan will be created to ensure that reasonable adjustments are made for any pupil with a health condition or disability.

The privacy and dignity of any pupil who requires intimate care will be respected at all times. Two members of staff will change the pupil, or assist them in changing themselves if they become wet, or soil themselves. Any pupil with wet or soiled clothing will be assisted in cleaning themselves and will be given spare clothing, pads, etc., as provided by the parents/carers

Accurate records of times, staff, and any other details of intimate care will be kept in a Record of Intimate Care Intervention file. Members of staff will react to accidents in a calm and sympathetic manner. Accidents will be recorded as a CPOMS log.

Arrangements will be made for the student to routinely attend the bathroom. This will be outlined in the students' individual Intimate Care Plans. Arrangements will be made for any student wishing to attend the toilet outside of these set times, by designated members of staff.

The family's cultural practices will always be taken into account for cases of intimate care. Where possible and in line with student preference, same-sex intimate care will be carried out.

Parents/carers will be contacted if the pupil refuses to be changed, or becomes distressed during the process.

In the event of a student needing to be changed, the original clothing will be stored in a suitable bag and parents/carers will be informed, at the earliest opportunity.

Excellent standards of hygiene will be maintained at all times when carrying out intimate care.

6. Parental responsibilities

We ask that parents/carers will change their child, or assist them in going to the toilet, at the latest possible time before coming to school.

Parents/carers will provide spare incontinence pads, medical bags and a change of clothing in case of accidents.

Annually, a copy of this policy is read and signed by parents/carers to ensure that they understand the policies and procedures surrounding intimate care.

We ask parents/carers to inform us of any rashes or marks.

Equally, school will inform parents/carers if we find any marks or rashes. This will be recorded on CPOMS.

7. Safeguarding

Staff members working directly with children will receive safeguarding training as part of their mandatory induction, in line with the Child Protection and Safeguarding Policy.

Intimate care is a regulated activity; therefore, only members of staff who have an enhanced DBS certificate with a barred list check are permitted to undertake intimate care duties.

Individual Intimate Care Plans will be drawn up for pupils as appropriate to suit the circumstances of the pupil.

Each pupil's right to privacy will be respected. Careful consideration will be given to each pupil's situation to determine how many carers will need to be present when the pupil requires intimate care. This will consist of a minimum of two members of staff. The student will be asked as part of their Intimate Care Plan their preferences regarding the gender of the staff present. In the case of a female student at least one member of the staff must be female if the student doesn't specify a specific staff gender.

If any member of staff has concerns about physical changes to a pupil's presentation, such as marks or bruises, they will report the concerns to the DSL immediately.

8. Swimming

Should a pupil participate in swimming, parental consent will be obtained before assisting any pupils in changing of clothing. In the event of this activity taking place, a minimum of two members of staff will be present when changing, and further staff training will take place to assist the student in the swimming pool.

Details of any additional arrangements will be recorded in the pupil's individual Intimate Care Plan.

9. Offsite visits

Before offsite visits, including day trips and residential trips, the pupil's individual Intimate Care Plan will be considered 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/carers will be obtained and recorded prior to any offsite visit.

10. Toileting

Two members of staff present at all times when taking a student to be changed or to use the toilet. This will also be logged on as school's Intimate Care record.

Gloves and aprons will be worn before each change and the area should be prepared to ensure it is clean and suitable for use. Gloves must be worn at all times when changing incontinence pads, and during any instances where the member of staff could come into contact with bodily fluids.

All pupils accompanied to the toilet will be appropriately supervised and supported, depending on their needs. Staff will be sensitive and sympathetic when changing pupils and not make negative facial expressions or negative comments.

Staff are required to ensure that soiled/wet clothes are changed as soon as possible. Where pupils are left in soiled clothes, this will be dealt with in line with the school's Disciplinary Policy and Procedure.

Pupils will be encouraged to wash their hands with soap and warm water, with assistance provided where necessary.

If a pupil has a toileting accident, they will be offered assistance to change or be changed by a member of staff regardless of their age, two members of staff will be present.

To build independence, pupils will be encouraged to replace their own clothes and flush the toilet.

If any pupil is struggling with toileting or has any issues, e.g. a rash, this will be discussed with the SENDCO and the pupil's parents/carers.

11. Monitoring and review

This policy is reviewed every one year by the headteacher, SENDCO and the DSL. All changes are communicated to relevant stakeholders.