

Intimate Care Policy

AREA:	EXETER HOUSE SCHOOL
AUDIENCE:	ALL STAKEHOLDERS
REVIEW FREQUENCY:	ANNUAL
LAST REVIEW DATE:	DECEMBER 2025
NEXT REVIEW DATE:	DECEMBER 2026
OWNED & REVIEWED BY:	CO-HEADTEACHERS
APPROVED BY:	CHIEF EDUCATION DIRECTOR
APPROVAL DATE:	14 JANUARY 2026

1. Aims

This policy aims to ensure that:

- Intimate care is carried out properly by staff, in line with any agreed plans
- The dignity, privacy, rights and wellbeing of every child are safeguarded
- Pupils who require intimate care are not discriminated against, in line with the Equality Act 2010
- Parents/carers are assured that staff are knowledgeable about intimate care and that the needs of their child are taken into account
- Staff carrying out intimate care work do so within guidelines (i.e. health and safety, manual handling, safeguarding protocols awareness) that protect themselves and the pupils involved

2. Legislation and statutory guidance

This policy complies with the Department for Education (DfE) statutory safeguarding guidance:

- [Keeping Children Safe in Education](#)
- [Early Years Foundation Stage \(EYFS\) statutory framework](#)

3. Roles and Responsibilities

Co-Heads of School / Senior Leadership Team

- Ensure that this policy is implemented and reviewed.
- Ensure appropriate staffing, training, and facilities are in place.
- Maintain records of all intimate care procedures and incidents.

Staff Members

- Follow this policy and related safeguarding procedures.
- Maintain professional boundaries at all times.
- Record and report any concerns immediately to the Designated Safeguarding Lead (DSL).

Parents/Carers

- Provide relevant medical and care information about their child.
- Work in partnership with school staff to establish care routines and consent.

Designated Safeguarding Lead (DSL)

- Ensure that intimate care practices adhere to safeguarding guidelines.
- Investigate and record any concerns or incidents appropriately.

4. Definition of Intimate Care

Intimate care may be defined as any activity required to meet the personal care needs of each individual child or young person. Intimate care can include:

- Feeding
- Oral Care
- Washing
- Dressing/undressing
- Toileting
- Menstrual Care and Sexual Health
- First aid and treatment such as suppositories, enemas and enteral feeds
- Catheter and stoma care
- Supervision of a child or young person involved in intimate self-care

5. Parents

Parents and carers have a responsibility to advise the school of the intimate care needs of the child or young person and keep the staff up to date in changes in a child or young person's needs. For pupils needing routine intimate care, the school expects parents/carers to provide, when necessary, a good stock (at least a week's worth in advance) of necessary resources, such as pads, wet wipes, underwear and a spare clothing. Any soiled clothing will be rinsed if possible and returned to parents discretely.

6. Principles of Intimate Care

Children and young people with complex needs can be especially vulnerable because of their intimate care needs. Staff involved in their intimate care need to be sensitive to the child or young person's individual needs. The following are the fundamental principles of intimate care upon which the Policy and Guidelines are based:

Every child and young person has the right to be involved and consulted in their own intimate care to the best of their abilities

- Every child and young person has the right to be safe
- Every child and young person has the right to personal privacy
- Every child and young person has the right to be valued as an individual.
- Every child and young person has the right to be treated with dignity and respect.
- Every child and young person has the right to express their views on their own intimate care and to have such views taken into account
- Every child and young person has the right to have consistent levels of intimate care.
- Staff should only be undertaking intimate care activities they understand and feel competent and confident to carry out and where necessary received the relevant training

Exeter House School will ensure all staff, agency staff and volunteers are employed following safer recruitment processes. All staff at the [school/nursery] who carry out intimate care will have been subject to an enhanced Disclosure and Barring Service (DBS) with a barred list check before appointment, as well as other checks on their employment history.

- Exeter House School will ensure that all staff undertaking the intimate care of children and young people are familiar with and understand the Intimate Care Policy and Guidelines together with associated Policies and Procedures e.g. Safeguarding Policy, Behaviour Policy and the Code of Conduct
- Intimate care arrangements should be reviewed annually or as required. The views of all relevant parties, including the child or young person (if appropriate) should be sought and considered to inform future arrangements.
- If anyone involved with the child or young person (including the child or young person) has concerns about the appropriateness of any intimate care then child protection procedures should be followed

7. Staff training

Staff will receive:

- Training in the specific types of intimate care they undertake
- Regular safeguarding training
- If necessary, manual handling training that enables them to remain safe and for the pupil to have as much participation as possible

They will be familiar with:

- The control measures set out in risk assessments carried out by the school
- Hygiene and health and safety procedures
- The Intimate Care Policy

They will also be encouraged to seek further advice as needed.

8. Guidelines for Good Practice

All staff need to be aware that some adults may use intimate care as an opportunity to abuse children and young people. Some tasks/treatments can be open to misinterpretation so adhering to these guidelines of good practice is aimed at safeguarding children, young people staff, agency staff and volunteers.

- Involve children and young people in their intimate care. Try to encourage a child or young person's independence as far as possible in his/her intimate care e.g. wiping themselves. Where the child or young person is fully dependent talk to them about what is going to be done and give them choice where possible. Check your practice by asking the child or young person re any likes or dislikes while carrying out intimate care and whenever possible gain verbal consent.
- Treat every child or young person with dignity and respect and ensure privacy appropriate to their age and situation.
- Make sure practice in intimate care is consistent between all staff members. Effective communication between children or young people/staff/parents ensures practice is consistent.
- Be aware of their own limitations. Staff, agency staff and volunteers should only carry out care activities they understand and feel competent and confident to do so and when

necessary have received the appropriate training. If in doubt ask. Some procedures must only be carried out by Staff and volunteers who have been formally trained and assessed e.g. tube feeding, rectal diazepam

- Promote positive self-esteem and body image. Confident, self-assured children and young people who feel their body belongs to them are less vulnerable to sexual abuse. The approach staff and volunteers take to intimate care can convey lots of messages to a child or young person about their body worth. A staff and volunteers attitude to a child or young person's intimate care is important
- Staff to use correct anatomical names when carrying out intimate care with students
- When intimate care is being carried out all children or young people have the right to dignity and privacy i.e. they should be appropriately covered, the door closed or screens/curtains in place.
- If the child or young person appears distressed or uncomfortable when personal care tasks are being carried out, the care should stop immediately. The staff member should try to ascertain why the child is distressed and provide reassurance. Concerns must be reported using the school's safeguarding procedures
- Before going to perform intimate care on a child, the member of staff allocated to that child will inform another member of staff of where they are going. Where possible, they should be within earshot of other members of staff, but the comfort and care of the child should be the priority when choosing a location.
- In line with school policy, Cameras and mobile phones must never be stored on a member of staff's person for example, a pocket nor kept in a bag, especially when entering toilets or personal care/hygiene rooms.
- The school provides gloves and aprons for staff to use for intimate care, along with bins for safe disposal of pads and wet wipes etc.

Report immediately the following using the school's safeguarding procedures:

- Any unusual markings, discolorations or swelling including in the genital area
- If during intimate care a child or young person is accidentally hurt or a child or young person appears to be sexually aroused by your actions, or misunderstands or misinterprets something, reassure them, ensure their safety
- Any unusual emotional or behavioural response by the child or young person to intimate care.
- If a child makes an allegation against a member of staff, the responsibility for intimate care of that child will be given to another member of staff and the allegation will be investigated according to the school's safeguarding procedures.

9. Communication with Children and Young People

It is the responsibility of all staff caring for a child or young person to ensure that they are aware of the child or young person's method and level of communication. Children and young people communicate using different methods e.g. words, signs, symbols, body movements, eye movements. To ensure effective communication

- Ascertain how the child or young person communicates prior to undertaking any personal care
- Make eye contact at the child or young person's level • Use simple language and repeat if necessary

- Wait for responses
- Continue to explain to the child or young person what is happening even if there is no response
- Treat the child or young person with dignity and respect at all times

10. Staff allocation for Intimate Care

One to one intimate care of a child is allowed since this supports our students to be independent, respects their dignity and safeguards them going forward showing them that it is not appropriate to have more adults than needed supporting with their intimate care. The following of this policy puts in place safeguards to prevent abuse happening for example:

- All staff, agency staff and volunteers at Exeter House School will have been subject to an enhanced Disclosure and Barring Service (DBS) with a barred list check before appointment, as well as other checks on their employment history.
- Records of who is involved in intimate care are kept
- Involving students and young people in their own intimate care as far as possible e.g. wiping themselves
- Staff telling another staff member that they are going to support with intimate care. This staff member needs to be being mindful of the length of time it is taking and discreetly checking in if longer than usual time is taken
- If for any reason a staff member does not feel comfortable performing intimate care on their own alternative arrangements can be made e.g. if student has been known to make allegations against staff

Some students at the school do require 2 people to support with their personal care for their comfort and safety including:

- Needing hoisting
- Supporting on a change bed
- To support with Co-regulation and self regulation

11. Giving Intimate Care to Children and Young People of the Opposite Sex

The following of this policy enables it to be a safe positive experience for students to be given intimate care by someone of the opposite sex

- The individual child or young person's safety, dignity and privacy are of paramount importance.
- Wherever possible, boys and girls should be offered the choice of gender of the staff member if intimate care is required. This becomes of increasing importance as the child reaches puberty.

12. Links with other policies

This policy links to the following policies and procedures:

- Accessibility plan
- Safeguarding Policy

- Health and safety
- SEND Policy
- Supporting pupils with medical conditions
- PSHE curriculum

Signed ... *Tina Maskell* Co-Headteacher

Signed *[Signature]* Chief Education Director

Date 14th January 2026