

COGNITA



Intimate Care Policy

August 2026

1. Purpose and Principles

At Horizon English School, we are committed to safeguarding and promoting the welfare and dignity of all children in our care. We recognise that some children, due to age, developmental stage, or additional needs, may require support with intimate care. This policy sets out guidance and procedures to ensure that such care is delivered safely, respectfully, and consistently.

All staff involved in providing intimate care are expected to be sensitive to the individual needs of the child and to work in partnership with parents and carers to provide the highest standard of care.

2. Definition of Intimate Care

Intimate care is defined as any care activity that involves:

- Supporting a child with dressing or undressing
- Assisting a child requiring medical care who is unable to do so independently
- Cleaning a child who has soiled themselves, vomited, or is feeling unwell
- Carrying out toileting procedures

3. Scope of Intimate Care Support

3.1 Dressing and Undressing

Children, especially in Early Years, may need help with zips, buttons, or changing clothes. Staff will always encourage independence first and only assist when necessary, maintaining the child's dignity.

3.2 Comfort and Support

Young children may seek physical reassurance. Staff should:

- Limit physical contact to what is appropriate and child-initiated
- Ensure hands are always visible
- Avoid positioning the child in a way that could be considered intimate
- Respect the child's comfort while being mindful of professional boundaries

Any inappropriate or uncomfortable physical contact from a child should be gently and respectfully discouraged.

3.3 Medical Assistance

Where a child requires support with medical care that involves personal contact, this will be administered following medical guidance and safeguarding procedures.

4. Toileting, Soiling, and Changing Procedures

4.1 Parental Permission

- Parental consent must be obtained and recorded.
- If consent is not given, the school will contact parents or emergency contacts to attend. If they are unavailable, the DSL or Principal may authorise staff to assist, if it is in the child's best interest and necessary for their welfare.

4.2 Procedure for Cleaning and Changing

When intimate care is required due to soiling or illness:

- The child will be comforted and supported emotionally throughout
- Protective gloves must be worn
- The process will be explained in a calm, reassuring manner
- The child will be encouraged to do as much for themselves as possible
- Privacy will be ensured appropriate to the child's age
- Soiled waste is flushed or disposed of hygienically
- Soiled clothes are sealed in a plastic bag and sent home
- The child is never left partially clothed or alone

5. Hygiene and Infection Control

All staff must:

- Follow standard hygiene procedures
- Use disposable gloves and protective equipment
- Be familiar with school health and safety policies

6. Staff Conduct and Safeguarding

Staff must always act to protect themselves and children from any potential allegations. This includes:

- Gaining verbal agreement from a colleague before proceeding, where possible
- Informing another adult when intimate care is being carried out
- Encouraging the child to make choices about the care process
- Being aware of the child's response and comfort
- Logging all incidents in the **Intimate Care Log**

- No member of staff should be left in a vulnerable position. There must always be another adult within hearing distance.

7. Personal Care Plans

Where a child has ongoing intimate care needs:

- A personalised Intimate Care Plan will be developed in partnership with parents and, if necessary, inclusion department.
- The plan will detail the child's needs, procedures to follow, and agreed arrangements
- It will be reviewed termly or as needed

8. Working with Parents

Parents are:

- Required to sign an Intimate Care Agreement during enrolment
- Encouraged to provide a change of clothes
- Informed on the same day if intimate care has been provided, either by phone or in person
- Partners in reviewing and updating care plans

Cultural and religious values are respected and integrated into care plans as appropriate.

9. Practice and Training

All staff involved in intimate care:

- Receive appropriate training, including safeguarding
- Are aware of school policies and best practice standards
- Undertake duties professionally and respectfully
- Understand their responsibilities to preserve a child's dignity, safety, and wellbeing

10. Intimate Care Log

A record of each incident involving intimate care must be made immediately after it occurs. This includes:

- The date and time
- Staff member involved
- Brief description of the incident

11. Monitoring and Review

This policy is reviewed annually by the Inclusion and Safeguarding Team and updated in consultation with staff and parents, where appropriate.