Respect – Curiosity – Independence
Resilience - Aspiration

Intimate care policy

Date of this Policy: October 2026
Review Policy date: October 2027

Aims and Purpose

At Heron Park Primary Academy and Nursery, we are committed to supporting the care, welfare, dignity and safeguarding of all children. We recognise that children may require intimate care as part of their daily needs and that this support must be provided in a safe, respectful and child-centred manner.

Intimate care may include:

- Nappy changing
- Toileting support
- Changing wet or soiled clothing
- Hygiene support
- First aid treatment
- Specialist medical procedures where appropriately trained staff are required
- Assistance with dressing and undressing

We recognise that children are entitled to privacy, dignity and respect always. Staff will ensure that intimate care is provided sensitively, maintaining the child's comfort and emotional wellbeing while promoting independence wherever possible.

This policy aims to:

- Safeguard children and staff involved in intimate care routines.
- Ensure children's dignity, privacy and rights are respected.
- Promote children's health, safety and wellbeing.
- Ensure consistency of practice across the academy and nursery.
- Provide clear guidance for staff and reassurance for parents and carers.
- Health and Safety Policy
- Behaviour Policy
- Staff Code of Conduct
- Whistleblowing Policy

Principles of Intimate Care

Heron Park Primary Academy and Nursery will ensure that:

- Every child is treated with dignity, sensitivity and respect.
- Children are encouraged to participate in and take responsibility for their own personal care where developmentally appropriate.
- Staff explain procedures to children and seek their cooperation whenever possible.
- Intimate care is carried out by known and trusted members of staff wherever possible.
- The child's welfare remains paramount at all times.
- Children are protected from abuse and avoidable distress.
- Staff are protected through clear procedures and safeguarding measures.

No child will be disadvantaged or discriminated against because of a disability, medical condition, special educational need or delayed continence.

Reasonable adjustments will be made to support all children in accessing education and care safely and with dignity.

Safeguarding

Intimate care routines involve children in vulnerable situations and therefore require particularly high standards of safeguarding practice.

Staff must:

- Maintain professional boundaries at all times.
- Explain their actions to the child.
- Report and record any safeguarding concerns immediately.
- Be vigilant for signs of abuse, neglect, injury or unusual behaviour.
- Follow the academy's Safeguarding and Child Protection Policy.

Any marks, bruises, injuries or concerns observed during intimate care will be recorded promptly on CPOMS and reported to a Designated Safeguarding Lead (DSL).

Any allegation, disclosure or concern involving a member of staff during an intimate care procedure will be reported immediately to the Headteacher or DSL and managed in accordance with safeguarding procedures.

Intimate Care Procedures

Staff will:

- Wash hands before and after each procedure.
- Wear appropriate personal protective equipment (PPE), including disposable gloves and aprons where required.
- Maintain the highest standards of hygiene.
- Follow infection prevention and control procedures.
- Dispose of waste safely and hygienically.

To safeguard both children and staff:

- Intimate care will take place in an area which remains observable by others.
- Doors will remain partially open where appropriate unless a child's individual needs require an alternative arrangement that has been risk assessed.
- Staff will never take a child to a completely isolated or unobservable area for intimate care.

Children will be encouraged to undertake as much of the process independently as possible according to their age, stage of development and individual abilities.

Parental Partnership

The academy and nursery recognise the importance of working closely with parents and carers.

We will:

- Discuss intimate care arrangements with parents during admission and induction.
- Ensure parents understand our procedures.
- Share any concerns regarding a child's continence, hygiene or wellbeing.
- Respect cultural and religious considerations wherever reasonably possible.

Where a child requires regular or ongoing intimate care support, written parental consent will be obtained.

Recording and Communication

Routine nappy changing within nursery provision will follow established nursery procedures.

Where a child requires significant assistance, experiences an accident, has a safeguarding concern identified, or requires ongoing intimate care support, staff will complete appropriate records and inform parents as necessary.

Records may include:

- Intimate care logs
- Medical records
- Accident reports
- CPOMS safeguarding records

All records will be maintained in accordance with data protection requirements.