Newtown Primary School

Intimate Care Policy – Early Years Foundation Stage

Policy Written By: Mr R Clayton
Date approved: September 2026
Review date: September 2027

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1. Policy Statement

Newtown Primary School recognises that young children may require support with intimate care as part of their normal development and daily routines.

Intimate care includes support with toileting, changing clothing, changing nappies or pull-ups, personal hygiene and other care involving areas of a child's body that are normally private.

Our approach is based on the principles of:

- dignity;
- privacy;
- respect;
- safeguarding;
- children's individual needs;
- independence;
- equality;
- consistency;
- positive relationships.

We recognise that intimate care is a normal part of provision for some children in the Early Years Foundation Stage and that children must be supported sensitively and respectfully.

The current EYFS Statutory Framework requires providers to ensure that children's privacy is considered and balanced with safeguarding and support needs when changing nappies and toileting.

At Newtown Primary School, children are changed in the designated bathroom/changing area and where possible with two members of staff present, subject to the individual

circumstances of the child and the need to maintain appropriate supervision and safeguarding.

This policy sets out how intimate care will be provided safely, consistently and respectfully.

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2. Aims

The aims of this policy are to ensure that:

- children receive intimate care safely and respectfully;
- children's dignity and privacy are protected;
- children's individual needs are recognised;
- safeguarding remains central to all intimate care routines;
- staff understand their responsibilities;
- children are encouraged to develop independence;
- parents and carers are appropriately involved;
- appropriate arrangements are in place for children with additional needs;
- staff and children are protected from misunderstandings or allegations;
- intimate care is carried out consistently across Nursery and Reception.

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3. EYFS and Statutory Context

This policy has regard to the current Early Years Foundation Stage Statutory Framework for Group and School-Based Providers, which sets the standards that early years providers must meet to ensure that children learn and develop well and are kept healthy and safe.

The current EYFS framework specifically requires children's privacy to be considered and balanced with safeguarding and support needs when changing nappies and toileting.

This policy should also be implemented alongside:

- Keeping Children Safe in Education 2026;
- Working Together to Safeguard Children 2026;
- the school's Safeguarding and Child Protection Policy;
- the school's Staff Code of Conduct;
- the school's SEND Policy.

All staff must follow the school's safeguarding procedures when carrying out intimate care.

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4. What is Intimate Care?

For the purposes of this policy, intimate care includes, but is not limited to:

- changing nappies;
- changing pull-ups;
- supporting a child who has wet or soiled themselves;
- supporting a child with toileting;
- wiping or cleaning following toileting;
- changing wet or soiled clothing;
- supporting personal hygiene;
- supporting children who require assistance because of SEND or a medical condition;
- applying prescribed medication where this involves intimate areas, in accordance with the school's medication procedures;
- other personal care involving areas of the body that a child would normally regard as private.

Intimate care does not include ordinary assistance such as helping a child put on a coat, fasten a zip or wash their hands, unless this becomes more personal or involves a specific care need.

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5. Principles of Intimate Care

All intimate care will be provided according to the following principles.

Dignity

Children will be treated with respect, and their dignity will be always maintained.

Adults will use appropriate language and explain what they are doing in an age-appropriate manner.



Privacy

Children's privacy will be respected while ensuring that appropriate safeguarding arrangements are maintained.

The school's designated bathroom/changing area provides a suitable environment for intimate care.

Safeguarding

Intimate care will be carried out in a way that protects children and staff.

The school recognises that intimate care can create particular safeguarding considerations and therefore maintains clear procedures and appropriate staff supervision.

Independence

Children will be encouraged to do as much as they are developmentally able to do for themselves.

Staff will support rather than unnecessarily take over.

Choice and communication

Children will be encouraged to communicate their needs and preferences.

Where appropriate, children will be offered simple choices, for example:

- which clean clothing they would like to wear;
- whether they would like help;
- which adult they feel comfortable supporting them, where staffing arrangements allow.

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6. Staffing Arrangements

At Newtown Primary School, our current arrangement is that where possible two members of staff are present when children are changed in the bathroom.

This arrangement supports:

- safeguarding;
- transparency;
- staff protection;
- appropriate supervision;

- accountability.

The two members of staff should, wherever reasonably practicable, be members of the EYFS team or other appropriately authorised school staff.

Staff must never undertake intimate care outside the school's agreed procedures.

The presence of two adults should not compromise the child's dignity. Staff should position themselves appropriately and ensure that unnecessary exposure of the child is avoided.

Where the circumstances of a particular child mean that the standard arrangement needs to be adapted, this should be discussed with the EYFS Lead and/or Designated Safeguarding Lead and recorded where appropriate.

Any significant individual care arrangement should be agreed with parents/carers and, where appropriate, relevant professionals.

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7. The Changing and Toileting Environment

The designated bathroom/changing area will be maintained to a high standard of:

- cleanliness;
- hygiene;
- safety;
- privacy;
- accessibility.

The area will have appropriate:

- changing facilities;
- toilet facilities;
- handwashing facilities;
- soap;
- disposable paper towels or appropriate hand-drying facilities;
- gloves and other required PPE;
- cleaning materials;
- nappy bags or appropriate waste-disposal arrangements;
- spare clothing;
- individual care items where required.

The school will ensure that children have appropriate access to toilets and that the environment enables staff to balance children's privacy with safeguarding and supervision.

The EYFS framework emphasises the importance of safe, hygienic premises and appropriate toileting and intimate-hygiene arrangements.

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8. Procedure for Changing a Child

Staff should follow a consistent procedure.

Before changing

The adult should:

1. Explain to the child that they need changing.
2. Reassure the child and use calm, respectful language.
3. Encourage the child to walk to the bathroom independently where appropriate.
4. Ensure the required resources are available before beginning.
5. Wash hands and use appropriate PPE.
6. Ensure that the second member of staff is aware that changing is taking place.

During changing

The adult should:

1. Explain what they are doing.
2. Encourage the child to participate as much as possible.
3. Maintain the child's dignity.
4. Avoid unnecessary exposure of the child's body.
5. Use appropriate hygiene procedures.
6. Dispose of nappies and other waste safely.
7. Monitor the child's wellbeing.
8. Remain alert to any unusual marks, injuries, behaviour or comments.

Adults should use appropriate anatomical language and avoid language that could confuse or embarrass the child.

After changing

The adult should:

1. Support the child to dress themselves wherever possible.
2. Encourage the child to wash their hands.

3. Ensure the bathroom/changing area is left clean and hygienic.
4. Dispose of PPE appropriately.
5. Wash their own hands thoroughly.
6. Record the change where this is required for an individual child or where there is a concern.
7. Report any safeguarding concern in accordance with the school's safeguarding procedures.

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9. Children's Privacy and Dignity

Children's privacy is particularly important during intimate care.

Staff will:

- ensure that children are not unnecessarily exposed;
- use appropriate privacy arrangements;
- use respectful language;
- avoid discussing a child's toileting or intimate care needs in front of other children;
- avoid making comments that could embarrass or shame a child;
- avoid treating toileting accidents as behavioural failures;
- respond calmly and positively when a child has an accident.

Children will never be:

- ridiculed;
- shamed;
- punished;
- made to feel embarrassed;
- denied access to the toilet as a sanction.

The school recognises that children's privacy must be balanced with safeguarding. The EYFS specifically requires this balance when children are being toileted or changed.

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10. Supporting Independence

Our aim is to help children become increasingly independent with their personal care.

Practitioners will encourage children to:

- recognise when they need the toilet;
- communicate their needs;
- manage clothing;
- use the toilet;
- wipe themselves where developmentally appropriate;
- flush the toilet;
- wash and dry their hands;
- manage their own belongings;
- recognise when they need help.

Children will be given sufficient time and encouragement to attempt tasks independently.

Staff will provide only the level of assistance required.

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11. Toileting Accidents

Toileting accidents are a normal part of early childhood and will be dealt with calmly and sensitively.

When a child has an accident:

- the child will be reassured;
- the child will be supported to change;
- staff will avoid drawing attention to the accident;
- soiled or wet clothing will be placed in an appropriate bag;
- the child will be provided with clean clothing where available;
- the area will be cleaned appropriately;
- parents/carers will be informed where appropriate.

Children will not be punished or made to feel ashamed because of a toileting accident.

Where accidents become frequent or there is a significant change in a child's toileting pattern, staff will discuss this with the EYFS Lead and parents/carers to establish whether additional support may be required.

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12. Nappy and Pull-Up Changing

Some children may continue to require nappies or pull-ups when they enter Nursery or Reception.

This will not be regarded negatively.

Staff will work with parents/carers to establish the child's normal routine and any particular requirements.

Nappies and pull-ups will be changed:

- promptly when required;
- hygienically;
- respectfully;
- in the designated changing area;
- with appropriate staff present;
- with consideration for the child's privacy.

The child's individual needs will determine the frequency of changes.

Parents/carers will be informed if additional supplies of nappies, pull-ups, wipes or spare clothing are required.

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13. Children with SEND or Medical Needs

Some children may require additional or specialised intimate care because of:

- physical disabilities;
- developmental delay;
- sensory needs;
- medical conditions;
- continence difficulties;
- additional communication needs;
- other SEND.

The school will work with parents/carers and relevant professionals to develop an appropriate individual care plan where required.

This may involve advice from:

- the child's GP;

- school nursing services;
- occupational therapy;
- physiotherapy;
- continence services;
- Speech and Language Therapy;
- paediatric services;
- the local authority SEND service;
- other relevant professionals.

Any specialist equipment or specific procedures will be used in accordance with professional advice and staff training.

Where a child's intimate care needs are significant or complex, an individual healthcare or intimate care plan should be developed as appropriate.

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14. Communication Needs

We recognise that some children may have difficulty communicating that they need the toilet or require help with personal care.

Children may communicate their needs through:

- spoken language;
- gestures;
- facial expressions;
- signs;
- symbols;
- communication aids;
- behaviour;
- changes in their usual presentation.

Staff will know and use the child's agreed communication methods.

This is particularly important for children with communication and language needs and children with English as an additional language.

Staff will work with families and relevant professionals to ensure that communication strategies are consistent wherever possible.

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15. Children with English as an Additional Language

We recognise that children who are learning English may not immediately have the vocabulary to communicate their toileting or intimate care needs.

Practitioners will:

- establish key words used by the child and family;
- use clear and consistent language;
- use gestures and visual prompts where helpful;
- work with parents/carers to understand the child's usual communication;
- avoid assuming that a child understands a question simply because they do not respond;
- provide reassurance and encouragement.

Visual toileting routines or symbols may be used where appropriate.

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16. Children Who Resist Intimate Care

Children may occasionally resist being changed or supported with toileting.

Staff should remain calm and consider why the child may be resisting.

Possible reasons may include:

- embarrassment;
- anxiety;
- sensory sensitivities;
- communication difficulties;
- previous negative experiences;
- pain or discomfort;
- a desire for independence;
- unfamiliarity with the adult or environment.

Staff should:

- reassure the child;
- explain what is happening;
- give appropriate choices;
- allow the child time where this is safe;
- use the child's established communication strategies;

- seek support from another appropriate adult if necessary.

Staff should never use force, intimidation, threats or inappropriate physical intervention during intimate care.

If a child persistently resists intimate care or there is concern about their wellbeing, this should be discussed with the EYFS Lead and, where appropriate, the Designated Safeguarding Lead and parents/carers.

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17. Safeguarding

Intimate care is a safeguarding-sensitive activity.

All staff must remain alert to:

- unexplained injuries;
- bruising or marks;
- changes in behaviour;
- distress;
- fear of particular adults;
- comments made by children;
- changes in toileting patterns;
- concerns about a child's physical or emotional wellbeing.

Any concern must be reported immediately in accordance with the school's Safeguarding and Child Protection Policy.

Staff must never investigate safeguarding concerns themselves.

Where a child makes a disclosure, staff should:

- listen;
- remain calm;
- take the child seriously;
- avoid leading questions;
- avoid promising confidentiality;
- record the child's words as accurately as possible;
- report the concern immediately to the Designated Safeguarding Lead or deputy in accordance with school procedures.

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18. Staff Conduct and Professional Boundaries

Staff must always maintain professional boundaries.

Staff must:

- follow this policy;
- maintain appropriate professional language;
- respect children's dignity;
- avoid unnecessary physical contact;
- use the minimum level of physical assistance necessary;
- follow safeguarding procedures;
- report concerns or incidents appropriately.

Staff must never:

- photograph or video a child during intimate care;
- use personal mobile phones in the changing area;
- make inappropriate comments;
- engage in inappropriate conversations;
- behave in a way that could reasonably be interpreted as inappropriate;
- undertake intimate care outside agreed procedures.

The school's Staff Code of Conduct applies to all intimate care situations.

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19. Parents and Carers

Parents and carers are important partners in supporting children's personal care.

The school will work with families to understand:

- the child's toileting routine;
- the child's level of independence;
- communication methods;
- cultural or family considerations;
- relevant medical or developmental needs;
- preferred terminology;
- strategies that work well at home.

Parents/carers will be informed when:

- additional supplies are needed;
- a child has had a significant toileting accident;
- there is a significant change in toileting;
- a concern about the child's health or wellbeing arises;
- an individual intimate care plan may be required.

Parents/carers will be involved in planning specialist intimate care arrangements where appropriate.

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20. Hygiene and Infection Control

Staff will follow the school's infection prevention and control procedures.

This includes:

- washing hands before and after intimate care;
- using disposable gloves where appropriate;
- using appropriate PPE;
- safe disposal of nappies and contaminated materials;
- cleaning and disinfecting appropriate surfaces;
- ensuring adequate ventilation;
- maintaining clean supplies;
- following procedures for bodily fluids.

Changing areas will be cleaned regularly and immediately when contamination occurs.

Staff must follow any specific infection-control advice provided by health professionals or the local authority.

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21. Clothing and Spare Supplies

The school will encourage parents/carers to provide an appropriate supply of spare clothing.

The school will maintain a small supply of emergency clothing where possible.

Children should not be left uncomfortable because appropriate clothing is unavailable.

Where a child has regular toileting accidents or specific medical needs, the school will work with parents/carers to ensure that adequate supplies are available.

22. Record Keeping

Routine intimate care does not necessarily require a detailed written record for every child or every toileting event.

However, records should be maintained where:

- an individual care plan requires them;
- there is a significant or unusual incident;
- there is a safeguarding concern;
- there is a medical concern;
- a child sustains an injury;
- a parent/carer needs to be informed of a significant event;
- staff need to record a pattern of concerns or changes.

Records will be stored securely and handled in accordance with the school's Data Protection Policy.

23. Allegations or Concerns About Staff

If a child makes an allegation or raises a concern about a member of staff during or following intimate care, the school's safeguarding procedures must be followed immediately.

The concern must be reported to the appropriate person in accordance with the school's Safeguarding and Child Protection Policy and allegations against staff procedures.

Staff must not attempt to investigate the allegation themselves.

Where appropriate, the school's procedures will reflect the requirements of Keeping Children Safe in Education 2026 and relevant safeguarding guidance.

24. Staff Training

All staff who may provide intimate care will receive appropriate information and guidance.

Training and induction will include:

- this policy;

- safeguarding procedures;
- professional boundaries;
- children's dignity and privacy;
- hygiene and infection control;
- appropriate communication;
- SEND and individual needs;
- relevant medical procedures;
- reporting concerns.

Staff providing specialist intimate care will receive additional training where required.

The school will ensure that staff understand that intimate care is a safeguarding-sensitive activity and that they must follow agreed procedures consistently.

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25. Equality and Inclusion

Intimate care will be provided fairly and without discrimination.

Children will not be disadvantaged because they:

- are not yet toilet trained;
- have a disability;
- have SEND;
- have a medical condition;
- have communication difficulties;
- speak English as an additional language;
- require additional adult support.

The school will make reasonable adjustments where necessary to enable children to access appropriate intimate care safely and with dignity.

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26. Cultural and Religious Considerations

The school recognises that families may have different expectations and practices relating to personal care.

We will listen respectfully to parents/carers and take reasonable account of cultural and religious considerations while ensuring that statutory safeguarding, health and welfare requirements are met.

Any specific requirements should be discussed with the EYFS Lead.

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27. Monitoring and Review

The EYFS Lead and senior leaders will monitor the implementation of this policy through:

- observation of practice;
- discussion with staff;
- review of individual care plans;
- review of safeguarding concerns;
- feedback from parents/carers;
- feedback from children where developmentally appropriate;
- review of the changing environment;
- consideration of accidents or incidents.

Any concerns about intimate care practice will be addressed promptly.

This policy will be reviewed annually or sooner if there are changes to statutory requirements, safeguarding guidance or school practice.

Policy review date: September 2027

Approved by: _____

Date: _____

Appendix 1: Individual Intimate Care Plan

Where a child requires significant or specialist intimate care, an individual plan should be developed.

The plan should include:

Child's name: _____ **Date of birth:** _____ **Class:** _____

Nature of intimate care required:

_____

Child's usual routine:

_____

How the child communicates their needs:

_____

Level of independence:

_____

Support required:

_____

Equipment required:

_____

Medical/SEND considerations:

_____

Agreed staffing arrangements:

_____

How privacy and dignity will be maintained:

_____

How the child will be encouraged to develop independence:

_____

Parent/carer comments:

_____

Parent/carer signature: _____

Staff member: _____ EYFS **Lead/Senior Leader:** _____

Appendix 2: Intimate Care Record

Newtown Primary School

Intimate Care Record – EYFS

This record should be completed by the member of staff who has carried out or supported intimate care.

Child's name : **Date:** **Time:**

Reason for intimate care

☐ Toilet support
☐ Wet clothing
☐ Soiled clothing
☐ Nappy/pull-up change
☐ Personal hygiene
☐ Other: _____

Care provided

Please briefly record the care provided:

_____

_____

Staffing

Staff member carrying out/supporting care:
Name: _____

Second member of staff present:
Name: _____

Clothing / supplies

☐ Child's clothing changed
☐ School spare clothing provided
☐ Child's own spare clothing used
☐ Nappy/pull-up changed
☐ Other: _____

Staff signature: _____

Appendix 3: Parent/Carer Intimate Care Notification Slip

Newtown Primary School

EYFS Intimate Care – Parent/Carer Notification

Dear Parent/Carer,

This is to let you know that your child required some intimate/personal care while at school today.

Child's name: _____ **Date:** _____ **Time:** _____

Reason for care

☐ Toilet assistance
☐ Wet clothing
☐ Soiled clothing
☐ Nappy/pull-up change
☐ Personal hygiene
☐ Other: _____

Care provided

☐ Child was supported with toileting/personal hygiene
☐ Child was changed
☐ Child's clothing was changed
☐ School spare clothing was provided
☐ Child's own spare clothing was used

Brief note, if required:

_____

_____

The care was provided in accordance with the school's Intimate Care Policy, with consideration given to your child's dignity, privacy, wellbeing and safeguarding.

If your child has gone home wearing school clothing, please wash and return it to school as soon as possible.

Staff member: _____