GALLEYWALL PRIMARY
CITY OF LONDON ACADEMY

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Bermondsey, London www.galleywall.co.uk

Intimate Care and Toileting Policy

Last reviewed: Feb 2026
Ratified by Governors: Feb 2026
Next review: Feb 2028

1. Policy Statement

Galleywall Primary, City of London Academy is dedicated to safeguarding and promoting the welfare and dignity of all children and young people. We are committed to ensuring that all staff responsible for intimate care undertake their duties with professionalism, sensitivity, and respect at all times. This policy outlines our approach to intimate care, ensuring compliance with the Equality Act 2010, the Children and Families Act 2014, and all relevant Department for Education (DfE) guidance.

2. Definition of Intimate Care

Intimate care refers to any care which involves washing, touching, or carrying out an invasive procedure that most children and young people can do for themselves, but which some are unable to manage independently due to age, medical needs, special educational needs, or disability. Intimate care tasks may include, but are not limited to:

- Support with dressing and undressing (including underwear)
- Changing incontinence pads or nappies
- Assisting with toileting and personal hygiene
- Cleaning a child who has soiled or vomited
- Changing clothes after accidents or messy play

Children with disabilities or medical conditions may require regular support with these tasks. The school will always provide reasonable adjustments and support in line with the Equality Act 2010.

3. Principles of Intimate Care

- Children will be treated with dignity, sensitivity, and respect at all times.
- The child's welfare, comfort, and right to privacy are paramount.
- Staff will encourage children to be as independent as possible, providing only the level of support necessary.
- Each child's preferences and needs will be considered and, where appropriate, discussed with them directly.
- The school will work in partnership with parents/carers and relevant professionals to ensure the best outcomes for all children.

4. Practical Arrangements

Toilet Training and Accidents

Most children are expected to be toilet trained before starting at school or nursery. However, we recognise that children develop at different rates and some may require support for toileting or intimate care needs.

- Children in the Early Years Foundation Stage (EYFS) have unrestricted access to toilets and are encouraged to use them independently, with reminders as appropriate.

- All children are encouraged to wash their hands after using the toilet.
- As children progress through the school, they are encouraged to use the toilet during break times.

Role of Parents/Carers

- Parents/carers are asked to provide consent for intimate care when their child enters EYFS. Consent forms are kept securely on record.
- Parents/carers are required to provide spare clothes and baby wipes if their child has ongoing continence needs.
- The school keeps a stock of spare clothes in various sizes for emergencies.
- If consent for intimate care is not given, the school will contact parents or emergency contacts to arrange for the child to be cleaned and changed.

Role of Staff

- All staff providing intimate care are subject to enhanced DBS checks and receive appropriate training, including safeguarding and disability awareness.
- A bathroom area with a toilet, hand basin, warm water, baby wipes, disposable gloves, and plastic bags is available for EYFS staff.
- Whenever possible, intimate care will be carried out either by two members of staff or with another adult within sight or earshot. All incidents will be recorded (see Record Keeping).
- Staff will:
    - Support the child to remove soiled clothing
    - Clean the child's skin (including intimate areas as needed)
    - Help the child dress in clean clothes
    - Place soiled clothing in a sealed bag to be taken home
- Staff will prioritise the child's dignity and comfort at all times, offering reassurance and positive encouragement.
- If a child becomes ill or distressed, the parent/carer will be contacted immediately. Children will never be left in soiled clothing once staff are aware.

5. Individual Care Plans

- Children who require regular or long-term intimate care will have an individual care plan developed in consultation with parents/carers and relevant professionals (e.g., physiotherapist, occupational therapist).
- The care plan will detail the child's needs, preferred methods of communication, level of independence, and any required equipment or adaptations.
- Care plans will be reviewed at least annually, or sooner if needs change.

6. Safeguarding

- All intimate care procedures will be carried out in line with the school's Safeguarding and Child Protection Policy, and the latest DfE guidance ("Keeping Children Safe in Education").
- Any concerns about a child's welfare, or allegations against staff, must be reported immediately to the Designated Safeguarding Lead (DSL) and acted upon in accordance with the school's procedures.
- All staff are trained to recognise signs of abuse and understand the importance of maintaining professional boundaries.

7. Record Keeping

- A written record will be made of all intimate care provided, including the date, time, staff present, nature of the support, and any concerns raised. This will be recorded on a yellow first aid slip (until this system is replaced) which allows for parents to be informed at the end of the day and a secure record to be kept.
- Where more than one adult is present, the reasons will be documented.

8. Equality and Inclusion

- Galleywall Primary, City of London Academy will not discriminate against any child with continence or intimate care needs. Reasonable adjustments will be made to support children with disabilities or medical needs, in line with the Equality Act 2010.
- The needs and wishes of children and their families will be considered wherever possible, within the constraints of staffing and legal requirements.

9. Review

This policy will be reviewed every three years, or sooner if there are significant changes in legislation, guidance, or school practice.