Cherry Hinton Primary School and Nursery Toileting and Intimate Care Policy

Setting Name	Cherry Hinton C of E Primary and Nursery School
Policy Author	Helen Pearce
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Review Date	Annually
Designated Lead	Designated Safeguarding Lead (DSL) Sally Haiselden
Relevant Legislation	EYFS Statutory Framework 2024 | Children Act 1989 & 2004 | Equality Act 2010 | KCSIE 2024 | UN Convention on the Rights of the Child
Cambridgeshire Guidance	Cambridgeshire County Council Early Years Team Guidance | CSCP (Cambridgeshire Safeguarding Children Partnership)

1. Policy Statement & Rationale

This policy sets out the principles, procedures and responsibilities for supporting children with toileting and intimate care needs within our school and nursery setting.

We are committed to providing care that is safe, dignified, respectful and consistent with each child's individual needs and developmental stage.

We recognise children with additional needs may require ongoing intimate care throughout the school and that children in the Early Years Foundation Stage (EYFS), particularly those aged 3–5, may be at varying stages of toilet training.

Some children may arrive at nursery not yet fully toilet trained, and we will support children and their families with this. To achieve a positive transition into Nursery it may be necessary to have reduced hours initially and to build up to their full hours.

Our Core Commitments

- Children's dignity, privacy and emotional wellbeing are always prioritised
- No child will ever be left in a soiled or wet state for longer than is necessary
- No child will be shamed, punished or made to feel embarrassed about toileting
- All intimate care is delivered by an appropriately trained and DBS-checked member of staff
- Parents and carers are partners in their child's toileting journey
- Our practice protects both children and staff at all times

2. Scope

This policy applies to:

- All children attending the nursery, including those who are fully toilet trained and those in the process of toilet training.
- All children with additional needs requiring ongoing intimate care throughout the school.
- All staff, volunteers, students on placement and supply staff working in school
- Parents, carers and other adults involved in supporting a child's intimate care in school.

3. Roles & Responsibilities

3.1 Headteacher

- Ensures this policy is implemented consistently and reviewed annually
- Ensures all staff receive appropriate training including safeguarding, intimate care and manual handling where required
- Ensures adequate staffing levels are maintained to deliver intimate care safely
- Ensures appropriate facilities and resources are available and maintained
- Ensures all intimate care plans are in place and reviewed regularly

3.2 All Staff

- Follow this policy and all associated procedures at all times
- Treat every child with dignity, respect and sensitivity
- Record all incidents of intimate care, accidents and concerns accurately and promptly
- Communicate openly and regularly with parents and carers
- Raise any concerns about a child's welfare, unusual marks or disclosures immediately with the Designated Safeguarding Lead (DSL)

3.3 Parents and Carers

- Share relevant information with the setting about their child's toileting stage, routines, preferences and any health needs
- Provide spare clothing and appropriate supplies (pull-ups, wipes etc.) as needed
- Work collaboratively with staff to support consistent toilet training approaches at home and at nursery/school.
- Sign an Intimate Care Plan (Appendix A) where their child requires regular intimate care support

4. Toilet Training Support

We understand that a small number of children may not be fully toilet trained when they start Nursery. If this is the case, staff will work together with parents/carers to ensure the child achieves independence as soon as is possible. This may require making adjustments to the hours they spend in Nursery when they first start, to ensure a smooth transition.
We welcome all children regardless of their toilet training stage. We do not refuse admission or attendance because a child is not yet toilet trained. This is in line with the Equality Act 2010, where delayed toilet training may be associated with a disability or additional need.

4.1 Starting Nursery/Reception

At the initial home visit or induction meeting, the key person will discuss toileting with parents and carers. This includes:

- Current toileting stage (nappies, pull-ups, pants, independently toileting)
- Offer toileting advice if needed.
- Preferred terminology the child uses for toileting
- Any routines or strategies used at home
- Presence of any medical conditions affecting continence (e.g. constipation, UTIs, sensory processing difficulties)
- Cultural or religious considerations relating to personal care

4.2 Supporting Children in Toilet Training (throughout the school)

Where a child is in the process of toilet training, staff will:

- Follow the child's individual plan agreed with parents, recorded in the Intimate Care Plan Agreement.
- Offer regular, unhurried toilet opportunities — typically every 1.5–2 hours, and following mealtimes and outdoor play.
- Use calm, positive and encouraging language at all times
- Celebrate progress without placing pressure on the child
- Never express disappointment, frustration or negativity regarding accidents
- Ensure toilet facilities are accessible, safe and child-friendly

5. Managing Accidents

Accidents are a normal part of development and will be handled with sensitivity and discretion.

5.1 Procedure Following an Accident

- The child is taken promptly and calmly by a member of staff to get changed
- The child is reassured with kind, neutral language (e.g. 'Never mind, let's get you changed')
- A second adult is informed and nearby where possible (see Section 6)
- Soiled clothing is bagged securely, labelled with the child's name, and sent home
- Clean spare clothing from the child's bag is used; if not available, the setting will provide suitable clean clothing
- The accident is recorded in the Toileting Record Sheet (see Appendix B)
- Parents/carers are informed at the end of the session or sooner if there are repeated incidents or concerns (e.g illness)

5.2 Repeated Accidents

Where a child is having frequent accidents, staff will:

- Sensitively discuss this with parents to agree a consistent approach
- Consider whether additional support from outside agencies (e.g. Health Visitor, School Nurse) may be appropriate
- Update Intimate Care Plan Agreement if required
- Record patterns to identify possible triggers (tiredness, diet, anxiety, undiagnosed need)

6. Intimate Care Procedures

6.1 Definition of Intimate Care

Intimate care refers to any care activity that involves touching or exposure of intimate parts of a child's body, including:

- Changing nappies or pull-ups
- Assisting with wiping following toileting
- Changing clothing following an accident (where intimate areas are exposed)
- Assistance with continence aids or medical equipment

6.2 Two-Adult Protocol

Important Safeguarding Requirement :In line with Cambridgeshire Safeguarding Children Partnership (CSCP) guidance and safer working practice, intimate care should never be carried out by a lone member of staff behind a closed door. A second member of staff must always be informed and should be present nearby or within sight/hearing. The door to the changing area should remain ajar (unless a risk assessment specifically requires otherwise). This protects both the child and the member of staff.

6.3 Step-by-Step Intimate Care Procedure

- Inform a colleague before beginning intimate care
- Gather all required equipment before changing the child (clean nappy/pull-up, wipes, disposable gloves, nappy sack, clean clothing if needed)
- Explain to the child what you are going to do, using simple, clear language appropriate to their age and understanding
- Encourage the child to help with their changing to be as independent as possible.
- Respect the child's voice — if a child expresses distress or refuses, pause, reassure and seek support from a colleague or the child's parent if necessary
- Use disposable gloves for all intimate care
- Dispose of soiled materials hygienically in a nappy bin or sealed bag
- Wash hands thoroughly with soap and water — both the child's and the staff
- Ensure the child is comfortable, dressed and returned to the group promptly
- Record the care given on the toileting record sheet (appendix B)
- Inform the colleague who was on standby that the care is complete
- Contact parents/carers to agree next steps if soiling is severe and/or may be linked to illness, or if a child is distressed/refuses to let a member of staff help them change their clothing.

6.4 Children's Voice and Consent

Even very young children have the right to be heard during intimate care. Staff should:

- Always narrate what they are doing in simple language
- Encourage children to participate where developmentally appropriate (e.g. pulling up their own trousers)
- Never proceed with intimate care against a child's sustained and significant distress without seeking support

7. Hygiene & Infection Control

Good hygiene practice protects children and staff from the spread of infection.

- Disposable gloves must be worn for all intimate care and changed between children
- Disposable aprons are recommended and must be worn when changing soiled nappies
- All surfaces used for changing must be cleaned with an appropriate antibacterial solution before and after each use
- Soiled nappies are disposed of in a sealed bin, emptied regularly and in accordance with the setting's waste disposal procedures
- Soiled clothing is double-bagged and returned to parents — it is not rinsed at school
- Children and staff wash hands with soap and water after all toileting and intimate care (alcohol hand gel is not a substitute for handwashing after toileting)
- The toilet and changing area is cleaned and checked regularly throughout the day
- Any child with a diarrhoeal illness or vomiting must not return to school for 48 hours following the last episode, in line with Public Health England / UKHSA guidance

8. Toilet and Changing Facilities

Our school provides dedicated child-sized toilet facilities. The facilities are:

- Accessible to all children, including those with physical disabilities or additional needs
- Maintained in a clean, safe and well-stocked condition throughout the day
- Equipped with child-height sinks, soap dispensers and paper towels
- Risk assessed regularly, with hazards identified and addressed promptly

9. Children with Additional Needs

Some children may have medical conditions, physical disabilities or additional developmental needs that mean they require ongoing intimate care beyond the age at which most children are toilet trained. For these children the SENCo will be involved.

We will:

- Work with parents, carers and relevant health professionals to develop an individual Intimate Care Plan, which forms part of the child's wider SEND Support Plan or EHCP where applicable
- Ensure the plan reflects the child's dignity, preferences and any specific health or physical care needs
- Review the plan regularly and following any change in the child's needs
- Seek advice and training for staff as required from the Cambridgeshire SEND team, School Nurse, Occupational Therapist or other relevant professionals
- Ensure reasonable adjustments are made to our facilities and practices under the Equality Act 2010
- Liaise with the school SENCO and access Cambridgeshire's Early Years Inclusion Team where needed

10. Safeguarding Considerations

10.1 Safeguarding Within Intimate Care

Intimate care is a potential area of vulnerability for both children and staff. We take our safeguarding responsibilities extremely seriously. All intimate care is:

- Carried out only by DBS-checked, trained and authorised members of staff
- Never carried out by a lone adult in a completely private, closed space
- Recorded at the time it takes place
- Only carried out in designated areas

10.2 Recognising Concerns

Staff must be alert to indicators that may arise during intimate care that could suggest abuse, neglect or a medical issue. These include:

- Unexplained bruising, marks, burns or injuries on or near intimate areas
- Persistent soreness, redness or inflammation that may suggest infection or sexual abuse
- A child making a disclosure during care
- Significant changes in a child's behaviour around intimate care (e.g. extreme distress, regression, unusual sexual knowledge)
- Signs of neglect such as severe nappy rash suggesting infrequent changing

If You Have a Concern Do not delay. Report any concern immediately to the Designated Safeguarding Lead (DSL). Do not attempt to investigate. Do not promise confidentiality to the child. Record using the child's exact words. Follow the setting's Safeguarding and Child Protection Policy and CSCP procedures.

CSCP Multi-Agency Referral: 0345 045 5203 MASH (Multi-Agency Safeguarding Hub): mash@cambridgeshire.gov.uk

10.3 Allegations Against Staff

Any allegation that a member of staff has behaved inappropriately during intimate care must be reported immediately to the headteacher or, if the allegation concerns the headteacher, to the Local Authority Designated Officer (LADO) directly.Cambridgeshire LADO: 01480 376 666

11. Staff Training

All staff involved in intimate care will receive:

- Induction training on this policy and associated procedures before carrying out any intimate care
- Regular safeguarding training including recognition of abuse within intimate care contexts
- Training in manual handling and moving and handling where required for children with physical needs
- Access to training provided by Cambridgeshire County Council Early Years Team, CSCP or relevant specialist services
- Regular supervision and the opportunity to raise concerns about any aspect of intimate care practice

12. Working with Parents and Carers

We believe that open, honest and respectful communication with families is central to effective intimate care practice.

- An Intimate Care Plan Agreement (Appendix A) will be completed with parents at the start of the child's placement where ongoing intimate care is anticipated
- The agreement will be reviewed at least termly or following any change in the child's needs
- Parents will be informed on the same day of any accidents, changes or concerns
- We will communicate sensitively about toileting
- We will signpost families to external support where helpful
- Cultural and religious preferences regarding personal care will be respected and accommodated wherever possible

13. Recording and Monitoring

- All instances of intimate care (nappy changes, accident changes) are recorded in the daily toileting record, noting time, nature of care and who carried it out
- Records are stored securely and confidentially in line with GDPR
- Patterns of accidents or frequent intimate care needs are monitored by staff.
- Records may be shared with other professionals (e.g. SENCO, Health Visitor, Social Care) as required in the interests of the child's welfare

(This policy is underpinned by the EYFS Statutory Framework 2024, Cambridgeshire County Council Early Years guidance, and the Cambridgeshire Safeguarding Children Partnership (CSCP) procedures. It aligns with our safeguarding and child protection policy and must be read alongside it.)

14. Policy Review

This policy will be reviewed annually, or sooner following:

- A safeguarding concern or incident involving intimate care
- A change in legislation, statutory guidance or Cambridgeshire Local Authority guidance
- Feedback from staff, parents or external professionals
- Any significant change to the setting's staffing, facilities or population of children

15. Related Policies and Documents

- Safeguarding and Child Protection Policy
- SEND Policy
- Health and Safety Policy
- Manual Handling Policy
- Data Protection / GDPR Policy
- Intimate Care Agreement (Appendix A)
- Procedure Following a Toileting Accident (Appendix B)

16. Key References and Guidance

- Department for Education (2024) Early Years Foundation Stage Statutory Framework
- Keeping Children Safe in Education (KCSIE) 2024
- Children Act 1989 and Children Act 2004 Equality Act 2010
- Working Together to Safeguard Children 2023
- Cambridgeshire County Council Early Years Team Guidance and Briefings
- Cambridgeshire Safeguarding Children Partnership (CSCP) Procedures — www.safeguardingcambspeterborough.org.uk
- ERIC (Education and Resources for Improving Childhood Continence) — www.eric.org.uk
- UKHSA Guidance on infection control in educational settings
- Anna Freud Centre / Solihull Approach — Emotional wellbeing in Early Years

Appendix A: Intimate Care Plan Agreement

This agreement is completed jointly between staff and the child's parent or carer. It is reviewed at least termly or when the child's needs change.

Child's Name:	**Date of Birth:**

Current toileting stage (please circle/describe):
Nappies / Pull-ups / Pants / Independent / Mixed

Child's preferred word(s) for toileting:

Any medical conditions / allergies relevant to toileting care:

Who will provide the care:*
Where care will take place:
What resources/equipment will be used:

Supplies provided by parent (e.g. nappies, wipes):

Home routines we should know about inc any cultural or religious :

How things will be disposed of and how wet/soiled clothes will be kept until they can be returned to the parents/carers :
Special arrangements for trips/outings:
Any other considerations:

*If the above named member of staff is not available, another person familiar to the child will attend to the child's needs

Parents/carers will be contacted to agree next steps if soiling is severe and/or may be linked to illness, or if a child is distressed/refuses to let a member of staff help them change their clothing.

Agreement Statement

I/We confirm that I/we have discussed and agreed the information above with the school. I/we understand that our child will be cared for in line with this setting's Toileting and Intimate Care Policy. I/we agree to inform the school of any changes to the information above.

Parent/Carer Signature: _____ Date: _____

Parent/Carer Print name _____

Staff Signature: _____ Date: _____

Staff Print Name : _____ Role: _____

The *nursery/school:

- Agree to change the child as soon as possible should they soil themselves or become uncomfortably wet – following the steps set out in the Intimate Care Plan
- Agree to record the care given on the child's individual Intimate Care Log
- Agree to inform parents/carers of any intimate care given on the day it is given
- Agree to monitor the number of times the child is changed in order to identify progress made
- Agree to report to parents/carers and Designated Safeguarding Lead (when necessary) should the child be distressed, or if marks/injuries/rashes are seen
- Agree to review arrangements should this be necessary

* *Delete as appropriate*

The parent/carer:

- I agree to ensure that the child is changed at the latest possible time before being brought to the *nursery/school
- I agree to provide the *nursery/school with spare named nappies, wet wipes, changing mats, nappy sacs, plastic bags, spare clothes. *(If there is a lack of supplies and the child has an accident, the parent will be contacted to provide them).*
- I understand and agree the procedures that will be followed when their child is changed at school
- I agree to inform the staff should the child have any marks/rash
- I agree to review arrangements should this be necessary

Signed:…….(Parent/carer)

Signed:…….(School staff)

Date:

**Delete as appropriate*

Procedure Following a Toileting Accident Appendix B

- The child is taken promptly and calmly to the changing area by a member of staff
- A second adult is informed and nearby where possible
- The child is reassured with kind, neutral language (e.g. 'Never mind, let's get you changed')
- **In Nursery the half curtain is drawn across for privacy.** Soiled clothing is bagged securely, labelled and sent home. A pull-up or nappy will be put in a nappy sack and then in the outside bin. (**Nursery: keep it in nappy bin until opportunity to put in outside bin)**
- Clean spare clothing from the child's bag is used; if not available, the setting will provide suitable clean clothing
- The accident is recorded on the Toileting record.
- Parents/carers are informed at the end of the session or sooner if there are repeated incidents, concerns or if a child is distressed/refuses to let a member of staff help them change their clothing

Toileting Record Sheet (to be used for toilet accidents or visits for those who are toilet training.)

Child's name	Date	Time	Type of care carried out (toileting, nappy change)	Carried by out	Signature