



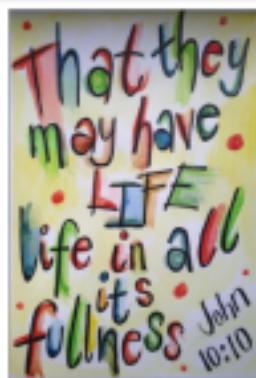
That they may have life; life in all its fullness - John 10:10

Hordle CE (VA) Primary School & Nursery

WHOLE SCHOOL INTIMATE CARE, TOILETING AND PRIVACY POLICY 2025/26

Any reference to 'the school' throughout this policy shall mean Hordle CE (VA) Primary School and Nursery.

Through an education rooted in God's love and grounded in our community through teamship, our children will shape their identity to become aspirational learners, with enquiring minds and deeply held personal values ready to take on their responsibilities; living life in all its fullness as Global Citizens of the future.



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1. Policy Aims

- To safeguard the welfare, dignity, and privacy of all children, including those who require intimate care and nappy changing.
- To promote safe, respectful, and supportive toileting routines for children from nursery age onwards.
- To ensure all pupils, regardless of age, developmental stage, or medical needs, have access to clean, safe, private and well-maintained toilet/changing facilities throughout the school day.
- To foster a whole-school culture of respect, independence, and understanding around intimate care and toileting.

1.1 Introduction - What is Intimate Care?

Intimate care is any care which involves washing, touching or carrying out an invasive procedure (such as cleaning up a pupil after they have soiled themselves) to intimate personal areas. In most cases such care will involve cleaning for hygiene purposes as part of a staff member's duty of care. In the case of a specific procedure only a person suitably trained and assessed as competent should undertake the procedure, (e.g. the administration of rectal diazepam.)

The issue of intimate care is a sensitive one and will require staff to be respectful of the child's needs. The child's dignity should always be preserved with a high level of age-appropriate privacy, choice, control and consent. There shall be a high awareness of child protection issues. Staff behaviour must be open to scrutiny and staff must work in partnership with parents/carers to provide continuity of care to children/young people wherever possible.

This policy has been devised based on best practice in early years settings and special schools and in accordance with advice from bladder and bowel charities.

2. Intimate Care Policy for Hordle CE Primary School and Nursery

Hordle CE Primary School and Nursery is committed to ensuring that all staff responsible for the intimate care of children will undertake their duties in a professional manner at all times. Hordle CE Primary School and Nursery recognises that there is a need to treat all children with respect when intimate care is given. No child should be attended to in a way that causes distress or pain.

Rationale: Why This Policy is Needed

- Intimate and personal care is a fundamental aspect of a child's development, safety, and dignity.
- Young children and those with additional needs may need support with toileting, dressing, washing, and managing continence.
- Safe, clean and accessible toilet facilities are essential to support learning, wellbeing, and independence.
- The school recognises that all children, including nursery-aged pupils, have the right to personal privacy, dignity, and access to appropriate facilities.

3. Legal Framework and Guidance

This policy is written in accordance with:

- Equality Act 2010
- Education Act 2002 (Section 175)
- Keeping Children Safe in Education (2025)
- Statutory Framework for the Early Years Foundation Stage (2024)
- Children and Families Act 2014
- The Education (Independent School Standards) Regulations 2014
- Supporting Pupils with Medical Conditions guidance



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- Health and Safety at Work Act 1974
- Working Together to Safeguard Children (2023)

4. Child-Centred Principles of Intimate Care and Toileting

- Every child has the right to be safe and treated with dignity.
- Every child has the right to personal privacy.
- Every child has the right to be respected and valued as an individual.
- Every child has the right to access facilities when they need them, without unnecessary restriction or judgement.
- Every child should be encouraged to develop independence and self-care, supported appropriately based on their age and abilities.
- Every child's cultural, religious, and medical needs should be understood and respected in toileting and care routines.

Our Best Approach to Intimate Care

The management of all children with intimate care needs will be carefully planned. The child who requires intimate care is treated with respect at all times; the child's welfare and dignity is of paramount importance.

- Any staff who provide intimate care are trained to do so (including Child Protection and Health and Safety training in lifting and handling) and are fully aware of best practice in working in Early Years following our [Nappy Changing Procedures](#).
- Apparatus will be provided to assist any children who require special arrangements following assessment from a physiotherapist or occupational therapist, as required.
- Staff will be supported to adapt their practice in relation to the needs of individual children taking into account developmental stages such as the onset of puberty or menstruation.
- Children will be supported to achieve the highest level of autonomy that is possible, given their age and abilities.
- A child's right to privacy will always be respected.
- Staff will encourage each child to do as much as they can for themselves. This may mean, for instance, giving the child responsibility for washing themselves.
- Individual care plans will be drawn up for those children in school with specific and ongoing intimate care needs that require a more individualized approach.
- Careful consideration will be given when devising individual care plans to determine how many carers may need to be present when a child is toileted. Where possible one child will be catered for by one adult unless there is a sound reason for having more adults present. If this is the case, the reasons should be very clearly documented.

5. Nappy Changing and Intimate Care in Early Years (Ages 2–5)

- Generally, Early Years children (2–5) may well require nappy changing, toilet training support, or assistance with accidents.
- A designated, hygienic area is provided for changing nappies and early toilet training to ensure privacy, dignity, and safety.
- Staff will wear gloves and follow infection control procedures.
- Nappy changing areas and equipment are always cleaned between uses.
- Parents always provide nappies, wipes, and spare clothing, though school will always have back-up supplies if needed.
- Nappies, wipes and creams supplied by the parent/carer must be used in accordance with manufacturer's instructions.
- Nappies, wipes and creams should only be used for the child they are supplied for.
- In the nursery, each nappy change or toileting incident is recorded and communicated to parents/carers as appropriate via Tapestry.
- In school (Year R+), toileting incidents are recorded and communicated to parents/carers verbally.
- All staff in the settings will undertake nappy changing and intimate care duties. Best practice would be that the same child will not be cared for by the same adult on a regular basis; ideally there would be a variation in familiar adults taking turns in providing care. This will ensure, as far as possible, that over-familiar relationships



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are discouraged from developing, whilst at the same time guarding against the care being carried out by a succession of completely different carers.

- Where possible, staff undertaking nappy changing and intimate care duties will always be known to the child.
- Staff undertaking nappy changing duties will always be known to the child from the Early Years staff team.
- At times, children in the Early Years may require an adult to check whether they have soiled themselves. All adults will seek consent from a child prior to doing and ensure the location respects the child's privacy.
- When children are admitted into Reception Year, some children may still be in nappies. Staff will work in collaboration with parents to continue to support children on their toilet training plan. If a more detailed Intimate Care and Toileting Plan is required, then this would be drawn up with staff and parents.

6. Intimate Care for All Pupils

- Children with intimate care needs will always be carefully planned.
- Children who require intimate care will be treated with respect at all times; their dignity is of paramount importance.
- Staff will be supported to adapt their practice of intimate care in relation to the needs of individual children, taking into account developmental changes such as the onset of puberty and menstruation.
- Where reasonably possible, we will endeavour to arrange that staff who are involved in intimate care do not teach Relationships and Sex Education to the child in their care as an additional safeguard to both the staff and child involved.
- Personalised Intimate care plans will be drawn up, discussed with parents and reviewed on an annual basis where necessary. Each care plan is likely to be unique and appropriate to the circumstances of the child.
- The needs and wishes of children and parents will be taken into account where possible within the constraints of staffing and equal opportunities legislation.

7. Access to Toilets for All Pupils

- In our Early Years settings, children will be supported to use the potty/toilet in line with their developmental milestones which will have been discussed and agreed with parents/carers.
- Where a child has a toilet training plan, children will be supported to use the toilet in accordance with their plan which will have been discussed and agreed between home and school.
- Children in our Early Years setting always have access to toilet facilities that are age and stage appropriate.
- Toilets are open and accessible throughout the school day for all children, including during lesson times.
- Pupils are not required to wait for break or lunch to use the toilet but are encouraged to use the toilet during break and lunch periods where possible to limit the impact on learning.
- Staff are sensitive to individual needs and do not make adverse comments in relation to toileting needs and access.
- Needs of individuals should not be subject to rigid timeframes.
- There are gender neutral toilet blocks with single locking cubicles available to children during lunch periods.
- Those who prefer the increased privacy of a standalone toilet cubicle - not in a toilet block - can access these in the library area. This may form part of an individual care plan.
- An accessible children's toilet is available in the Early Years corridor and arrangements can be made as part of a child's personalised needs to access these toilets - where appropriate.
- Hygiene bins are made available for use by our junior pupils in designated cubicles.
- Children in the juniors are trained in the respectful use of hygiene bins for the dignity of all.
- Red box resources are made available to junior pupils and again they are trained in knowing where these resources are and how to access them.
- Staff will be vigilant to any change in a child's toileting habits and make sure parents are informed if necessary in case of the need to visit a GP.

8. Privacy and Toileting in the Early Years

- During the Early Years - particularly in Nest and Wild (ages 2 - 4) - children are bridging between nappies and independent toileting and require more support in beginning to learn to use the toilet. During this phase, staff in the Early Years Team will be mindful to ensure our very youngest pupils learn the importance of privacy:



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- ❖ Wherever possible in the child's potty training phase, allowing the most independent level of toileting possible;
- ❖ When nappy changing is taking place, the child's privacy is respected.
- ❖ Beginning to use the toilet with the door ajar but with a staff member on the other side, coaching the child;
- ❖ Encouraging other children to wait - away from the toilet door - so the child is not observed using the toilet by peers;
- ❖ Encouraging any passing adults in school unknown to the child to please wait until the toilet is clear;
- ❖ Staff will use the term 'privacy' with young children to help teach them that this is something they have a right to when using the toilet: "*I'm just going to give you some privacy*," "*Let's just wait back here to give some children their privacy*."
- All staff in school are responsible for ensuring that when our very youngest pupils are using the toilet and the doors are ajar, that they either wait before passing or use another route to gain access, for example - Do not enter the WILD toilets while toileting is taking place and adults are supporting with intimate care.

9. Facilities and Maintenance

- All toilets at Hordle CE Primary School and nursery have:
 - adequate lighting, cleanliness and privacy
 - working locks on cubicles (ages 3+)
 - sufficient supplies of soap, toilet tissue, hand dryers/paper towels, and access to warm water
- All nappy changing stations at Hordle CE Primary School and Nursery are floor based - on a suitable changing mat - to avoid the risk of any falls;
- All nappy changing stations at Hordle CE Primary School and Nursery have been created in accordance with OFSTED advice: nappy changing areas are designated only for that use and are away from play areas and food preparation.
- Nappy changing areas have adequate space for staff and children to move without any obstructions
- The accessible children's toilet must be kept clear at all times; it must not be used as a storage area during periods of no use.
- Sanitary bins will be provided for junior pupils and all junior pupils will be taught about where these resources are for their use
- Toilet facilities are cleaned daily by our contracted cleaners
- Facilities will be inspected regularly, and deficiencies dealt with promptly.

10. Care Planning and Record Keeping

- Children with ongoing or complex intimate care needs will have an Intimate Care Plan or Health Care Plan, developed with input from staff, parents/carers, and professionals.
- Plans will be reviewed at least annually, or sooner if circumstances change (e.g. staffing, medical needs, school trips).
- Where no plan exists (e.g. one-off accident), parents will be informed the same day with sensitivity and confidentiality.
- All procedures and incidents will be recorded and kept securely.

11. Safeguarding and Staff Conduct

- All children will be taught personal safety skills carefully matched to their level of development and understanding.
- Intimate care will only be carried out by staff who are:
 - Employed by the school
 - Appropriately trained
 - Have completed enhanced DBS checks
- Volunteers, work experience or students will not be asked to provide intimate care.
- Staff will:
 - communicate clearly and calmly with the child



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- explain what is happening
- recognise the right for a child to say no or express discomfort
- If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into in collaboration with a DSL and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution. Staffing schedules will be altered until the issue is resolved so that the child's needs can continue to be met. Further advice would be sought from outside agencies if necessary.
- Staff concerns about colleagues' conduct must follow the Whistleblowing Policy.
- Any concerns about a child's reaction, marks, bruising, or distress will be reported to the Designated Safeguarding Lead (DSL) or Deputy Designated Safeguarding Leads.
- Staff must not carry personal phones, tablets, cameras, or recording devices during care tasks.
- If a child makes an allegation against a member of staff, normal safeguarding procedures will ensue.

12. Hygiene Control

- All staff will follow the hygiene guidance stipulated in the Nappy Changing Procedures
- Disposable gloves must be worn during any intimate care or cleaning procedures.
- Soiled materials and waste will be disposed of in line with local authority guidance, including the use of **clinical** waste bins if required.
- Children will be encouraged to wash hands thoroughly after any personal care routines.

13. Supporting Pupils' Independence

- Staff will encourage children to do as much for themselves as possible, according to their age and ability.
- Toilet training in Early Years will be approached in partnership with parents and according to the child's developmental readiness.
- Hordle CE Primary School and Nursery provide the following advice to parents on helping their children to grow in toileting independence.

14. Supervision and Respect in Toilet Areas

- Children are trained to ask to go to the toilet at break and lunchtimes. They should notify staff so that staff may monitor the number of pupils in the facilities. Asking to go to the toilet also ensures that adults reinforce that children do not need to go to the toilet in groups/pairs - only the child who needs the toilet should be accessing the toilet block.
- If necessary, toilets may be supervised at break/lunch, to ensure safety, appropriate behaviour and respect (without infringing privacy).
Children will be educated about respectful toilet use, hygiene, and peer support through:
 - PSHE lesson
 - Start of the Year reminders
- A Pupil Code of Conduct for Toilets may be developed in collaboration with pupils.
- Toilets should not be used for socialising or loitering. Indoor social spaces are provided to meet these needs separately.

15. Inclusion and Equalities

- Where necessary, reasonable adjustments will be made to ensure no child is disadvantaged or excluded due to toileting or intimate care needs.
- Our toilet facilities have been mindfully redesigned to ensure they are gender neutral.

16. Changing Arrangements

Children are entitled to respect and privacy when changing clothes or taking a shower. However, there must be the required level of supervision to safeguard young people with regard to health and safety considerations and to ensure that bullying or teasing does not occur.

- Hordle CE Primary School and Nursery are mindful of the need for privacy during changing.



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- On PE days, there is no need to make additional arrangements for changing as pupils come into school in their PE kits.
- On other occasions, such as school nativity and Year 6 show nights, consideration will be made for the changing needs of pupils.
- Young children will generally change in their classroom with familiar adults present in the room to aid with any changing needs, such as turning clothes in the right way or arranging shoes so they end up on the right feet. Staff will always be mindful to encourage the highest levels of independence in changing. Where considerations need to be made to screen children, blinds or other suitable means will be deployed.
- Children's religious and cultural beliefs will be respected for changing and where necessary adaptations will be made.
- For junior pupils - specifically Year 6 show evenings - staff will consider having a boys' changing area and a girls' changing area. Any child who is more comfortable in a private changing area will be offered a space to change independently such as the accessible toilet and these arrangements will be made with the child/parents beforehand.

16.1 Swimming

During swimming lessons in Year 3 and 4, pupils will be using public changing facilities. The public changing facilities do not have sufficient individual cubicles for the volume of children and therefore children will change in either a communal male or female changing area. The following arrangements are made to support changing during swimming:

- Arrangements are made with the local swimming pool to ensure we have private use of the pool and therefore exclusive use of the changing rooms;
- A Hordle CE Primary School staff member will be on duty in each of the changing rooms; the adult will position themselves in the doorway of the changing room, able to hear and supervise the changing of the children if required but whilst also able to safeguard themselves by looking the other way wherever possible;
- The adult on changing room duty would announce the need to formally enter the changing room (turning around) if necessary;
- Adults would avoid any physical contact with children when they are in a state of undress and avoid any visually intrusive behaviours
- Children will be encouraged to change swiftly, putting on their costumes with independence and then folding their clothes up in a logical order to minimise changing time at the end of the swimming lesson;
- Children with additional needs and those more likely to struggle to maintain their dignity in a communal changing area will be given priority for having an individual cubicle. This will be arranged in advance with parents;
- Children will NEVER be left unsupervised in a public changing area;
- Given the vulnerabilities of this situation for all, it is strongly recommended that when supervising children in a state of undress that another staff member is present. However, this may not always be possible and therefore staff need to be highly vigilant about their own conduct, e.g. adults would never change in the same place as children, would never shower in the same place as children and would minimise all unnecessary visual contact with children in a state of undress.

17. First Aid and Intimate Contact

- Staff who administer intimate first aid should ensure wherever possible that another adult is present. The pupil's dignity must always be considered and therefore where inspection of a more intimate nature is required, another member of staff should be in the vicinity and should be made aware of the task being undertaken.
- Staff who administer intimate first aid should ensure that if a child reports having sustained an injury to an intimate area and the child is in noticeable discomfort/pain, that a parent/carer is contacted and given the option to come to the school to check the injury in the accessible toilet. An injury to an intimate area does not require the child to leave the school site unless they require urgent medical attention. A child will be asked to give consent for a parent/carer to carry out an inspection. For all injuries which require a parent/carer to carry out an intimate inspection, a DSL must be informed.



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18. Residential Trips

- Staff must take particular care when supervising children on residential trips or on any other after school activities. Staff involved in residential should be familiar with all the school trip paperwork and the LEA guidance on out of school activities.
- To ensure pupils' safety, increased vigilance will be required when monitoring behaviour of field trips and residential trips, etc.
- It is important to exercise caution so that pupils are not compromised and that members of staff do not attract allegations of overly intrusive or abusive behaviour.
- On residential trips, all staff attending must ensure they are clear on the expectations about showering and changing routines when children are in dorms/cabins.
- Children will also need to be given very clear guidance about the expectations of behaviour in dorms, changing and showering and respecting the privacy of others prior to the trip in a pre-trip meeting. Expectations can and should include:
- When spending free time in dorms/cabins and no changing or showering is occurring, the room door/s will be left open for staff to oversee and supervise behaviour and conversations in rooms;
- No cameras, tablets, phones or watches with recording/image capturing software will be permitted in any cabin;
- When showering or changing IS occurring in cabins/dorms this will generally be done during a showering/changing time slot - prior to bed - and children will be directed to ensure one child at a time uses the shower or bathroom facilities and the children are to respect the privacy of the child in the bathroom until they have finished. The dorm/cabin room is to remain closed during this time.
- Once showering/changing time is over, adults will check on rooms but will knock on the door first to check everyone is dressed before opening the door.
- During the evening - when children are sleeping - adults will not enter any dorm rooms or cabins unless completely necessary, such as a medical emergency.
- Children will all be advised on how they can seek adult support during the night, either by knocking on the adult cabin door or calling for help and this again is only to be carried out during an emergency such as sickness during the night or significant distress.
- Adults will ensure that they minimise the amount of time spent in cabins in order to minimise any safeguarding risks for all parties.
- Staff should never place themselves in a position where they are alone in a bathroom/dorm room/cabin with a child.

	DATE	Ethos	Equality	Practice	Guidance
This policy was reviewed and screened by the Governing Body	2025/26	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Next scheduled review:	Academic Year 2026/2027				