



The John Roan School

The best in everyone™

Part of United Learning

Intimate Care Procedure

Dated: January 2026
Approved by Governors: January 2026
For Review: January 2027

Principles

The Governing Body is committed to safeguarding and promoting the welfare of all students. In fulfilling this duty, the school acts in accordance with:

Section 175 of the Education Act 2002

Keeping Children Safe in Education (DfE, September 2025)

Working Together to Safeguard Children (HM Government, 2023)

Supporting Pupils at School with Medical Conditions (DfE, December 2015, last updated August 2017)

The Equality Act 2010

Meeting a student's intimate care needs is recognised as an important aspect of safeguarding. The school will ensure that all staff involved in providing intimate care do so in a safe, respectful and professional manner that upholds the dignity, rights and wellbeing of each student.

The Governing Body acknowledges its responsibility under the Equality Act 2010 to ensure that students with disabilities or medical conditions are not discriminated against, and that reasonable adjustments are made to meet their needs.

This procedure should be read alongside the following school policies:

- Safeguarding and Child Protection Policy
- Supporting Students with Medical Needs Policy
- Health and Safety Policy
- Equality, Diversity and Inclusion Policy

The Governing Body is committed to ensuring that all staff responsible for the intimate care of students will undertake their duties in a professional manner at all times. It is acknowledged that these adults are in a position of great trust.

We recognise that there is a need to treat all students, whatever their age, gender, disability, religion, ethnicity or sexual orientation, with respect and dignity when intimate care is given. The child's welfare is of paramount importance and his/her/they/their experience of intimate and personal care should be a positive one. It is essential that every student is treated as an individual and that care is given gently and sensitively: no student should be attended to in a way that causes distress or pain.

Staff will work in close partnership with parent/carers and other professionals to share information and provide continuity of care.

Where students with complex and/or long-term health conditions have a health care plan in place, the plan should, where relevant, take into account the principles and best practice guidance in this intimate care procedure.

Members of staff must be given the choice as to whether they are prepared to provide intimate care to students.

All staff undertaking intimate care must be given appropriate training. All staff undertaking hoisting or moving and handling of students must be appropriately trained.

This Intimate Care Procedure has been developed to safeguard students and staff. It applies to everyone involved in the intimate care of students.

Student Focused Principles of Intimate Care

The following are the fundamental principles upon which the Procedure and Guidelines are based:

- Every student has the right to be safe
- Every student has the right to personal privacy
- Every student has the right to be valued as an individual
- Every student has the right to be treated with dignity and respect
- Every student has the right to be involved and consulted in their own intimate care to the best of their abilities
- Every student has the right to express their views on their own intimate care and to have such views taken into account
- Every student has the right to have levels of intimate care that are as consistent as possible

Definition

Intimate care can be defined as any care which involves washing, touching or carrying out a procedure to intimate personal areas, which most people usually carry out themselves, but some students are unable to do because of their young age, physical difficulties or other special needs.

It also includes supervision of students involved in intimate self-care.

Students Who Require Regular Assistance

Students who require regular assistance with intimate care have written individual health care plans and intimate care plans agreed by staff, parents/carers and any other professionals actively involved, such as school nurses or physiotherapists. The plan will be agreed at a meeting at which all key staff and the student should also be present, wherever possible/appropriate. Any historical concerns (such as past abuse) should be taken into account. The plan should be reviewed as necessary, but at least annually, and at any time of change of circumstances e.g. for residential trips or staff changes (where the staff member concerned is providing intimate care). They should also take into account procedures for educational visits/day trips.

Where relevant, it is good practice to agree with the student and parents/carers appropriate terminology for private parts of the body and functions and this should be noted in the plan.

All students will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each individual student to do as much for his/herself/them/they as possible.

Accurate records should be kept when a student requires assistance with intimate care; these can be brief but should, as a minimum, include full date, times and any comments such as changes in the student's behaviour. It should be clear who was present in every case. Records will be kept in the student's file and available to parents/carers on request.

The information on intimate care should be treated as confidential and will be communicated in person by telephone or by sealed letter, not through the home/school planner.

Seeking Permission for Additional Care

Staff should not carry out any 'extra' care or provide care in a different way without written agreement from parents or carers. If an unanticipated, urgent need to provide intimate care arises, staff should report this to a senior member of staff and the student's parents or carers as soon as possible. Staff should record the reason this care was needed and the type of care provided.

Assisting a Student to Change Their Clothes

Whilst this is likely to be an uncommon situation at secondary school, on occasions an individual student, with particular needs, may require some assistance with changing if, for example, he / she/they/their has an accident at the toilet, gets wet outside, or has vomit on his / her/they/their clothes etc.

Staff will always encourage students to attempt undressing and dressing unaided. However, if assistance is required, this will be given. Staff will always ensure that they have a colleague nearby in the same room when supporting dressing / undressing and will always give the student the opportunity to change in private.

If staff are concerned in any way or a student is very distressed, then parents/carers will be asked if they can come to school to assist their child.

Changing a Student Who Has Soiled Him/Herself/Themselves

If a student soils him / herself / themselves in school, a professional judgement has to be made as to whether it is appropriate to change the student in school or request the parent/carer to collect the student for changing. In either circumstance, the student's needs are paramount, and he/she/them/they should be comforted and reassured throughout. The following guidelines outline our usual procedures, but we will also seek to make age-appropriate and individual responses where needed.

The student will be given the opportunity to clean themselves and change his / her /them /their underwear in private. The school will have a supply of wipes, clean underwear and spare uniform for this purpose.

If a student is not able to complete this task, school staff will attempt to contact the parents/carers to inform them of the situation and ask them to come to school to support their child's changing. If the parents/carers are able to come to school within an appropriate time frame; the student will be accompanied and supported by a staff member until they arrive. This avoids any further distress and preserves dignity.

If the parents/carers cannot attend, the decision will be taken on the basis of loco-parentis and our duty of care to meet the needs of the student to change the student, the member of staff completing the care should advise another member of staff that they are changing the student. Staff will always ensure that they have a colleague nearby in the same room.

Medical Procedures

A student might require assistance with invasive or non-invasive medical procedures, such as the administration of rectal medication, managing catheters or colostomy bags. These procedures will be discussed with parents/carers, documented in the health care plan and will only be carried out by staff who have been trained to do so by medical staff.

It is particularly important that these staff follow appropriate infection control guidelines and ensure that any medical items are disposed of correctly.

A written record will be kept in a format agreed by parents and staff every time a student has an invasive medical procedure e.g. support with catheter usage.

Any members of staff who administer first aid will be appropriately trained. If an examination of a student is required in an emergency aid situation, another adult will be asked to be present, with due regard to the student's privacy and dignity.

Physiotherapy

Students who require physiotherapy/hydrotherapy whilst at school or off site should have this carried out by a trained physiotherapist/hydrotherapist. If it is agreed in the EHCP or Health Care Plan that a member of the school staff should undertake part of the physiotherapy regime (such as assisting students with exercises), then the required technique must be demonstrated by the physiotherapist personally, written guidance given to the school staff and updated regularly. The physiotherapist should observe the member of staff applying the technique.

Under no circumstances should school staff devise and carry out their own exercises or physiotherapy/hydrotherapist programs.

Any concerns about the regime or any failure in equipment should be reported to the physiotherapist/hydrotherapist.

Staffing - Intimate Care

Staff who provide intimate care are trained in personal care (eg health and safety training in moving and handling) according to the needs of the student. Staff should be fully aware of best practice regarding infection control, including the requirement to wear disposable gloves and aprons where appropriate. Staff will be supported to adapt their practice in relation to the needs of individual students.

The training should be delivered yearly.

Every student's right to privacy and modesty will be respected. Careful consideration will be given to each student's situation to determine who and how many carers might need to be present when s/he/them/they needs help with intimate care. SEN advice suggests that reducing the number of staff involved goes some way to preserving the student's privacy and dignity. Wherever possible, the student's wishes and feelings should be sought and taken into account.

Another appropriate adult should support an individual member of staff if they are going to assist a student with intimate care.

Adults who assist pupils with intimate care will be employees of the school, not students or volunteers, and therefore have the usual range of safer recruitment checks, including enhanced DBS checks.

Health & Safety guidelines must be adhered to regarding waste products, and the use of yellow clinical waste bins.

No member of staff will carry a mobile phone, camera or similar device whilst providing intimate care.

Care plans must include specific information for those supporting students with bespoke medical needs.

Staff will be supported to adapt their practice in relation to the needs of individual students taking into account developmental changes, such as the onset of puberty and menstruation.

There must be careful communication with each student who needs help with intimate care in line with their preferred means of communication (verbal, symbolic etc) to discuss their needs and preferences. Permission should be sought before starting an intimate procedure.

Staff who provide intimate care should speak to the student personally by name, explain what they are doing and communicate with all students in a way that reflects their age and understanding.

The religious views, beliefs and cultural values of students and their families should be taken into account, particularly as they might affect certain practices or determine the gender of the carer.

All staff should be aware of the school's responsibilities towards confidentiality. Sensitive information should only be shared with those who need to know.

Safeguarding and Child Protection

The Governors and staff at this school recognise that students with special needs and who are disabled are particularly vulnerable to all types of abuse.

The school's child protection procedures will be adhered to.

From a child protection perspective, it is acknowledged that intimate care involves risks for students and adults, as it may involve staff touching private parts of a student's body. In this school, best practice will be promoted and all adults (including those who are involved in intimate care and others in the vicinity) will be encouraged to be vigilant at all times, to seek advice where relevant and take account of safer working practice.

Where appropriate, students will be taught personal safety skills that are carefully matched to their level of development and understanding.

If a member of staff has any concerns about physical changes in a student's presentation, e.g. unexplained marks, bruises etc they will immediately report concerns to the Designated Safeguarding Lead. The concern will be recorded on MyConcern in accordance with the school's child protection procedures.

If a student becomes unusually distressed or very unhappy about being cared for by a particular member of staff, this should be reported to the SENCo or a member of the Safeguarding Team. The matter will be investigated at an appropriate level and outcomes recorded. Parents/carers will be contacted as soon as possible in order to reach a resolution. Staffing schedules will be altered until the issue is resolved, so that the student's needs remain paramount. Further advice will be taken from outside agencies if necessary.

If a student, or any other person, makes an allegation against an adult working at the school, this should be reported to the Headteacher (or to the Chair of Governors if the concern is about the Headteacher), who will consult the Local Authority Designated Officer in accordance with the school's policy. It should not be discussed with any other members of staff or the member of staff the allegation relates to.

Similarly, any adult who has concerns about the conduct of a colleague at the school or about any improper practice will report this to the Headteacher or to the Chair of Governors, in accordance with the child protection procedures and 'whistle-blowing' policy.