

TOILETING AND INTIMATE CARE POLICY	
Policy Approved by HT:	20th May 2025
Review Date:	May 2027

'Learning Together with Kind Hearts and Determined Minds'

Introduction

Borough Green Primary School is aware that all learners need open access to clean, well-stocked and safe toileting provision and that some learners may require assistance from members of staff for personal care, including toileting, either due to the age and developmental level of the student, or as a result of disability or medical need. The main aim of the school is to ensure that our learners are safe, secure and protected from harm. Borough Green Primary School also recognises that not only is it in the best interests of the whole school community to maintain clean, hygienic toilet facilities, but that it is everyone's responsibility to help ensure that they remain this way.

Aim

The toileting and intimate care policy aims to provide a clear framework for staff to ensure the safety and dignity of all learners when using the toilet and for those who need support with personal care, including toileting and continence management. It will also clarify for learners and their families the support they can expect from school.

Principles

Borough Green Primary School respects our learners and encourages them to achieve their potential. This includes encouraging them to be as independent as they are able with their personal care. We will ensure that our learners are:

- Treated as individuals
- That their right to safety, dignity and privacy is respected
- Involved with and consulted about upkeep of the toilet facilities and about their personal care as far as they are able
- Provided with consistency of care as far as possible

School responsibilities

We will work with the whole school community to ensure access to clean, well-stocked private and safe toilet facilities for all.

We will work with learners, parents/carers to promote bladder and bowel health and maximum possible continence.

Where learners are not able to be fully continent, we will ensure that an individual intimate care plan agreement is in place to ensure their needs are clarified and met. The learner will be included in discussions about the care plan, unless this is clearly inappropriate, as will their family. Relevant healthcare professionals including the school nurse may also be consulted. The care plan will be reviewed at least annually or sooner if the learner's needs change.

School will ensure that anyone who undertakes intimate care is an employee of the school and has had appropriate safeguarding checks. Only those staff named on the individual intimate care plan agreement will be involved in providing support with intimate care to a learner. School will ensure that sufficient staff are named on care plans and available to provide the required support in all foreseeable circumstances. If, in exceptional circumstances, none of the named staff members for an individual are available, school will contact the family for consent to involve a different member of staff.

Only in an emergency would staff undertake intimate care that has not been agreed with the parents/carers. This act of care would be reported to a senior member of school staff and to the parents/carers as soon as possible after the event. The reasons for this and the care undertaken would be documented by the staff member who had delivered the care.

A written record will be kept of all support with intimate care. This will include the date and time of the care, who was present, and any care given that has differed from the care plan, together with the reason for this. Any changes in the learner's behaviour or appearance will be documented and reported to a senior member of staff, in line with the child protection policy.

Staff will communicate carefully with learners, using their usual communication method, to discuss their needs and preferences. Wherever possible the learner's wishes and preferences will be taken into account.

School will take into account the religious views, beliefs and cultural values of the learner and their family, as well as the learners gender identification and individual physical needs (e.g. periods, catheterisation, stoma care etc) as far as possible in provision of appropriate toileting facilities and when undertaking or supporting required individual personal care.

School will work with all learners to promote positive self-esteem and body image and independence with self-care as far as is appropriate and practical.

School will ensure that all staff are aware of the need for confidentiality. Personal and sensitive information will only be shared with those who need to know.

School will act according to their safeguarding policy and procedures if there are any concerns for the learner's wellbeing.

Governor responsibilities

To ensure there are appropriate toileting facilities to meet the needs of all their learners, including those with bladder and bowel health issues

To ensure that sufficient staff are trained to meet the needs of their learners.

The governing body will ensure that this policy is monitored and reviewed at least every three years.

Parent/carer responsibilities

Parents/carers must ensure that they provide all relevant information to school, as soon as possible, so that the needs of their child can be met. This includes the nature of their child's needs, details of any healthcare professionals involved including specialist nurses, as well as any changes in their medication, care or condition.

Parents/carers must ensure that they work towards their child achieving the maximum possible level of independence at home.

Parents/carers should work with school to develop and agree a care plan.

Parents/carers must make sure that school always has required equipment available for their child's intimate care or toileting needs.

Parents/carers must ensure that school always has their emergency contact details.

Learner responsibilities

To respect the toileting space and others use of that space and right to privacy.

To let school staff know if there is a problem with respect to the toileting/intimate care spaces

To be as involved as possible in their intimate care and with their care plan.

To let school staff know when they are aware that they need assistance.

To let their parent/carer or a trusted member of school staff know if they have any concerns or feel uncomfortable at any time.

Related documentation

When reading this policy please be aware of and refer to the following related documents:

- Child protection policy
- EYFS policy
- Staff code of conduct
- Whistleblowing policy
- Supporting children with medical conditions policy
- First aid policy
- Health and safety policy
- Special Educational Needs and Disability policy

INDIVIDUAL INTIMATE CARE PLAN AGREEMENT

Name of person completing form: _____

Role in school: _____

Name of pupil: _____

Date of agreement: _____ Date to review:

This agreement has been made between _____ (parent/carer name) and Borough Green Primary School to provide guidance for agreed responsibilities as part of _____ (name of pupil) personal care needs.

As a parent/carer I will:

- Continue with toilet training at home, if required.
- Make staff aware of any changes in personal care needs.
- Ensure school are aware of any medical or physical needs.
- Provide equipment (e.g. nappies / pull-ups and a change of uniform), if required.

As the pupil I will, where possible:

- Cooperate with my keyworker, or agreed named adults, with my care needs.
- Manage my own clothes.
- Position myself on the toilet.
- Let my helper know when I am ready.
- Clean myself.
- Re-dress myself and wash my hands.
- I would like a 5-minute alert before toileting or changing.

As staff we will:

- Give the pupil a 5-minute alert before personal care time.
- Support the student with dressing and/or undressing if requested.
- Carry out the personal care needs, including changing and cleaning, if required.
- Check with the pupil that they are ready before starting with personal care and tell them what I am doing.
- Be responsible for bringing and disposing of necessary equipment.

Signed and agreed by:

_____ parent / carer

_____ on behalf of Borough Green Primary School

Names of other adults who may be involved in the personal care of this student:

Name: _____ Signature: _____

Name: _____ Signature: _____

Name: _____ Signature: _____

Name: _____ Signature: _____

Name: _____ Signature: _____