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Intimate Care

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Policy Statement

All children at Banstead Prep School have the right to be safe and be treated with dignity, respect and privacy at all times so as to enable them to access all aspects of Banstead Prep school.

This policy sets out clear principles and guidelines on supporting intimate care. Throughout this policy we have paid due regard to and complied with the following statutory regulations:

- Keeping Children Safe in Education (2026)
- EYFS Statutory Framework for groups and school based providers 2025 (3.86)
- Working Together To Safeguard Children 2018
- What To Do If You Are Worried A Child Is Being Abused 2015
- Special Educational Needs and the Disability Code of Practice 2015
- The Prevent Duty Guidance for England and Wales 2015 including the use of social media for on-line radicalisation April 2021
- Fundamental British Values as stated in the Prevent Strategy 2015
- The Education (Independent School Standards) Regulations 2014
- Behaviour and Discipline in Schools September 2020
- The Children and Families Act 2014
- The Children's Act 2021
- The Education Act 2002

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This policy supports the safeguarding and welfare requirements of the Early Years Foundation Stage (EYFS) statutory framework (2026) and the requirements of the Equality Act 2010. Banstead Prep School will ensure that:

- No child's physical, mental or sensory impairment will have an adverse effect on their ability to take part in day to day activities.
- No child with a named condition that affects personal development will be discriminated against.
- No child who is delayed in achieving continence will be refused admission.
- Adjustments will be made for any child who has delayed incontinence.

This policy applies to all members of our school community, including those in our EYFS setting. Banstead Prep School is fully committed to ensuring that the application of this policy is non-discriminatory in line with the UK Equality Act (2010). Further details are available in the school's Equal Opportunity Policy document. Banstead Prep School seeks to implement this policy through adherence to the procedures set out in the rest of this document.

Principles

The Governing Body will act in accordance with Section 175 of the Education Act 2002 and 'Safeguarding Children and Safer Recruitment in Education' (DfES 2011 to safeguard and promote the welfare of pupils at this school.

This school takes seriously its responsibility to safeguard and promote the welfare of the children and young people in its care. Meeting a pupil's intimate care needs is one aspect of safeguarding.

This intimate care policy should be read in conjunction with the following:

- The Banstead Prep School Safeguarding and Child Protection policy
- Health and safety policy and procedures
- First Aid policy
- Special Educational Needs policy
- Staff guidance on safe working practice

Banstead Prep School 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. It is acknowledged that these adults are in a position of great trust.

Banstead Prep School recognises that there is a need to treat all children, whatever their age, gender, disability, religion or ethnicity, with respect when intimate care is given. The child's welfare and dignity is of paramount importance. No child should be attended to in a way that causes distress or pain.

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

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Definition

Intimate care involves helping a child with personal care tasks that require touching, washing or attending to intimate areas of the body. Children may need this support because of their age, stage of development, disability or individual needs. Examples include changing nappies, supporting continence, toileting, washing and dressing.
Intimate care also includes supervising or guiding children as they develop independence in these tasks. All support is provided sensitively, respecting each child's dignity, privacy and comfort.

Partnership with Parents/Carers – Staff at Banstead Prep School work in partnership with parents/carers to provide care appropriate to the needs of the individual child.

Parents/Carers are asked to supply the following where appropriate:

- Spare nappies
- Spare clothes
- Spare underwear
- Any specific items highlighted in a child's IHCP

Best Practice

Staff providing intimate care at Banstead Prep School follow infection prevention and control procedures, including wearing disposable gloves and aprons where appropriate. Staff are supported to adapt their practice to each child's individual needs.
Staff communicate sensitively with each child using their preferred means of communication, including speech, signs or symbols. They explain what support is needed, listen to the child's preferences and seek their agreement before beginning, in a way appropriate to their age and understanding.
Children are encouraged to develop independence and do as much as they can for themselves, with support tailored to their age, stage of development and abilities. Their dignity, privacy and comfort are respected throughout.
Parents and carers are informed on the same day whenever their child receives intimate care, including support following a toileting accident. Staff record the care provided electronically on Medical Tracker, and the school office sends an email notification to parents or carers. Any sensitive details requiring further discussion are communicated privately, in person or by telephone, rather than through the home–school communication log.
If Medical Tracker is unavailable, staff complete an Intimate Care Record Sheet (Appendix 1). All records and communications are treated confidentially.
Every child's right to privacy will be respected. Careful consideration will be given to each child's situation to determine how many carers might need to be present when a child needs help with intimate care. Adults who assist children one-to-one should be employees of the school and be DBS checked at the appropriate level.

It is not always practical for two members of staff to assist with an intimate procedure. It is advisable, however, for a member of staff to inform another adult when they are going to

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assist a child with intimate care.

Wherever possible, staff should care for a child of the same gender. However, in some circumstances this principle may need to be waived; for example, female staff supporting boys in the setting. Due regard should be paid to safe working practice both to protect children and to protect staff from allegations of abuse.

No member of staff will be allocated to provide intimate care as a general rule.

The religious views and cultural values of families should be considered, particularly as they might affect certain practices or determine the gender of the carer.

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

Staff will be trained in best practice by the Head of Pre Prep and EYFS.

Nappy Changing

No child is excluded from participating in the Nursery, Pre-school or Reception at Banstead Prep school who may, for any reason, not yet be toilet trained and who may still be wearing nappies or equivalent. We work with parents towards toilet training unless there are medical or other developmental reasons why this may not be appropriate at the time.

We see toilet training as a self-care skill that children can learn with the full support and non-judgmental concern of adults. All children are treated with dignity, care, and compassion during nappy changing/toileting. Staff will ensure this time is relaxed; they do not make negative comments about nappy/potty/toilet contents. At Banstead Prep School we aim to provide the opportunity for all children to use the toilet independently and to help with children who require it. Where children are beginning to toilet train, we recommend moving straight to underwear rather than pull-ups; we will remind them at frequent intervals to use the toilet. If a child is in nappies, these will be changed as necessary.

Procedures for nappy changing

- Each child's privacy, dignity and comfort are respected throughout nappy changing.
- A familiar member of staff, with whom the child feels comfortable, changes the child wherever possible.
- Staff explain what they are doing, interact warmly with the child and offer reassurance and comfort if needed. They remain gentle and avoid negative comments or expressions about nappy contents.
- Nappies are checked at regular intervals throughout the session and changed whenever needed. Wet or soiled nappies are changed promptly to protect the child's skin and comfort.

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- Nappies are checked before sleep and on waking. During sleep, staff remain alert to signs that a change is needed. A soiled nappy is changed promptly, even if this means gently waking the child. Wet nappies requiring a change are also attended to promptly, taking account of the child's comfort, skin condition and individual care needs. This reflects NHS advice to change wet or dirty nappies as soon as possible. NHS
- Staff follow the school's hygiene and infection prevention procedures, wearing disposable gloves and an apron where appropriate. Disposable protective equipment is changed between children and disposed of after use.
- Nappy changing is calm and unhurried, with children encouraged to participate and develop independence at a stage appropriate to their needs.
- The changing mat is cleaned after every change using the appropriate cleaning product, following the manufacturer's instructions.
- Staff wash their hands thoroughly with soap and warm running water and dry them with disposable towels after each change. Children are supported to wash their hands as appropriate.
- Children are gently encouraged to explore using the toilet when developmentally ready, without pressure and with respect for their privacy.
- Used nappies are disposed of in the designated yellow nappy refuse bin. Waste is removed daily by the premises team in accordance with the school's waste disposal procedures.
- All nappy changes are recorded on the Intimate Care Record Form (Appendix 2). A daily record is shared discreetly with parents and carers in the child's book bag.
- Parents and carers are asked to provide a bag containing a clean change of clothes for their child's use. If these are unavailable or have already been used, suitable clothing from the school's spare stock is provided.

Procedures for children that are toileting, being trained to use the toilet or need support when using the toilet:

- At Banstead Prep School we will maintain each child's privacy.
- All staff are familiar with the hygiene procedures and carry these out when toileting children.
- During toileting staff will interact with the child, and if upset will reassure and comfort them. They will praise them verbally throughout the experience.
- Staff will wear protective gloves and have the option of wearing a disposable apron when supporting children during toileting.
- These will be disposed of after each use.
- Children will be shown the toilet areas before they need to use them, to help promote confidence and familiarity in a new environment.
- At Banstead Prep School staff will remind children to use the toilet regularly.
- On occasions a potty may be used, as age appropriate, for children that find it difficult to use the toilet or those who feel more confident using a potty.
- All children will be encouraged to adopt good personal hygiene by washing their hands properly using soap provided or on occasion special soap will be provided

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by parents if their child has sensitive skin. Banstead Prep School will provide visual reminders to show good hand washing practice.

- Staff will wash their hands with hot, soapy water and dry on disposable towels immediately after completing task.
- Activities and routines will also include reminders about the need for good personal hygiene.
- Only staff members with DBS Enhanced Disclosure clearance will undertake toileting duties.
- Parents are requested to send a bag containing a clean change of clothes for their child in case of accidents. These clothes will only be used for that child. If these have not been provided, we will use the Banstead Prep School spare clothes.
- Intimate care support is electronically documented by staff on Medical Tracker, and the school office send an email to notify parents of any help a child has received by a member of staff. If the system is not accessible for any reason, an intimate care record sheet should be used for this. (Appendix 1)

Dealing with body fluids

Urine, faeces, blood, and vomit will be cleaned up immediately and disposed of safely and correctly by staff. When dealing with body fluids, staff wear protective clothing (disposal plastic gloves and aprons) and wash themselves thoroughly afterwards. Soiled children's clothing will be bagged to go home and placed in their book bags – staff will not rinse it. Children will be kept away from the affected area until the incident has been completely dealt with.

It is paramount that all staff maintain high standards of personal hygiene and will take all practicable steps to prevent and control the spread of infection.

Record Keeping

It is good practice for a written record to be kept every time a child requires assistance with intimate care, including date, times and who was present. Intimate care support is electronically documented by staff on Medical Tracker, and the school office send an email to notify parents of any help a child has received by a member of staff. If the system is not accessible for any reason, an intimate care record sheet should be used for this. (Appendix 1)

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Child Protection

The Governors and staff at Banstead Prep School recognise that children with special needs and disabilities are particularly vulnerable to all types of abuse.

The school's Safeguarding and Child Protection policy and procedures will be accessible to staff and adhered to.

From a child protection perspective, it is acknowledged that intimate care involves risks for children and adults as it may involve staff touching private parts of a child's body. It may be unrealistic to expect to eliminate these risks completely but, in this school, best practice will be promoted, and all adults will be encouraged to be vigilant, at all times.

Where appropriate, all children will be taught personal safety skills carefully matched to their level of development and understanding.

If a member of staff has any concerns about physical changes in a child's presentation, e.g. unexplained marks, bruises, soreness etc they will immediately report concerns to the Designated Safeguarding Lead – Chris Cherry or Deputy Designated Safeguarding Leads – Lisa Crook or Jon Chesworth. The safeguarding policy will then be implemented.

If a child becomes distressed or very unhappy about being cared for by a particular member of staff, this should be reported to the Head of Pre Prep and EYFS or, Headteacher. The matter will be investigated at an appropriate level and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution. Further advice will be taken from outside agencies if necessary. (Parental permission is needed before talking to any agency about specific children.)

If a child makes an allegation against an adult working at the school, this will be investigated by the Headteacher (or by the Chair of Governors if the concern is about the Head teacher) in accordance with the Safeguarding Policy.

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 Deputy Head or to the Chair of Governors if the concern is about the Head teacher.
This policy aims to manage risks associated with toileting and intimate care needs and ensures that employees do not work outside the remit of their responsibilities set out in this policy.

This policy applies to all members of our school community, including those in our EYFS setting and should be read in conjunction with the following documents: The Banstead Prep School Safeguarding and Child Protection policy, Health and safety policy and procedures, First Aid policy, Special Educational Needs policy and Staff guidance on safe working practice.

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This document is available to all interested parties on the school's website and on request from the school office. It is reviewed annually by the Senior Leadership Team or as events or legislation change requires. The next scheduled date for review is October 2027

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Appendix 1

Intimate Care Record to be sent home, if Medical Tracker is unavailable or not accessible.

	BANSTEAD PREP SCHOOL **Notification of Intimate Care**		
Name			
Date	Time	Reason	Adult Signature

	BANSTEAD PREP SCHOOL **Notification of Intimate Care**		
Name			
Date	Time	Reason	Adult Signature

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Appendix 2

Individual Intimate Care Record

	BANSTEAD PREP SCHOOL **Individual Intimate Care Record**

Name

Date	Time	Code	Comment	Adult Signature

WP=wet pants SP=soiled pants/clothing WB=wipe bottom CN=changed nappy
S=sore AC=applied cream TP=tried potty TT=tried toilet UP=used potty
OS = Other Support (please specify in comment section)

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