# INTIMATE CARE POLICY

**Effective from: 1 September 2026** **Review date: 1 September 2027**

## Policy Statement

Impact Wrap Around Care is committed to safeguarding and promoting the welfare, dignity, privacy and rights of every child. Some children may require support with personal or intimate care while attending the setting. This policy explains how that support will be provided safely, respectfully and consistently.

This policy should be read alongside our Safeguarding Policy, Health & Safety Policy, Staff Code of Conduct, SEND arrangements and any individual care or medical plans. It reflects the Early Years Foundation Stage (EYFS) statutory framework in force from 1 September 2026 and applies to all children attending Impact Wrap Around Care.

## Definition of Intimate Care

- Support with toileting or continence needs.
- Changing clothes following an accident, wetting, soiling or other personal need.
- Cleaning a child after an accident.
- Assistance with sanitary care.
- Any other personal care task involving direct contact with areas of the body normally kept private.

## Principles

- The child's welfare, safety, dignity and privacy are central to all intimate care.
- Children will be treated with respect and will never be shamed, rushed or punished because of a toileting or personal care need.
- Children will be encouraged to do as much as they can independently, in line with their age, development and abilities.
- The child's views, preferences and communication needs will be respected.
- Parents/carers will be involved and kept informed where intimate care is required.
- Safeguarding procedures and professional boundaries must be followed at all times.
- Care will be inclusive and reasonable adjustments will be made for children with SEND, medical or additional needs.

## Roles and Responsibilities

- The Manager/DSL will ensure staff understand this policy, safeguarding expectations and any relevant individual care plans.
- Staff providing intimate care must follow agreed procedures, maintain professional boundaries and report concerns immediately.
- Parents/carers must provide accurate information about their child's needs, supply any required spare clothing or care items, and inform the setting of changes.

## Procedures for Intimate Care

### Planning and consent

- Where care is occasional, staff will respond appropriately and inform the parent/carer on the same day.
- Where a child has regular, complex or ongoing intimate care needs, an individual care plan will be agreed with parents/carers and, where appropriate, relevant health professionals.
- Only care that is necessary for the child's wellbeing will be provided.

### Staffing and environment

- Where possible, care will be provided by a member of staff known to the child.
- A second member of staff should be aware that intimate care is taking place. Two staff do not need to be present unless an individual risk assessment or care plan requires this.
- Staffing ratios and effective supervision of the remaining children must be maintained.
- Care will take place in a private, safe and appropriate area. Doors must not be locked, and assistance must be available if required.

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## During Intimate Care

- Staff will explain what they are doing in age-appropriate language and seek the child's cooperation wherever possible.
- Only the parts of the body that need care should be exposed, and the child's privacy must be protected.
- Disposable gloves and aprons will be used where there is a risk of contact with bodily fluids. Hands must be washed before and after care.
- Soiled clothing will be contained appropriately and sent home. Waste will be disposed of safely and in accordance with infection-control procedures.
- Children must never be left in an unsafe position or on an elevated changing surface without appropriate supervision.

## Recording and Communication

- All intimate care beyond routine independent toileting will be recorded on the Intimate Care Log.
- Records will include the child's name, date, time, reason/nature of care, action taken and the staff member(s) involved.
- Parents/carers will be informed on the same day, unless doing so would place the child at risk or conflict with safeguarding advice.
- Records will be stored securely and handled in line with the setting's data protection arrangements.

## Safeguarding Measures

- Personal mobile phones, cameras or other personal devices must never be used in toileting or changing areas.
- Any unexplained marks, injuries, disclosures, unusual behaviour or other safeguarding concerns identified during intimate care must be reported immediately to the DSL and recorded in line with the Safeguarding Policy.
- Allegations or concerns about the conduct of a member of staff will be managed under the Allegations Against Staff Procedure and relevant statutory notification requirements.
- Staff must not carry out intimate care tasks that fall outside their competence, training or an agreed care plan. Where specialist support is required, the Manager will agree appropriate arrangements with parents/carers and relevant professionals.

## Children with SEND or Medical Needs

Children with additional needs will be supported sensitively and without discrimination. Where intimate care is part of a child's ongoing support, arrangements should be clearly documented, reviewed when needs change, and designed to promote independence while protecting the child's dignity and safety.

## Training

Staff involved in intimate care will receive or have access to appropriate guidance and training in:

- Safeguarding and child protection.
- Infection prevention, hygiene and safe disposal procedures.
- Professional boundaries, privacy and dignity.
- Any child-specific procedures required by an agreed care or medical plan.

## Monitoring and Review

The Manager will monitor implementation of this policy and address any concerns, patterns or training needs identified through records, safeguarding practice or feedback. The policy will be reviewed annually, or sooner if legislation, statutory guidance, Ofsted requirements or the needs of the setting change.