

Holway Park School &

ASC SEN Specialist Unit

Intimate Care Policy

This policy is based on Somerset model guidance and policy

November 2026

Intimate Care Policy

Intimate care is an essential part of meeting a child's basic needs. At Holway Park School & ASC SEN Specialist Unit**,** intimate care is provided in a safe, respectful, and child-centred manner that promotes children's dignity and wellbeing, while ensuring their privacy is appropriately balanced with safeguarding requirements.

What is intimate care?

Intimate care is a term used to describe activities involved in meeting the personal care needs of a child. It includes providing care which requires direct or indirect contact with, or exposure of, private parts of the body, such as:

- changing nappies, underwear, continence pads, or sanitary wear
- helping a child use the toilet.
- bathing, showering or washing.
- providing some forms of specialist medical care (such as inserting suppositories or pessaries).

It can also involve other forms of physical care, sometimes referred to as ‘personal care,’ including:

- feeding
- changing outer layers of clothing
- applying sunscreen or administering external or oral medication
- hair care
- washing non-intimate body parts
- prompting children to go to the toilet.

Holway Park School & ASC SEN Specialist Unit aims to support children's care and welfare daily in line with their individual needs. All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured. At times children are cuddled, encouraged, held, and offered physical reassurance.

In line with the EYFS Safeguarding and Welfare Requirements and Keeping Children Safe in Education (2026), staff recognise that intimate care routines are an important opportunity to support children's wellbeing, dignity, independence, and safety. Children's privacy will be always respected and balanced with their safeguarding and support needs. Intimate care will be provided discreetly, sensitively and in a child-centred manner, with staff remaining vigilant to any concerns and reporting these in accordance with the setting's safeguarding procedures.

To maintain the child's dignity and privacy, intimate care will be undertaken discreetly and respectfully. Staff will ensure children are appropriately covered wherever possible, involve them in decision making according to their age and stage of development, and explain what is happening before and during the care routine.

The setting will ensure that toileting and changing areas:

- provide suitable levels of privacy.
- allow appropriate supervision and safeguarding oversight.
- are safe, hygienic, and fit for purpose.

- support children's developing independence; and
- minimise the risk of infection and cross-contamination.

Most intimate care actions will take place on a one-to-one basis and, wherever possible, will be supported by the child's key person, except for first aid treatment conducted by a qualified first aider.

We wish to ensure the safety and welfare of the children involved in intimate care routines and safeguard against any potential harm, while ensuring the staff member involved is fully supported and able to perform their duties safely and confidently.

Through the following actions we will endeavor to support all parties:

- Promote consistent and caring relationships through the keyworker system and ensure all parents understand how this works.
- Ensure all staff undertaking intimate care routines have appropriate suitability checks, including Enhanced DBS clearance.
- Ensure all staff receive safeguarding training in accordance with current EYFS requirements and understand how safeguarding procedures apply during intimate care routines.
- Train all staff in the appropriate methods for intimate care routines and access specialist training where required, including paediatric first aid, infection prevention and control, medical care procedures, and SEND-specific care arrangements.
- Conduct thorough inductions for all new staff to ensure they are fully aware of the settings procedures relating to intimate care routines.
- Follow up on these procedures through supervision meetings and appraisals to identify any areas for development or further training.
- Work closely with parent/carers on all aspects of the child's care and education. This is essential for intimate care routines which require specialist training or support. If a child requires specific support, we will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs.
- Ensure all staff have an up to date understanding of safeguarding and child protection procedures. This includes recognising signs and indicators of abuse, neglect or exploitation and responding appropriately to any disclosures made during intimate care routines.
- Encourage children to undertake aspects of personal care independently whenever appropriate for their age and stage of development.

Hygiene and Infection Control

All intimate care routines will be followed in accordance with the setting's health, safety, and infection control procedures. Staff will:

- wash and dry hands before and after intimate care procedures.
- wear disposable gloves and aprons when appropriate.
- clean and disinfect changing areas and equipment after use.
- dispose of nappies, continence products, and other waste hygienically.

- ensure changing and toileting areas are always maintained to a high standard of cleanliness.

Record Keeping

We will keep records of intimate care, including when:

- a child has a nappy change.
- a child requires ongoing support.
- a medical condition is present.
- there is safeguarding considerations.
- parents have requested communication regarding intimate care needs.
- Annually reviewed signed parental consent and intimate care plan

Significant concerns, injuries, unusual marks, or disclosures identified during intimate care will be recorded and reported in accordance with the setting's safeguarding procedures.

Whistleblowing

The school operates a Whistleblowing Policy as a means for staff to raise concerns relating to colleagues, unsafe practice, or safeguarding issues. Management will support staff in raising concerns and ensure they feel confident reporting worries immediately to protect children and maintain a safe culture.

Monitoring and Quality Assurance

The management team regularly conducts audits and reviews of working practices across all aspects of Holway Park School & ASC SEN Specialist Unit operations to ensure procedures are effective and that staff fully support children. This includes monitoring intimate care routines, safeguarding arrangements, staff practice, privacy measures, and hygiene standards.

Positive Behaviour Support

Staff will be trained in positive behaviour management techniques and de-escalation strategies. Physical intervention will only be used where it is lawful, proportionate, necessary and in accordance with the Holway Park School & ASC SEN Specialist Unit Behaviour & Relationships Management Policy, for example, where a child is at risk of harming themselves or others.

Risk Assessment

Holway Park School & ASC SEN Specialist Unit conducts regular risk assessments on all aspects of the provision, and this area is no exception. The setting has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

If any parent/carer or member of staff has concerns or questions about intimate care procedures or individual routines please speak to your child’s class teacher, SENCO or the Designated Safeguarding Lead (DSL) at the earliest opportunity.