St Dunstan's College

PART OF
ST DUNSTAN'S EDUCATION GROUP

INTIMATE CARE POLICY

Policy owner	Deputy Head Pastoral (DHP)
ISSR reference	
Date of review	Autumn 2026
Approved by	Part A: Group Board; Part B: Head and School Leadership Team, with assurance through the Local School Board
Date of next review	Autumn 2027

Part A – Group-level policy framework

Part A sets out the St Dunstan's Education Group-level principles, duties and minimum expectations for intimate care. School-specific procedures, named roles, locations and resources are set out in Part B.

1. Aims

This policy applies to staff, pupils and parents/carers within St Dunstan's Education Group and its schools, including St Dunstan's Enterprises Ltd. It aims to ensure that all parties are clear about expectations for intimate care and that pupils are supported with dignity, sensitivity and appropriate safeguarding oversight.

Definition

Intimate care refers to any care that involves toileting, washing, changing, touching or carrying out an invasive procedure to children's intimate personal areas.

2. Legislative and regulatory framework

This policy is based on expectations set out by the Independent Schools Inspectorate (ISI) and is informed by Keeping Children Safe in Education.

3. Group-level roles and responsibilities

3.1 St Dunstan's Education Group

The Group Board has ultimate responsibility for safeguarding. Day-to-day responsibility is delegated to the Chief Executive Officer (CEO), who delegates safeguarding responsibility to the Designated Safeguarding Lead (DSL) in each school. They will ensure:

This policy is reviewed annually.

The school follows the requirements set out in this policy.

3.2 Designated Safeguarding Lead

The DSL is responsible for safeguarding. This includes ensuring that staff follow the framework set out in this policy and receive sufficient training to implement its principles.

3.3 Staff

Staff are responsible for providing pastoral care and implementing the framework outlined in this policy, including any specific roles assigned to tutors, teachers, teaching assistants or other designated staff.

3.4 Pupils and parents/carers
Pupils and parents/carers are responsible for communicating effectively with the school about any support that may be required and for sharing relevant information about intimate care needs.

4. Core principles for intimate care

- Intimate care will be provided sensitively, respectfully and in a way that protects the dignity and privacy of the pupil.
- The school will work with parents/carers and, where appropriate, the pupil to make intimate care as comfortable and appropriate as possible.
- Where a pupil needs support beyond routine arrangements, an individual intimate care plan will be created.
- Staff will follow hygiene, health and safety, safeguarding and risk assessment procedures when providing intimate care.
- Parents/carers will be informed when clothing has been changed or intimate care has been provided, in line with the local arrangements in Part B.
- Pupils requiring intimate care will not be discriminated against and will be supported in accordance with the Equality Act 2010.

5. Intimate care plans

Where an intimate care plan is required, it will be agreed through discussion between the school, parents/carers, the child where possible, and any relevant health professionals.

Subject to the child's age and understanding, their preferences will be taken into account. If there is doubt about whether the child can make an informed choice, parents/carers will be consulted.

Plans will be reviewed at least twice a year, even when no changes are necessary, and updated whenever there are changes to the pupil's needs.

6. Information sharing and parental partnership

The school will share information with parents/carers as needed to ensure a consistent approach. Parents/carers are expected to share relevant information about intimate matters as needed.

For pupils who need routine intimate care, parents/carers may be asked to provide necessary items such as nappies, wipes, creams and changes of clothing, as set out in Part B.

7. Staff suitability, training and safe working arrangements

All staff who carry out intimate care will have been subject to an enhanced Disclosure and Barring Service (DBS) check with barred list check before appointment, as well as other checks on their employment history.
Staff will receive training appropriate to the specific intimate care they undertake. This may include regular safeguarding training, hygiene and health and safety procedures, risk assessment controls and, where necessary, manual handling training.

Where possible, pupils who need regular intimate care will be supported by the same trained members of staff. Backup staff should be identified to cover absence, emergencies and school trips, and should, where possible, be known to the pupil.

Only staff whose roles include intimate care responsibilities, or who have agreed and been appropriately trained, may be expected to undertake intimate care procedures.

8. Safeguarding concerns and allegations

If a member of staff carrying out intimate care has concerns about physical changes in a child's appearance, such as marks, bruises or soreness, they will report this using the school's safeguarding procedures.

Any concern about the safety or welfare of a pupil will be reported immediately in line with the school's safeguarding procedures, including to children's social care where required.

If a child is hurt accidentally, or there is an issue during intimate care, the staff member will report the incident immediately to the DSL or DDSL.

If a child makes an allegation against a member of staff, responsibility for the intimate care of that child will be given to another member of staff as quickly as possible and the allegation will be investigated according to the school's safeguarding procedures.

9. Monitoring and review

This policy will be reviewed annually by the Deputy Head Pastoral. At each review, the policy will be approved by the Full Governing Body.

10. Linked policies

Safeguarding and Child Protection Policy

Part B – School-specific procedures for St Dunstan's College

11. Local responsibilities and contacts

The Deputy Head Pastorals, alongside Section Heads/Heads of Year and the College Nurse, will oversee implementation of this policy, ensure staff receive appropriate training and support, oversee the development of individual intimate care plans, and act as a point of contact for parents/carers and staff regarding intimate care concerns.

Policy owner	Deputy Head Pastoral (DHP)
Senior School intimate care support	College Nurse for pupils on an Intimate Care Plan
Junior School routine support	Teaching staff and teaching assistants, as appropriate
Safeguarding escalation	DSL or DDSL

12. Parental consent arrangements

Junior School

Our priority is to ensure pupils are clean and comfortable to experience all learning opportunities at school. As such, we will provide intimate care where it is necessary to achieve this. Staff will, however, encourage pupils to clean themselves. Where this is not possible, or a satisfactory level of hygiene can be achieved without adult support, intimate care will be provided.

Adults will always ask pupils for their consent before providing intimate care. Consent is not required from parents or carers for every occasion when intimate care is required.

For children who need routine intimate care, parents/carers will be asked to speak with the College Nurse and relevant teaching staff. This may be in response to specific ongoing medical conditions or SEND.

Senior School

For children who need routine or occasional intimate care (e.g. for toileting or toileting accidents), parents/carers will be asked to sign a consent form.

For children whose needs are more complex or who need particular support outside of what's covered in the consent form (if used), an intimate care plan will be created in discussion with parents/carers.

Where there isn't an intimate care plan or parental consent for routine care in place, parental permission will be sought before performing any intimate care procedure.

If the school is unable to get in touch with parents/carers and an intimate care procedure urgently needs to be carried out, the procedure will be carried out to ensure the child is comfortable, and the school will inform parents/carers afterwards.

13. Day-to-day intimate care arrangements

For pupils needing routine intimate care, the school expects parents/carers to provide, where necessary, a good stock of resources, including at least a week's supply in advance of items such as underwear and/or a spare set of clothing.

Any soiled clothing will be contained securely, clearly labelled and discreetly returned to parents/carers at the end of the day. In the Junior School, if underwear items are heavily soiled, they may be disposed of safely in the school building. Every effort will be made to return school uniform to families to be washed.

All pupils who have had clothing changed or received intimate care will be supported by teaching staff. Parents/carers will be informed in a timely manner that day, using Reading Records/Communication Books in Early Years, email or phone as appropriate.

14. Early Years and Junior School procedures

- In Pre-School, children are asked to have a change of clothing with them in school for toileting accidents.
- The school provides spare underwear and uniform for pupils when required following accidents.
- In the Early Years, there will be two staff members present where possible when a pupil is being changed or receiving intimate care. No adult would change a child in a room on their own unless necessary, and in this case, the door will be left open so they can be seen or heard by a colleague.
- In the Early Years, intimate care would usually happen in the classroom toilet areas.
- In the Junior School, the most appropriate member of staff, such as the Form Teacher, Teaching Assistant or member of duty or teaching staff at the time of the accident, will support the child.
- Older pupils who are able to change themselves may do so in a private space, such as an individual toilet cubicle or at the Wellness Centre.
- The school will maintain an appropriate record on CPOMS of intimate care incidents where required, including date, time, staff involved and any observations or concerns.
- In Early Years, repeated or significant incidents involving intimate care will be recorded on CPOMS. Staff will contact parents/carers to inform them of the care provided unless it forms part of (and is routine to) an Intimate Care Plan.

15. Senior School procedures

The College Nurse would be expected to provide intimate care for any Senior School pupils on an Intimate Care Plan. Other members of staff would only be expected to carry out intimate care after consultation and training.

Older pupils who are able to change themselves may do so in a private space, such as a toilet cubicle or the Wellness Centre, with one adult available for support outside the room.

For older pupils with intimate care plans, the location for intimate care will be specified in the plan.

The school will maintain an appropriate record on CPOMS of intimate care incidents where required, including date, time, staff involved and any observations or concerns.

16. Staffing, privacy and safe working practice

- Before providing intimate care, the allocated member of staff will inform another member of staff where they are going.
- Doors should be left open as much as privacy allows and, where possible, staff should remain within earshot of other members of staff while prioritising the comfort and care of the child.
- Male members of staff may be allocated to change female pupils, and female members of staff may be allocated to change male pupils. This decision will be discussed with parents/carers and the pupil, if appropriate.
- Where possible, the same member of staff will assist the same pupil each time regular intimate care is needed. The school will train two to three members of staff per child to cover absences, emergencies and trips.

17. Toileting accidents and patterns of concern

Parents/carers are always informed if a child has had an accident and their clothes have been changed.

If, following a more severe toileting accident, the child is deemed potentially still unclean and cannot be cleaned effectively in school, parents/carers may be contacted and asked to collect the pupil.

If a child starts school and regular accidents occur, the school will consult parents/carers to establish whether there is a medical issue. The school and parents/carers will work closely together with relevant agencies, including medical, Wellness Centre and other specialist colleagues, to create a plan.

Where the school notices an increasing pattern of soiling instances, it will first hold a meeting with parents/carers and any other relevant individuals, such as medical professionals involved with the child, to discuss why this might be occurring and how to support the child. If the pattern continues, the DSL or another member of the safeguarding team will be notified. If other evidence indicates a safeguarding concern, the DSL or another member of the safeguarding team may contact the local authority designated officer (LADO) via LewishamLADO@Lewisham.gov.uk

18. Menstrual care arrangements

- Staff will be sensitive to the fact that pupils may start to menstruate and may wish to manage this discreetly.
- The school will offer sensitive and practical information about where sanitary products are stored and how to use and dispose of them correctly.
- Period products are available at the Wellness Centre, JS accessible toilets and in the Senior School toilets.
- School staff will contact parents/carers when they are aware of a Junior School pupil menstruating. Such contact would normally be made by the Form Teacher or another appropriate member of staff.
- Products available include sanitary towels (whole College) and tampons (Senior School only). Pupils may access period products without charge and without the need to explain or justify their request.
- Age-appropriate education on puberty and menstrual hygiene will be provided as part of the Stuart (PSHE) curriculum.

Appendix 1 – Template Intimate Care Plan

PARENTS/CARERS	
Name of child	
Type of intimate care needed	
How often care will be given	
What training staff will be given	
Where care will take place	
What resources and equipment will be used, and who will provide them	
How procedures will differ if taking place on a trip or outing	
Name of parent or carer	
Relationship to child	
Signature of parent or carer	
Date	
CHILD (IF APPLICABLE)	
How many members of staff would you like to help?	
Do you mind having a chat when you are being changed or washed?	
Signature of child	
Date	

This plan will be reviewed twice a year.

Next review date:

To be reviewed by:

Appendix 2: Template parent/carer consent form

PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE FOR EARLY YEARS PUPILS	
Name of child	
Date of birth	
Name of parent/carer	
Address and contact details	
I give permission for appropriately trained members of staff to provide personal and intimate care to my child when this is reasonably required to ensure their safety, dignity, comfort and wellbeing.	☐
I will advise the school of anything that may affect my child's personal care, such as medical conditions.	☐
If I do not consent to intimate care being provided, I understand that the College will contact me or my emergency contact(s) wherever practicable. I also understand that, where immediate assistance is required to preserve my child's dignity, comfort, health or safety, staff may need to provide appropriate personal care in accordance with the College's Intimate Care Policy.	☐
Parent/carer signature	
Name of parent/carer	
Relationship to child	
Date	