Intimate Care Guidelines

Approved by the Headteacher and Governing Body on 21.09.2026
Reviewed: 09.26
To be reviewed: 09.28

Guidance notes for staff assisting pupils with intimate care routines

These guidelines aim:

- to provide guidance for staff who assist or support pupils with intimate care routines including dressing, undressing, toileting, bathing and showering
- to offer support to staff so they are aware of, and comply with, best practice in relation to intimate care routines
- to provide guidance for staff who undertake the responsibility of working alone with pupils.

All pupils have a right to safety, privacy and dignity

All pupils will be encouraged to be as independent as possible, in the area of intimate care routines. The identification of the level of support or assistance that a pupil may need will be identified on initial assessment. Arrangements for intimate care needs will be agreed between pupils, parents/carers and the school staff.

Named Keyworkers work with pupils to set Independent Care Plans (ICPs) which will incorporate aspects of need and support.

If a pupil requires assistance or support to undertake an intimate care routine, staff must follow the guidance set out by the Health Care Coordinator (HCC). This information can be found in Pupils' Individual Health Care Plans, copies of these can be found in pupils files within the group setting or with HCC for day pupils and updated as necessary by the HCC or Key Worker.

Where a pupil is unable to independently perform an intimate care routine staff may be asked to assist or support in the following situations:

- dressing and undressing
- bathing/showering
- toileting
- Stoma care
- changing nappies or pull ups
- episodes of incontinence
- application of sanitary protection
- application of prescribed creams/lotions/sunscreen
- administering First Aid
- dealing with sick or injured pupils

Best Practice for staff who may be asked to assist in an intimate care routine

- Staff who supervise or assist must have full DBS Enhanced Disclosure.
- The Line Manager must be made aware if any intimate care procedures are undertaken.
- The pupil's dignity must be always maintained.
- Permission from Parents/Carers to be gained if a pupil requires assistance/support with intimate care routines.
- Parent/Carers should be informed of any unexpected assistance/support is required
- If possible, staff should inform a colleague that they are assisting/supporting a pupil with an intimate care routine.
- If possible, an intimate care routine should take place in an area where a colleague is close at hand.
- If possible, pupils should be assisted by a same sex member of staff.
- Protective clothing/gloves PPE should be worn when necessary.
- The procedure to be undertaken should be explained to the pupil and consent gained.
- Staff must consult with the line manager if any variation from agreed procedure is necessary.
- Staff must record the justification for any variations to the agreed procedure and share this information with parents/carer.
- Supervision should be appropriate to the needs and age of the pupil concerned and sensitive to the potential for embarrassment.

- Staff need to be vigilant about their own behaviour and ensure that they follow agreed guidelines while at the same time being mindful of the pupils' needs.
- Staff must avoid any unnecessary physical contact with pupils who are dressing/undressing.