Wolverdene Special School

Toileting and Intimate Care Policy 2026

Produced By: Jarlath O'Brien, Interim Headteacher	
Approved for School: Headteacher: Nathalie Akhmatova Date: 9th July 2026	Signature: 
Approved by Governing Body: Chair: Jo Lloyd Date: 9th July 2026	Signature: 
This policy will be reviewed every other year The next review date is July 2028	

1) Principles

1.1 The governing body will act in accordance with legislation to safeguard and promote the welfare of pupils at Wolverdene School.

1.2 At Wolverdene School we take seriously our responsibility to safeguard and promote the welfare of the children in our care. Meeting a pupil's intimate care needs is one aspect of safeguarding.

1.3 Partnership with parents is an important principle in any educational setting and is particularly necessary in relation to children needing intimate care.

1.4 The governing body recognises its duties and responsibilities in relation to the Equalities Act 2010 which requires that any pupil with an impairment that affects his/her ability to carry out day-to-day activities must not be discriminated against.

1.5 This intimate care policy should be read in conjunction with the school's policies as below:

- Safeguarding and child protection policies
- Staff code of conduct
- Whistleblowing policy
- Health and safety policy
- Administration of medication policy (called the medical policy at Wolverdene)

1.6 The governing body is committed to ensuring that all staff responsible for the intimate care of pupils will undertake their duties in a professional manner at all times. It is acknowledged that these adults are in a position of great trust.

1.7 We recognise that there is a need to treat all pupils, whatever their age, gender, disability, religion, ethnicity or sexual orientation with respect and dignity when intimate care is given. The child's safety is of paramount importance and his/her experience of intimate and personal care should be a positive one. It is essential that every pupil is treated as an individual and that care is given gently and sensitively: no pupil should be attended to in a way that causes unnecessary distress or pain.

1.8 Staff will work in close partnership with parent/carers and other professionals to share information and provide continuity of care.

1.9 Where pupils with complex and/or long term health conditions have a health care plan in place, the plan should, where relevant, take into account the principles and best practice guidance in this intimate care policy.

1.10 This intimate care policy has been developed to safeguard children and staff. It applies to everyone involved in the intimate care of children, and applies to practice both within the school and the Lodge.

2) The Convention on the Rights of the child relating to intimate care

The following are the fundamental principles upon which the policy and guidelines are based, taking regard of the UN Convention on the Rights of the Child:

- The best interests of the child shall be a primary consideration.
- The child has a right to protection and care as is necessary for his or her wellbeing, taking into account the rights and duties of his or her parents, legal guardians, or other individuals legally responsible for him or her, and, to this end, shall take all appropriate legislative and administrative measures.
- All staff working with the child shall conform to the standards established by competent authorities, particularly in the areas of safety, health, in the number and suitability of their staff, as well as competent supervision.
- Every child has the right to be safe.
- Every child has the right to personal privacy.
- Every child has the right to be valued as an individual.
- Every child has the right to be treated with dignity and respect.
- Every child has the right to be involved and consulted in their own intimate care to the best of their abilities.
- Every child has the right to express their views on their own intimate care and to have such views taken into account.
- Every child has the right to have levels of intimate care that are as consistent as possible.

3) Definition

3.1 Intimate care can be defined as any care which involves washing, touching or carrying out a procedure to intimate personal areas which most people usually carry out themselves but some pupils are unable to do because of their young age, physical difficulties or other special needs. Examples include care associated with continence and menstrual management; administering rectal medication, as well as more ordinary tasks such as help with washing, toileting or dressing.

3.2 It also includes supervision of pupils involved in intimate self-care.

4) Best practice

4.1 Pupils who require regular assistance with intimate care have written intimate care plans agreed by staff, parents/carers and any other professionals actively involved, such as school nurses or occupational therapists. Ideally the plan should be agreed at a meeting at which all key staff and the pupil should also be present wherever possible/appropriate. Any historical

concerns (such as past abuse) should be taken into account. The plan should be reviewed as necessary.

4.2 Where relevant, it is good practice to agree with the pupil and parents/carers appropriate terminology for private parts of the body and functions and this should be noted in the plan.

4.3 Where an intimate care plan is not in place, parents/carers will be informed the same day if their child has needed help with meeting intimate care needs (e.g. has had a toileting accident and wet or soiled him/herself). It is recommended practice that information on intimate care should be treated as confidential and communicated in person by telephone or by sealed letter, not through the home/school diary.

4.4 Accurate records should also be kept when a child requires assistance with intimate care who doesn't normally need such help. These can be brief but should, as a minimum, include full date, times and any comments such as changes in the child's behaviour. It should be clear who was present in every case.

4.5 These records will be kept in the child's file and available to parents/carers on request.

4.6 All pupils will be supported to achieve the highest levels of autonomy that are possible given their age and abilities. Staff will encourage each individual pupil to do as much for his/herself as possible.

4.7 Staff should be fully aware of best practice regarding infection control, including the requirement to wash hands before and after supporting the child, and to wear disposable gloves and aprons where appropriate.

4.8 Staff will be supported to adapt their practice in relation to the needs of individual pupils taking into account developmental changes such as the onset of puberty and menstruation.

4.9 Permission should be sought from the pupil before starting intimate care support.

4.10 Male pupils will use the boys' toilets and female pupils will use the girls' toilets, unless there is a need for greater space to support a child, in which case a unisex accessible changing room can be used. For transgender pupils it will be agreed with parents and the child where it is most appropriate to support intimate care needs.

4.11 When supporting a child on a one-to-one basis, staff should inform another appropriate adult when they are going to assist a pupil with intimate care.

4.12 The religious views, beliefs and cultural values of children and their families should be taken into account wherever possible particularly as they might affect certain practices or determine the gender of the carer.

4.13 Adults who assist pupils with intimate care will be employees of the school. We will not ask volunteers, visitors or work experience colleagues to support pupils with intimate care needs.

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

4.15 Members of staff **must not** be in possession of a mobile phone, camera or similar device whilst providing intimate care.

4.16 To preserve the dignity of our children and young people we will utilise staff of the same sex when changing pupils whenever possible and reasonable. With the gender balance of staff within our school we may not always be able to achieve that for male pupils but expect to always have female staff working with female pupils for changing and intimate care.

5) Child Protection

5.1 The governors and staff at this school recognise that pupils with special needs and who are disabled are particularly vulnerable to all types of abuse.

5.2 The school's child protection procedures will be adhered to.

5.3 From a child protection perspective it is acknowledged that intimate care involves close contact between the children and adults as it may involve staff touching private parts of a pupil's body.

5.4 Pupils will be taught personal safety skills carefully matched to their level of development and understanding.

5.5 If a member of staff has any concerns about physical changes in a pupil's presentation, e.g. unexplained marks, bruises, etc. s/he will immediately report concerns to the Designated Safeguarding Lead using the school's online recording and reporting system.

5.6 If a pupil, or any other person, makes an allegation against an adult working at the school this should be reported to the Designated Safeguarding Lead, or to the Chair of Governors if the concern is about the Headteacher, who will consult the Local Authority Designated Officer (LADO) in accordance with the school's safeguarding policy. It should not be discussed with any other members of staff or the member of staff the allegation relates to.

EQUALITIES, SAFEGUARDING AND EQUAL OPPORTUNITIES STATEMENT

Wolverdene, in all policies and procedures, will promote equality of opportunity for students and staff from all social, cultural and economic backgrounds and ensure freedom from discrimination on the basis of membership of any group including gender, sexual orientation, family circumstance, ethnic or national origin, disability (physical or mental) religious or political beliefs.

As part of our commitment to meet the Public Sector Equality Duty (PSED), Wolverdene school aims to:

- Provide opportunity to all
- Foster good relations, and create effective partnership with all sections of the community
- Only take actions which do not discriminate unlawfully in service delivery, commissioning and employment
- Provide an environment free from fear and discrimination, where diversity, respect and dignity are valued
- Demonstrate zero tolerance to any form of bullying, harassment or abuse.