



TOILETING & INTIMATE CARE POLICY

(Non-Statutory)

Date of Policy Issue/Review	Reviewed May 2026 by SENDCo, Mrs S da Silva
Policy approved/date	By FGB at their meeting on 7 th July 2026
Signature of Governing Body	Signed for and on behalf of FGB
Next review	May 2027

Introduction

Newlands Primary School aims to provide an inclusive learning environment that supports children with a wide range of needs. The school recognises that the vast majority of children are appropriately toilet trained and able to manage their own needs competently before they start school. This policy applies to pupils who, for whatever reason, require toilet training or special arrangements with toileting in school.

This policy has been written in accordance with:

- Hampshire County Council's *Guidance on Toileting Needs in Schools and Early Years Settings* (2020)
- The **Equality Act 2010**
- *Keeping Children Safe in Education*
- The *SEND Code of Practice* (2015)

This policy:

- Recognises the importance of working in partnership with parents/carers
- Sets out the principles of good practice
- Clarifies the school's statutory duties under the Equality Act 2010
- Sets guidance for all children, including those with special educational needs and disabilities
- Emphasises the employer's duty to safeguard the health and safety of pupils and staff
- Provides child protection guidance
- Raises awareness of the need to protect the dignity of the child
- Sets out the procedure to follow when supporting a child who has wet or soiled themselves

Key Principles

All children have an educational entitlement irrespective of their difficulties with toileting.

- Children who need assistance with toilet training or special toileting arrangements will be treated with respect, dignity and sensitivity
- Children who cannot achieve continence and independent toileting may require high levels of assistance which the school will provide, with support from external agencies where necessary
- The school will work in partnership with parents and carers in planning for toileting needs and effective toilet training, acknowledging that continence and independence may not be achieved by some children
- The school will facilitate consistent approaches at home and school, recognising that successful toileting support depends on strong partnerships
- The school, in partnership with parents/carers, the child and other professionals, will create, implement and regularly review individual care plans, working towards maximum independence
- Headteachers, governors and the senior leadership team will positively address toileting needs in a constructive and problem-solving way
- Staff will receive appropriate information, guidance and training to support pupils with toileting and intimate care needs
- Health and safety procedures and risk assessments will be in place and monitored
- The school's DSL will consult the allocated social worker when planning toileting arrangements for children who are looked after or subject to safeguarding plans

Equality and Disability

Under the **Equality Act 2010**, a person is considered disabled if they have a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Children who experience delayed continence may or may not have an underlying disability. Delayed continence alone does not constitute a disability. However, where a child has a disability or medical condition that affects toileting, the school will make **reasonable adjustments** to prevent discrimination.

Admission to Newlands Primary School is **not dependent on a child having achieved continence**. Any refusal to admit a child solely on this basis would be unlawful.

Admission and Starting School

Children with toileting difficulties should be admitted into Reception alongside their peers. Failure to achieve independent toileting on entry does not necessarily indicate SEN.

Where a child enters school with known additional needs or medical conditions affecting toileting:

- Reasonable adjustments will be made
- Support will be coordinated by the SENDCo
- Parents are expected to work in partnership with the school to promote maximum independence

Children will not be excluded from lessons, activities or school trips because of toileting needs.

Toileting Support Arrangements

Where children are not able to toilet independently, the school will:

- Gather detailed information from parents/carers and the child
- Agree an appropriate toileting programme and **written care plan**, shared with parents
- Obtain **written parental consent** before providing intimate care
- Ensure regular monitoring and review of support
- Carefully consider staff deployment to protect the child's emotional well-being
- Encourage the use of appropriate clothing to promote independence
- Ensure children are never left wet or soiled
- Ask parents to provide suitable spare clothing
- Manage soiled clothing discreetly and sensitively
- Maintain consistent toileting routines
- Use praise and reassurance to promote confidence and self-esteem

All incidents of wetting/soiling will be recorded confidentially and stored securely in accordance with the school's **Data Protection Policy and GDPR requirements**.

Escalation to Intimate Care

Where ongoing or complex needs are identified, and a higher level of support is required, this will be defined as **Intimate Care**. Advice will be sought from external professionals with parental agreement.

Intimate Care

Definition

'Intimate Care' refers to tasks associated with bodily functions, bodily products and personal hygiene that require direct or indirect contact with intimate body areas. This may include toileting, washing, dressing or changing.

'Personal Care' refers to less intrusive support that does not involve exposure of intimate body parts.

Best Practice

- All intimate care will be carefully planned and documented
- Children will be treated with dignity, respect and sensitivity
- Staff providing intimate care will be appropriately trained, including safeguarding and moving & handling
- PPE will be used in line with current guidance
- Suitable equipment and facilities will be provided
- Parents will supply nappies, pull-ups or specialist items
- Children will be supported to achieve the highest level of independence possible
- Individual Intimate Care Plans and **Intimate Care Risk Assessments (ICRAs)** will be completed, shared and reviewed
- Each child's right to privacy will be respected
- Normally one adult will provide care, with additional staff involved where risk assessment indicates this is necessary
- Same-sex care will be provided where possible, but this may be waived where failure to act would place the child at risk

Consent and Partnership

Intimate care arrangements will be agreed with parents/carers in advance. **Written parental consent** will form part of the child's Intimate Care Plan. The views of children will be taken into account wherever appropriate. Please see Appendix B.

Safeguarding and Protection

- Safeguarding procedures will always be followed
- Only school staff will provide intimate care
- Volunteers and students will not be involved
- Any concerns regarding a child's physical presentation will be reported immediately to the DSL
- Allegations against staff will be managed in accordance with safeguarding procedures

This policy should be read alongside Part 2 of the Safeguarding Policy.

Appendix A

Protocol for Supporting a Child Who Has Wet or Soiled Themselves

Key principles:

- Children will not be left wet or soiled
- Parents will not be expected to attend school to change a child
- **Intimate care will normally be provided by one appropriately trained member of staff, with additional staff involved where risk assessment indicates this is necessary**

[Steps 1–12 remain unchanged, with recording and reporting as described.]

All records will be stored securely and handled in line with GDPR.

Personal Care Plan

To be kept on pupil file.

Child's Name:		DOB:	
Completed by:			
Date of Plan:		Date to review Plan:	
Who will change the child			
How will be the child be changed? e.g. standing up in a toilet cubicle, lying down on a mat on the floor			
Who will provide the resources? e.g. wipes, nappies, disposable gloves			
How will the changing occasions be recorded and if/ how this will be communicated to child's parent/ carer			
How will wet/ soiled clothes be dealt with?			
Agree a minimum number of changes			
How will the child be encouraged to participate in the procedure?			
Any other comments/ important information: e.g. medical information			

This plan has been discussed with me and I agree to the plan detailed above. I will provide the resources indicated above and encourage my child's participation in toileting procedures at home as appropriate and where possible.

Signed: _____ Date: _____

Parent/ Carer's Full Name: _____

Toileting Record for Children in Year R and those with an Intimate Care Risk Assessment (ICRA)

[illegible]