



# Intimate Care Policy

## Canary Wharf College, Primary Schools

January 2026 – January 2027

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## 0. Document Control

The table below contains the changes made between the different final editions of this document set for approval. This is to help provide information to those reviewing and approving the document of the changes being made.

| Document Edition | Section | Details of change                         |
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| 2024-2025        | All     | New Policy                                |
| 2025-2026        | All     | Annual Review<br>Reformat to new template |



## Contents

|                                                           |    |
|-----------------------------------------------------------|----|
| 0. Document Control .....                                 | 3  |
| 1. Definitions .....                                      | 5  |
| 2. Scope of Policy.....                                   | 5  |
| 3. Aims and Ethos .....                                   | 6  |
| 4. Links to Legislation and Guidance Documents .....      | 6  |
| 5. Admission to Canary Wharf College Primary Schools..... | 6  |
| 6. Children with Continence issues.....                   | 7  |
| 7. Canary Wharf College Primary School Procedures: .....  | 7  |
| 8. Unplanned Events .....                                 | 8  |
| 9. Off site school trips and after clubs: .....           | 9  |
| 10. The Protection Of Children: .....                     | 9  |
| 11. Accessibility of Policy .....                         | 9  |
| 12. Monitoring and Review.....                            | 9  |
| 13. <b>Appendix 1</b> : CONTINENCE PLAN .....             | 10 |



## 1. Definitions

The "Trust" refers to the company known as the Canary Wharf College, and all Trustees and Staff who work within it.

A "School" refers to an individual academy within the Trust, as denoted by their Unique Reference Number. As such a 'school' may span one or several phases of education to the individual academies within the Trust. Depending on the context, the term "School" may refer to a singular school or to all schools within the Trust but as separate entities.

"Staff" refers to any individual who is employed by the Trust or who operates on the Trust's behalf, e.g. Trustees, and those working in a voluntary capacity.

A "Parent" includes the natural or adoptive parent of a pupil as well as any non-parent / carer who has parental responsibility including being involved in the day-to-day care of a pupil.

A "Pupil" includes any incoming or current pupil at any School within the Trust who is 16 and under. It also includes any individual who was previously a pupil at any School within the Trust and who has left within the appropriate timeframe for consideration as necessary, e.g. complaints. The term pupil is used as standard by CWC in its policy documents but can be replaced with the term "student" or "child" with no change of definition.

"Child" and "Youth" includes everyone aged 18 and under.

The "Principal" is defined as the individual who has ultimate responsibility for a school in line with CWC strategy, approach, ethos and values. Individual schools may have alternative titles for this position such as Executive Principal or Principal.

## 2. Scope of Policy

Intimate care is any care which involves washing, touching or carrying out an invasive procedure (such as cleaning a student after they have soiled themselves) to intimate personal areas. In most cases such care will involve cleaning for hygiene purposes as part of a staff member's duty of care. In the case of a specific procedure to meet complex health needs only a person suitably trained and assessed as competent will undertake the procedure.

The issue of intimate care is a sensitive one and will require staff to be respectful of the student's needs. The student's dignity should always be preserved with high level of privacy, choice and control. There should always be a high awareness of possible safeguarding and student protection issues. As such, staff behaviour must be open to scrutiny and staff must work in partnership with parents, guardians and where appropriate, health professionals, to provide continuity of care to students wherever possible.



Canary Wharf College East Ferry/Glenworth is committed to ensuring that all staff responsible for the intimate care of students will always undertake their duties in a professional manner. We recognise there is a need to treat all students with respect especially when intimate care is given. No student should be attended to in a way that causes distress or pain.

The management of all students with intimate care needs will be carefully planned. The student's welfare and dignity is of paramount importance. Continence problems can have a significant emotional impact on children and can increase the risk of bullying and of behavioural problems.

### 3. Aims and Ethos

This policy sets out the professional standards expected, and the duty upon adults to support students with incontinence issues and the intimate care expectations and guidance that all students should receive at Canary Wharf College East Ferry/Glenworth.

All Adults have a duty to keep students safe and promote their welfare. This duty is, in part, exercised through the development of respectful, caring and professional relationships between adults and students. It is also demonstrated by the behaviour and conduct of adults that demonstrates integrity, maturity and good judgement.

### 4. Links to Legislation and Guidance Documents

This guidance, taken from the publication *The Right to Go*, produced by the charity Education and Resources for Improving Childhood Continence (ERIC), offers some practical advice for education staff to help deal with the issues.

### 5. Admission to Canary Wharf College Primary Schools

Parents/Carers of students who require intimate care should be made aware of the school individual Intimate Care Plan (**Appendix 1**) and sign any parental consent forms regarding the student being changed. Wherever possible, this should happen at admission meetings or prior to the student starting at the school.

Although teachers' contracts do not include continence care, they do act in loco parentis. In line with the Tower Hamlets guidance for continence and changing, staff do NOT necessarily need two members of staff present, however they must alert others that they are changing a child and following safeguarding procedures.

Staff who regularly provide intimate care will be trained to do so (including Safeguarding, Student Protection and Health and safety training in moving and handling) and be fully aware of best practice. Where an assessment made by a physiotherapist/Occupational therapist determines special apparatus should be used to assist such care, this will be accommodated. Staff will be



supported to adapt their practice in relation to the needs of individual students considering their needs.

If a student is starting school without having achieved continence, it is essential they have an assessment by a school nurse or health visitor to identify the cause and what support the child and family need. This can be arranged by Phase Leader, Assistant Head or the SENDCO.

For students whose continence or toileting problem first presents itself at school, it is important that staff discuss the issues with parents and do not make presumptions regarding the cause. The teacher or support staff should seek the advice of the phase leader and the Inclusion manager or SENDCO.

## 6. Children with Continence issues

Parents of children who have continence issues should be made aware of the school continence plan (**Appendix 1**) and sign any parental consent forms regarding the child being changed. Wherever possible, this should happen at entry meetings or prior to the child starting at the school.

## 7. Canary Wharf College Primary School Procedures:

Canary Wharf College Primary schools will:

- agree a procedure with the parents to change the child should they soil/wet themselves,
- agree how the school will inform parents of any wetting or soiling accidents - possibly via a home/school book, a phone call home and/or informing the parents at the end of the day when their child is collected,
- agree how often the child should be routinely changed and who will be changing them, for a child with SEND unable to change themselves,
- agree to report to the headteacher or member of the senior leadership team if the child is distressed or if marks or rashes are seen,
- agree to review arrangements, in discussion with parents/carers, should this be necessary,
- agree to encourage the child's participation in toileting procedures wherever possible to promote independence,
- discuss and take appropriate action to respect the cultural practices of the family.

Any adult should inform the teacher when they are going to change the child or carry out a procedure. There is no requirement that two adults are present, and staff will need to make their own judgement based on their knowledge of the child and family.

Consideration should be given to a suitable place for changing children and ensuring privacy and dignity are maintained at all times, such as by having a 'do not enter' sign on a toilet door.



Schools' health and safety policies should include the following requirements:

- staff should wear disposable gloves and aprons while dealing with incidents
- soiled nappies/underwear should be double wrapped
- the changing area should be cleaned after use according to guidelines
- hot water and liquid soap should be available to wash hands
- a hot air dryer or paper towels should be available for drying hands.

Teachers are responsible for facilitating, supporting, and releasing teaching assistants to fulfil this role.

Other issues we consider at Canary Wharf College in managing a child's continence are the following:

- **Independence:** what is required of the support staff to ensure that the child can be as independent as possible. For SEND pupils this may mean training from an Occupational Therapist or special equipment such as a hoist or adapted toilet seat.
- **Toileting times:** does the child need to be prompted at regular intervals, or does the child initiate toileting? This must be considered depending on the age and needs of the child.
- **Communication:** how does the child let you know they need the toilet? Some children are extremely embarrassed so a discreet method will aid the child to have more confidence to use the toilet when they need to.
- **Facilities:** the environment, facilities, privacy and the distance to an appropriate toilet need to be taken into account to allow adequate time for toileting to be undertaken; children will often have valid reasons for not wanting to use a certain toilet, for example if it has no lock.
- **Manual handling and lifting:** does the child need to be hoisted when toileting or for nappy changing, is this manageable by one person, and is any training needed?

## 8. Unplanned Events

- If any child has a wetting or soiling accident it should be dealt with swiftly and in a sympathetic manner by adults.
- For pupils in reception, parents need to provide spare clothes, which are kept in school, in an easily accessible place. This information is passed on to parents in induction meetings.
- Spare clothes including underwear and basic clothes will be kept for unplanned occasional accidents and should be washed and returned by parents.
- The child can be changed in the medical room, where the child is able to get cleaned and changed with the support of a member of school staff if necessary.
- Parents can be called and/ or told at the end of the day about the incontinence.
- If it happens more than three times a half term the teacher must alert the head of year/phase leader and Inclusion manager or SENDCO and a meeting arranged with the parents.





## 9. Off site school trips and after clubs:

Staff should take particular care when supervising and providing intimate care students in the less formal atmosphere of a residential setting, off site visit or after-school activity. Although more informal relationships in such circumstances tend to be usual, the standard of behaviour expected of staff will be no different from the behaviour expected within school.

## 10. The Protection Of Children:

- Child Protection Procedures and Inter-Agency Student Protection procedures will be accessible for staff and adhered to.
- Where appropriate, all students will be taught personal safety skills carefully matched to their level of development and understanding.
- If a member of staff has any concerns about physical changes in a student's presentation, e.g. marks, bruises, soreness etc. s/he will immediately report concerns to the designated person for student protection. A clear record of the concern will be completed and referred to social care. Parents will be asked for their consent or informed that a referral is necessary prior to it being made unless doing so is likely to place the student at greater risk of harm. (Please refer to the establishments Child Protection Procedures).
- If a student becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution. Staff schedules will be altered until the issue(s) are resolved so that the student's needs remain paramount. Further advice will be taken from outside agencies if necessary.
- If a student makes an allegation against a member of staff. All necessary procedures will be followed (see school's Child Protection Policy).

## 11. Accessibility of Policy

This policy is available for parents to view on the website and can be requested from the office.

## 12. Monitoring and Review

The use of this policy will be monitored, and its content reviewed and updated, as appropriate.



### 13. Appendix 1: CONTINENCE PLAN

Child's name ..... Date of birth.....

Although teachers' contracts do not include continence care, they do act in loco parentis. Continence management is normally included in the job description for care staff, teaching assistants and midday assistants. This is the case for Canary Wharf College Support Staff. In line with the Tower Hamlets guidance for continence and changing, staff do NOT necessarily need two members of staff present, however they must alert others that they are changing a child and following safeguarding procedures.

#### WHEN CHANGING A CHILD:

- staff should wear disposable gloves and aprons while dealing with incidents
- soiled nappies/underwear should be double wrapped
- the changing area should be cleaned after use (according to guidelines)
- hot water and liquid soap should be available to wash hands
- a hot air dryer or paper towels should be available for drying hands

**INDEPENDENCE:** the child should be encouraged to be as independent as possible.

**TOILETING TIMES:** does the child need to be prompted at regular intervals, or does the child initiate toileting? This must be considered depending on the age and needs of the child.

**COMMUNICATION WITH PARENTS/CARERS:** how does the child let you know they need the toilet? Some children are extremely embarrassed so a discreet method will aid the child to have more confidence to use the toilet when they need to.

**WHERE CHANGED/FACILITIES:** the environment, facilities, privacy, and the distance to an appropriate toilet need to be taken into account to allow adequate time for toileting to be undertaken; children will often have valid reasons for not wanting to use a certain toilet, for example if it has no lock.

**MANUAL HANDLING AND LIFTING:** does the child need to be hoisted when toileting or for nappy changing, is this manageable by one person, and is any training needed?

#### UNPLANNED EVENTS:

- If any child has a wetting or soiling accident it should be dealt with swiftly and in a sympathetic manner by adults.
- For pupils in reception parents need to provide spare clothes, which are kept in school, in an easily accessible place. This information is passed on to parents in induction meetings.
- Spare clothes including underwear and basic clothes will be kept for unplanned occasional accidents and should be washed and returned by parents.
- The child can be changed in the disabled toilet, where the child is able to get cleaned and changed with the support of a member of school staff if necessary.
- Parents can be called and/ or told at the end of the day about the incontinence.
- If it happens more than three times a half term the teacher must alert the head of year/phase leader and Inclusion manager or SENDCO and a meeting arranged with the parents.

Parent/carer name .....

Signed .....Date .....