



Cluster Toileting & Intimate Care Policy

Introduction

Idris Davies Cluster Schools takes the health and wellbeing of its learners very seriously. The Schools aim to support pupils with physical disabilities and illnesses to enable them to have a full and rich academic life whilst at Schools. The governing bodies recognise its duties and responsibilities in relation to the [Equality Act \(Wales\) 2010](#), which states that *'any pupil with an impairment affecting his/her ability to carry out normal day-to-day activities must not be discriminated against.'* The Cluster Primary Schools is committed to ensuring that all staff responsible for intimate care of children and young people undertake their duties in a professional manner at all times. We recognise that there is a need to treat all children with respect when intimate care is given. No child should be attended to in a way that causes distress, embarrassment, discomfort, or pain. The child or young person's welfare and dignity is of paramount importance and every child, young person's privacy will be respected.

The Equality Act 2010 provides protection for anyone who has a disability or impairment that has an adverse effect on their ability to carry out normal day-to-day activities. The effect must be substantial and long-term. It is clear therefore that anyone with a condition that affects aspects of personal development must not be discriminated against. It would also be unacceptable to refuse admission to other children who are delayed in achieving continence. Delayed continence is not necessarily linked with a disability.

All providers are expected to meet the needs of children with delayed personal development in the same way we would meet the individual needs of children with delayed language. All continence issues have to be dealt with on an individual basis and reasonable adjustments made to meet the needs of each child.

Learning to use the toilet is something that most children manage between the ages of 2 and 3 years. Guidance for parents is available at [Toilet/potty training - Caerphilly Early Years](#) and [Toilet or Potty Training | GOV.WALES](#). However, some children have continence delays and so need support on transition to Schools/childcare setting.

<https://linktr.ee/primaryschoolresources>



Cluster Toileting & Intimate Care Policy

Rationale

The purpose of this guideline is to set out procedures that:

- Safeguard children, young people and staff by providing a consistent approach within a framework, and
- Recognise the roles and responsibility of all those involved in providing intimate care for children and young people.

We believe that all children should be able to participate in all aspects of community life, and so consequently intimate care procedures may be carried out in a variety of settings. It is therefore important that appropriate facilities and equipment are available wherever possible.

We recognise that intimate care raises complex issues; while it may not be possible to eliminate all risks, the balance should be on the side of dignity, privacy, parental and, where appropriate, pupil choice and safety. All employees, regardless of their position, are obliged to take reasonable care to ensure their own and others health and safety and work within policy and procedural guidelines.

Definition of Intimate Care

Intimate care involves helping pupils with aspects of their personal care, which they are not able to undertake for themselves, either because of their age and maturity or because of developmental delay or disability. This may include:

- Washing.
- Dressing and undressing.
- Toileting.
- Cleaning up after a child has soiled themselves.
- Applying sun cream.

As well as the above, children with disabilities may require help with moving and handling, eating, and drinking and all aspects of personal care. This level of care will be determined through the child's Health Care Plan that should be provided by a Health Practitioner. Any specialist training should be provided by a suitable health practitioner, for example, physiotherapy programme / manual handling.



Cluster Toileting & Intimate Care Policy

Principles of best practice

The child who requires intimate care is treated with respect at all times; the child's welfare and dignity are of paramount importance.

Parents, childcare settings, and Schools will work together to support the child to develop their personal care skills.

The religious views, beliefs, and cultural values of the child/young person and their family will be considered, as well as the child's gender identification and individual physical needs as far as is possible in the provision of appropriate toileting facilities.

Schools/childcare setting responsibilities:

- We will provide clean well stocked private and toilet safe facilities.
- We will work with the child and their parents/carers to encourage independence and encourage them to carry out aspects of intimate care as part of their personal and social development. This will be agreed in the child's toileting plan which will be reviewed after 6 weeks, or as part of their Health Care Plan.
- We will ensure that anyone who undertakes intimate care is an employee of the schools/childcare setting and has had appropriate safeguarding checks.
- We will show awareness of and be responsive to the child's reactions, their verbal and non-verbal communication, and any agreed signals.
- We will use the opportunities during intimate personal care to teach children about the value of their own bodies, to develop personal safety skills and enhance their self-esteem.
- We will keep a written record of support with intimate care to log the number of times the child is changed and monitor the child's progress.
- We will report if the child is distressed, or a mark/rash is seen.
- We will respect each child's right to privacy. Careful consideration will be given to each child's situation to determine how many carers might need to be present when a child is toileted. Where possible one child will be catered for by one adult unless there is a sound reason for having more adults present, for example, when physical disability necessitates more than one member of staff to provide care, or when there is a need to safeguard staff. Reasons will be clearly documented.



Cluster Toileting & Intimate Care Policy

Best practice would recommend consistent staff are able to undertake this task with the child and that a number are trained to ensure there is always support available, depending on staff ratio.

Parent responsibilities:

- The parent/carer will provide all relevant information to the schools/childcare setting as soon as possible to ensure their child's needs can be met, including specialist nurse information, or changes in medication, care or condition.
- The parent/carer will ensure they work towards their child achieving the maximum possible level of independence at home.
- The parent/carer will ensure the child is changed at the latest possible time before entering the schools/childcare setting or uses the toilet on entry to the schools/childcare setting.
- The parent/carer will provide the schools/childcare setting with appropriate toileting equipment – as determined in the toileting plan/health care plan.
- The parent/carer will provide the child with appropriate clothing, which is easy for the child to manage independently.
- The parent/carer will understand and agree the procedures to change the child and agree to review when needed.

Governor (Schools)/Manager (Childcare Setting) responsibilities:

- Ensure there are appropriate toileting facilities to meet the needs of all their learners, including those with bladder and bowel health issues.
- Ensure that sufficient staff are trained to meet the needs of their learners.
- Ensure that this policy is monitored and reviewed regularly.

Procedure for changing a child:

1. Gather all necessary items needed for each child, before each nappy change, for example, wipes, nappy, nappy sack, as well as apron and gloves for the member of staff. Best practice is to have a named box/bag for each child containing the appropriate items listed in the toileting plan/health care plan as well as spare clothes.



Cluster Toileting & Intimate Care Policy

2. Wash and dry hands and put the gloves and apron on. A new set of gloves and apron should be used for each child.
3. The preferred method of changing a child is to do it when the child is in a standing up position (the theory being to prepare the child for when they have achieved continence and can go to the toilet unassisted.)
4. If the child's clothes are soiled, they should be 'bagged' separately to the child's other personal effects and arrangement made for soiled items to be sent home. Staff should be mindful of procedures to prevent cross contamination.
5. Personal protective equipment (apron and gloves) must always be worn when handling soiled linen.
6. Wherever possible encourage the child to clean themselves using wipes, used wipes should be disposed of in the nappy sack. The nappy sack should be tied and put in the appropriate bin.
7. Support the child if necessary to dress themselves.
8. Help the child to wash their hands if this is age appropriate, using soap, warm water, and paper towels.
9. Member of staff must then take off their apron and gloves and place them in the appropriate bin before washing their hands with soap, warm water, and paper towels.
10. Take the child back to the main room.
11. Return to the changing area to clean the area with antibacterial spray and paper towels.
12. Wash and dry hands again.

Safeguarding

The normal process of changing a child should not raise safeguarding concerns and there is no legal requirement for there to be a second member of staff available unless there is an identified need, for example, using a hoist to assist a child with physical difficulties.

All staff must remain highly vigilant for any signs or symptoms of improper practice, child disclosures or physical changes causing concern, or allegations against a member of staff. In all circumstances the All Wales Safeguarding Procedures will be followed alongside the schools/childcare setting safeguarding policy.



Cluster Toileting & Intimate Care Policy

Toileting Plan

Child/young person's name	
Date of Birth	
Parent/carer name	
Staff name	
ALNCo/Childcare setting Inclusion Lead	
Date plan agreed	

	Details	Implemented by
Working towards independence: e.g. taking child/young person at timed intervals, using sign or symbol, any rewards used.		
Arrangements for nappy/pad changing: e.g. who, where and arrangements for privacy.		
Level of assistance needed: e.g. undressing, dressing, hand washing, talking/signing to child/young person.		
Infection control: e.g. wearing disposable gloves, nappy disposal.		
Sharing information: e.g. if the child/young person has a rash or any marks, any family customs/cultural practice.		
Resources needed: e.g. special seat, nappies/pull-ups, creams, disposable sacs, change of clothes, toilet step, gloves, changing table, clinical waste bin, aprons.		

Parent/carer signature	
Key members of staff signatures	



Cluster Toileting & Intimate Care Policy

ALNCo/Inclusion Lead signature	
Review date:	

Cluster Schools Toilet Charter

Access to clean, appropriately stocked toilets whenever the need arises, is a fundamental human right and necessary for good health and wellbeing. This reflects the United Nations Convention on the Rights of the Child (UNCRC), which upholds all children's rights to their best interests being of primary consideration, to healthy development, to participation in decision making, to privacy, to special care and support if they have a disability and to education.

This Schools Toilet Charter is designed to assist Schools in meeting these rights.

All Schools should provide:

1. Unrestricted access to a toilet, whenever the need arises. This means no Schools should have a policy of not allowing learners to use the toilet during lesson times.
2. Adequate numbers of facilities for all, which ensure privacy.
3. Dedicated gender-neutral toilets, or female and male toilet cubicles, properly equipped for users with additional needs. This includes provision of appropriate waste bins and integral washbasins.
4. Properly designed toilet and washroom facilities, suitable for the range of anticipated users, with adequate lighting, ventilation, fixtures, and fittings.
5. Hot water, ideally from mixer taps, with adequate provision of soap and hand drying facilities.
6. Toilet tissue dispensers provided at a convenient height, replenished as needed throughout the day.
7. An effective toilet cleaning/inspection regime to ensure adequate standards of hygiene, behaviour, and cleanliness, throughout hours of usage.
8. A published Schools intimate care policy, that includes individual support for learners who need it, approved by Schools governors and learners, and communicated to all learners, parents/carers and staff.



Cluster Toileting & Intimate Care Policy

9. Open access to water throughout the day for all learners, unless inappropriate (e.g. in science labs, computer suites etc).
10. A child friendly comments/complaints/suggestions procedure, for learners, parents/carers, and staff to communicate toilet concerns or grievances to the head teacher and/or Schools governors.

Toilet Training and Nappy Changing Schools Agreement

The Cluster Primary Schools strives to be an inclusive Schools. In accordance with the Disability Discrimination Act the Cluster Primaries will make reasonable adjustments to meet the needs of any child who experiences a delay in achieving continence.

In partnership with parents the following agreements and responsibilities will be undertaken:

Parents will:

- Ensure that the child is changed before being brought to Schools.
- Provide a changing bag containing 'pull up' type nappies/ nappies/continence pads as appropriate, wet wipes, nappy sacks and a change of clothing.
- Understand and agree the procedures that will be followed when their child is changed
- Be aware that named teaching assistants will be responsible for putting in place a toilet training programme and changing the child, when necessary. Another member of staff will change the child if the named teaching assistants are not present.
- Be aware that there will be one/ two people present when the child is changed.
- Agree to inform the staff when leaving the child at Schools, should the child have a rash or any marks in the nappy area.
- Agree to review the arrangements as and when necessary

Schools Staff will:

- Take the child to the toilet at regular intervals
- Encourage the child to become independent in coping with their toileting needs
- Help the child to change his/her pull ups (nappies/ continence pads) when necessary
- When needed change the child on a changing mat/ table
- Wear an apron and gloves when changing the child



Cluster Toileting & Intimate Care Policy

- Monitor the times and number of occasions that the child is changed each day in order to identify a pattern for toileting
- Contact parents if their child becomes distressed or is unwell in order that he/she can be collected from Schools
- Agree to review the arrangements as and when necessary

We will do our best to support children in partnership with parents, but the schools does need the support of parents. In some circumstances we may need, and will reserve the right, to contact parents and request that the child should be collected from Schools.

Parent's Signature _____



Cluster Toileting & Intimate Care Policy

Responding to children who have a toileting 'accident'

From time to time, children may have 'accidents' in school where they wet or soil themselves. Staff will support your child by changing them, provided we have your permission to do so. However, there may be occasions when, although permission has been given, we do not have suitable spare clothing available. In these cases, we will phone home to request a change of clothes.

Please complete the following:

1. I give permission for my child/ children

To be changed by a member of staff in school in the event of an 'accident'.

Signed: _____ date: _____

2. I **do not** give permission for my child/ children

To be changed by a member of staff in school in the event of an 'accident'.

I wish to be contacted by telephone

(Tel: _____) and I will arrange for myself or an appointed adult to change my child.

Signed: _____ date: _____

I understand that everyone would agree that leaving a child in this situation for longer than is reasonably necessary could be considered neglectful. Therefore, in exceptional circumstances, the school may need to act in the best interests of the child if no one responds to the phone call requesting support, as outlined in point (2) above.