



INTIMATE CARE

POLICY

September 2025

This policy is made available to the North West community from the school office and also on the school's website.

Introduction

North West London Jewish Day School is aware that all learners need open access to clean, well-stocked and safe toileting provision and that some learners may require assistance from members of staff for personal care, including toileting, either due to the age and developmental level of the student, or as a result of disability or medical need. The main aim of the school is to ensure that our learners are safe, secure and protected from harm. North West London Jewish Day School also recognises that not only is it in the best interests of the whole school community to maintain clean, hygienic toilet facilities, but that it is everyone's responsibility to help ensure that they remain this way.

Related documentation

When reading this policy please be aware of and refer to the following related documents:

- The safeguarding and child protection policy
- Managing medical needs in school policy
- First aid policy
- Health and safety policy
- SEN and Inclusion policy

Aim

The toileting and intimate care policy aims to provide a clear framework for staff to ensure the safety and dignity of all learners when using the toilet and for those who need support with personal care, including toileting and continence management. It will also clarify for learners and their families the support they can expect from school.

Principles

North West London Jewish Day School respects our learners and encourages them to achieve their potential. This includes encouraging them to be as independent as they are able with their personal care. We will ensure that our learners are:

- Treated as individuals
- That their right to safety, dignity and privacy is respected
- Involved with and consulted about upkeep of the toilet facilities and about their personal care as far as they are able
- Provided with consistency of care as far as possible

School responsibilities

We will work with the whole school community to ensure access to clean, well-stocked private and safe toilet facilities for all.

We will work with learners, parents/carers to promote bladder and bowel health and maximum possible continence.

Where learners are not able to be fully continent, we will ensure that an individual care plan is written to ensure their needs are clarified and met. The learner will be included in discussions about the care plan, unless this is clearly inappropriate, as will their family.

Relevant healthcare professionals including the school nurse may also be consulted. The care plan will be reviewed at least annually or sooner if the learner's needs change.

School will ensure that anyone who undertakes intimate care is an employee of the school and has had appropriate safeguarding checks. Only those staff named on the individual care plan will be involved in providing support with intimate care to a learner. School will ensure that sufficient staff are named on care plans and available to provide the required support in all foreseeable circumstances. If, in exceptional circumstances, none of the named staff members for an individual are available, school will contact the family for consent to involve a different member of staff.

Only in an emergency would staff undertake intimate care that has not been agreed with the parents/carers. This act of care would be reported to a senior member of school staff and to the parents/carers as soon as possible after the event. The reasons for this and the care undertaken would be documented by the staff member who had delivered the care.

A written record will be kept of all support with intimate care. (Please see first appendix at the end of this policy for written record log). This will include the date and time of the care, who was present and any care given that has differed from the care plan, together with the reason for this. Any changes in the learner's behaviour or appearance will be documented and reported to a senior member of staff, in line with the safeguarding policy.

Staff will communicate carefully with learners, using their usual communication method, to discuss their needs and preferences. Wherever possible the learner's wishes and preferences will be taken into account.

School will take into account the religious views, beliefs and cultural values of the learner and their family, as well as the learners gender identification and individual physical needs (e.g. periods, catheterisation, stoma care etc) as far as possible in provision of appropriate toileting facilities and when undertaking or supporting required individual personal care.

School will work with all learners to promote positive self-esteem and body image and independence with self-care as far as is appropriate and practical.

School will ensure that all staff are aware of the need for confidentiality. Personal and sensitive information will only be shared with those who need to know.

School will act according to their safeguarding policy and procedures if there are any concerns for the learner's wellbeing.

School will ensure it has the following:

- Designated area for changing nappies or children which is discreet.
- Agreed changing area for use
- A changing bench or mat
- Hot and cold running water
- Liquid soap for hand washing immediately after procedure
- Paper towels for hand drying
- Protective clothing
- Bins for the disposal of dirty nappies
- Supply of clothes or nappies

Governors responsibilities

- To ensure there are appropriate toileting facilities to meet the needs of all their learners, including those with bladder and bowel health issues
- To ensure that sufficient staff are trained to meet the needs of their learners.
- The governing body will ensure that this policy is monitored and reviewed at least every three years.

Parent/carer responsibilities

- Parents/carers must ensure that they provide all relevant information to school, as soon as possible, so that the needs of their child can be met. This includes the nature of their child's needs, details of any healthcare professionals involved including specialist nurses, as well as any changes in their medication, care or condition.
- Parents/carers must ensure that they work towards their child achieving the maximum possible level of independence at home.
- Parents/carers should work with school to develop and agree a care plan.
- Parents/carers must make sure that school always has required equipment available for their child's intimate care or toileting needs.
- Parents/carers must ensure that school always has their emergency contact details.

Learner responsibilities

- To respect the toileting space and others use of that space and right to privacy.
- To let school staff know if there is a problem with respect to the toileting/intimate care spaces
- To be as involved as possible in their intimate care and with their care plan.
- To let school staff know when they are aware that they need assistance.
- To let their parent/carer or a trusted member of school staff know if they have any concerns or feel uncomfortable at any time.

Intimate Care - Record Sheet

Pupil's Details
Full Name:
Names of staff involved:

Date	Time	Procedure	Signature(s)	Comments