



LEICESTER

THERAPEUTIC SCHOOL

BUILDING FOUNDATIONS THROUGH NURTURE AND MINDSET

Intimate Care Policy

Policy Owner	Leicester Therapeutic School
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Linked Policies	Safeguarding and Child Protection Policy Equality, Diversity & Inclusion Policy First Aid Policy Supporting Pupils with Medical Conditions Policy Staff Code of Conduct
ISS Requirements	Part 3: 7, 11, 13, 14, 16; Part 5: 23

Special Educational Needs & Disabilities (SEND) at Leicester Therapeutic School

At Leicester Therapeutic School, we are passionate about providing an inclusive education to children with special educational needs and disabilities (SEND). We recognise and celebrate the individuality of our pupils and use personalised approaches so that pupils feel supported throughout the school day. We strive to provide pupils with the same opportunities and experiences they would receive in a mainstream school while adapting the environment, curriculum, communication and support to individual need. We place a strong focus on pupils' personal, social and emotional development. SEND is carefully considered throughout all school policies. For more information, please read the school's SEND Information Report.

Safeguarding at Leicester Therapeutic School

At Leicester Therapeutic School, we are committed to providing an environment in which pupils feel safe and secure to access their education. Safeguarding is everyone's responsibility and all staff maintain an "it could happen here" attitude. We recognise that children with SEND can face additional safeguarding challenges, including communication barriers, dependence on adults for care and the need for intimate or personal care. Staff must remain professionally curious, listen to pupils' verbal and non-verbal communication and report concerns immediately to the Designated Safeguarding Lead (DSL) or Headteacher. The safety, dignity and well-being of pupils are central to all school policies and practice.

1. Introduction

Leicester Therapeutic School's Intimate Care Policy has been developed to safeguard pupils and staff, promote dignity and independence, and ensure that personal care is delivered safely, consistently and transparently. It applies to all employees and to any agency worker, volunteer or visiting professional who is specifically authorised to provide intimate or personal care.

For the purposes of this policy, intimate or personal care means care involving direct or indirect support with toileting, nappy or pad changing, continence care, washing, dressing or undressing, menstrual care, or other personal care that requires access to intimate parts of the body. It also includes supervision where a pupil is carrying out intimate self-care.

Relevant personal care connected with toileting, washing, bathing or dressing for reasons of age, illness or disability is regulated activity with children. Staff who provide this care must therefore have the appropriate safeguarding checks and be authorised and trained for the task. The school will not operate a blanket 'no contact' approach; necessary care will be provided in the least intrusive way required to meet the pupil's needs.

2. Legislation and Statutory Requirements

Leicester Therapeutic School will meet its duties as an independent school and will have regard to current statutory and non-statutory guidance relevant to intimate and personal care. This policy should be read alongside:

- [The Equality Act 2010, including the duty to make reasonable adjustments for disabled pupils.](#)
- Keeping Children Safe in Education 2026 (in force from 1 September 2026).
- [Working Together to Safeguard Children 2026.](#)
- The Education (Independent School Standards) Regulations 2014, including safeguarding, health and safety, supervision, risk assessment and suitable toilet and washing facilities.
- The Safeguarding Vulnerable Groups Act 2006, as amended, including the 2026 changes to regulated activity. Relevant personal care is regulated activity regardless of how often it is carried out.

The school will also have regard to:

- Guidance for Safer Working Practice for those working with children and young people in education settings (Safer Recruitment Consortium, 2022), including its guidance on intimate/personal care. The DfE guidance "Supporting pupils at school with medical conditions" is not statutory for independent schools but will be used as relevant good practice. The SEND Code of Practice will also be considered where applicable.

3. Principles of Intimate Care

The following principles underpin all intimate and personal care at Leicester Therapeutic School:

- Every pupil has the right to dignity, privacy, safety and respectful care.

- Pupils will be involved in decisions about their care as far as possible. Staff will explain what is happening before each task and seek the pupil's consent or assent using communication methods appropriate to the pupil.
- Pupils will be encouraged to do as much as they can independently. Staff will provide only the level of assistance that is necessary.
- Care will never be withheld as a punishment or because a pupil has a continence difficulty. No pupil will be shamed, blamed or treated less favourably because they need intimate care.
- Planned intimate care will be provided by staff known to the pupil wherever possible. Where a pupil cannot provide informed agreement to planned care, parents/carers will be consulted and the arrangements recorded, while the pupil's responses and assent are still considered at every care episode.
- Care arrangements will consider the pupil's age, sex, communication, culture, religion, sensory needs, medical needs and any trauma or safeguarding history, with reasonable adjustments made where required.
- Intimate care arrangements will be open to scrutiny, consistently applied and recorded. Personal information will be kept confidential and shared only on a need-to-know basis.

4. Wetting or Soiling

Pupils who have toileting accidents may require direct or indirect support from adults. Where there is a known and ongoing need, an Intimate Care Plan will be agreed with parents/carers and, where appropriate, the pupil and relevant health professionals. Parents/carers should provide suitable spare clothing and any agreed personal-care products. Care will be provided promptly and discreetly, using appropriate hand hygiene, PPE and infection-control procedures.

5. Roles and responsibilities

Parents or Carers will:

- Inform Leicester Therapeutic School of their child's known intimate or personal care needs and any relevant medical, continence, sensory or communication information.
- Work with the school and, where appropriate, health professionals and their child to develop and review the Intimate Care Plan.
- Provide agreed spare clothing and personal-care supplies and promptly tell the school about any change in the child's needs, treatment or usual care arrangements.

Senior Leadership Team will:

- Ensure Intimate Care Plans comply with this policy and that privacy, safeguarding, infection control, manual handling and reasonable adjustments are considered.
- Ensure sufficient authorised and trained staff are available and that anyone providing relevant personal care has the appropriate enhanced DBS and children's barred list information for regulated activity.
- Determine the staffing arrangement for each pupil through the care plan and risk assessment. Intimate care will normally be provided by one trained member of staff with another appropriate adult nearby and aware; two staff will be present only where the pupil's plan or risk assessment identifies a clear reason.
- Review plans at least half termly and sooner whenever the pupil's needs, staffing, equipment or care arrangements change.

Designated Safeguarding Leads will:

- Ensure staff understand the additional safeguarding vulnerabilities that can arise where a pupil is dependent on adults for intimate care.
- Monitor intimate-care practice and records and ensure concerns, disclosures, unexplained injuries or changes in behaviour are responded to under the Safeguarding and Child Protection Policy.
- Ensure allegations or low-level concerns about adults are reported and managed through the school's appropriate procedures without staff attempting to investigate the matter themselves.

Leicester Therapeutic team will:

- Only provide intimate or personal care when authorised, appropriately checked, trained and competent to do so.
- Follow the pupil's Intimate Care Plan and risk assessment. Where one member of staff provides care, another appropriate adult should be nearby, aware that the task is taking place and available if assistance is required.
- Use radio or another agreed method to request equipment or assistance without discussing sensitive information in a way that can be overheard by others.
- Provide privacy and the least intrusive support needed, while ensuring the pupil remains safe. Doors should not be locked in a way that prevents emergency access.
- Promote independence and explain each step before touching or assisting the pupil. Use the pupil's preferred communication system, including visuals or AAC where appropriate.
- Record the date, time, nature of care, staff involved and any variation from the agreed plan on the school's approved intimate-care record/CPOMS system.
- Inform parents/carers of significant or unplanned intimate care and provide an appropriate handover in line with the care plan.
- Bag wet or soiled clothing discreetly for return to parents/carers, unless a different arrangement has been agreed.
- Report immediately to the DSL/DDSL any safeguarding concern, disclosure, unexplained mark, injury, distress or concerning change. Staff must not photograph injuries or conduct their own investigation.

6. Unplanned or Emergency Intimate Care

If a pupil has an unexpected toileting accident and does not yet have an Intimate Care Plan, staff will not leave the pupil wet, soiled, distressed or unable to access education while waiting for a parent. The pupil will first be supported to manage independently. Where direct intimate care is necessary, an authorised and appropriately checked member of staff may provide proportionate care in the pupil's best interests, with another appropriate adult nearby and aware. The care will be explained to the pupil, recorded in full and parents/carers will be informed as soon as reasonably practicable. If the pupil is unwell, including with diarrhoea or vomiting, the school will also follow its Infection Control and First Aid policies.

Where an unplanned need becomes recurrent, the school will meet with parents/carers promptly to agree an Intimate Care Plan. If the care required involves a clinical procedure, moving and handling, catheter/stoma care or another specialist task, staff will only undertake it when the required training, written instructions and risk assessment are in place.

7. Intimate Care Plan

An Intimate Care Plan will be written for any pupil who is expected to require regular intimate or personal care. It will be developed with the pupil wherever possible, parents/carers and relevant school staff, with input from school nursing, occupational therapy or other health professionals where necessary. The plan will set out the pupil's communication and consent/assent arrangements; independence goals; specific tasks; named or authorised staff; the reason for any two-person care; location; privacy arrangements; equipment and PPE; infection-control measures; moving and handling needs; medical or menstrual-care needs; signs of distress; recording arrangements; and how parents/carers will be informed.

Staff who routinely provide intimate care will be identified in the plan or authorised staff group. All staff undertaking care must be trained for the tasks they perform and understand the safeguarding boundaries in this policy. Plans will be reviewed at least half termly and immediately after any significant change, concern or incident. Any temporary variation, including a staffing change, must be agreed by a senior leader, recorded with the reason and shared with the pupil and parents/carers as appropriate. Routine care records and plans will be stored securely in accordance with the school's Data Protection and Data Retention policies.

8. Guidelines for Good Practice

Staff involved in intimate care must be sensitive to the pupil's individual needs, dignity and communication. If a member of staff is concerned about a colleague's practice, they must report this immediately in line with the Allegations Against Staff and Low-Level Concerns procedures. Concerns must never be ignored because the care took place in accordance with a plan.

Good practice guidance:

- Intimate care will normally be provided by one authorised member of staff, with another appropriate adult nearby and aware. More than one member of staff should only be involved where the pupil's care plan or risk assessment records why this is necessary.
- Involve the pupil in their care and maximise independence. Explain each stage, offer choices, seek consent or assent each time and promote age-appropriate understanding of body autonomy, privacy, safe touch and the right to communicate 'stop'.
- Use the pupil's usual communication method, including simple language, symbols, visuals, signing or AAC. Recognise verbal and non-verbal discomfort or refusal; pause care if the pupil becomes distressed unless urgent action is needed to prevent significant harm, then seek senior support and review the plan.
- Ensure privacy appropriate to the pupil's age and needs. Staff must not use personal phones, cameras or recording devices in intimate-care areas. Photography of injuries or intimate areas is prohibited unless specifically required under an authorised clinical process.
- Provide consistent care and communicate effectively with parents/carers and professionals. Any change from the agreed procedure must be necessary, proportionate, recorded and reviewed.
- Only carry out care tasks for which you are trained, competent and authorised. Do not improvise a clinical, moving-and-handling or personal-care procedure that you have not been trained to perform.
- Report all safeguarding concerns immediately. If unusual marks, bleeding, swelling, pain, a disclosure or a marked change in behaviour is observed, preserve the pupil's dignity, record factual information and contact the DSL/DDSL. Do not ask leading questions, photograph the area or investigate.

9. Monitoring Arrangements

This policy will be reviewed annually by the Headteacher and DSL and ratified by the Governing Body, or sooner following a significant safeguarding incident, change in legislation/guidance or change in provision. Leaders will periodically audit Intimate Care Plans, care records, staff training and safeguarding checks, and will seek pupil and parent/carers feedback where appropriate to ensure arrangements protect dignity, promote independence and are implemented consistently.