

Intimate and Personal Care Policy

August 2025

Overview

Introduction

Villa Nola is fully committed to safeguarding and promoting the welfare of all children in our care, starting from as early as 45 days of age through to the Early Years Foundation Stage and beyond. Intimate and personal care refers to any task that involves supporting a child in attending to their bodily functions, personal hygiene, or physical comfort. This includes, but is not limited to, nappy and diaper changing, toilet training and assistance, washing, bathing, dressing and undressing, and providing support during illness or accidents.

Policy Details

Purpose

The purpose of this policy is to:

- Establish clear standards and expectations for the provision of intimate and personal care within Villa Nola.
- Protect the dignity, rights, and safety of every child in our care.
- Provide assurance to parents and guardians that staff are trained, accountable, and consistent in their approach.
- Safeguard staff by outlining professional boundaries and clear procedures.
- Support children to become increasingly independent in managing their own personal care as they grow.

Principles and Values

Villa Nola's approach to intimate and personal care is guided by the following principles:

- Every child has the right to privacy, dignity, and respect when receiving personal care.
- Personal care will be delivered in partnership with parents and guardians, ensuring a consistent approach between home and school.
- Cultural and religious considerations will always be respected, and staff will remain sensitive to family values and traditions.
- Safeguarding and child protection are paramount, and all care will be delivered within the framework of Villa Nola's safeguarding policy.

Staff Roles, Dress Code, and Hygiene

All staff involved in intimate and personal care are required to uphold high standards of hygiene and professional presentation. Staff must:

- Wear appropriate protective equipment, including disposable gloves and aprons, when handling bodily fluids or supporting toileting and nappy changing.
- Wash their hands thoroughly before and after every care routine.

- Disinfect changing areas after each use in line with infection control procedures.
- Ensure their clothing and appearance reflect professionalism, modesty, and cultural expectations in the UAE.
- Avoid jewellery or accessories that may compromise hygiene or safety during care routines.

Nappy and Diaper Changing Procedure

Because Villa Nola accepts infants from 45 days old, staff are trained in safe, hygienic, and age-appropriate nappy and diaper changing. The procedures are as follows:

- All nappy changes will take place in a designated, hygienic changing area.
- Parents must provide nappies, wipes, creams, and at least two complete sets of spare clothing daily.
- Staff will wear gloves and aprons and use individual disposable mats or liners where required.
- Used nappies will be disposed of immediately in sealed, foot-operated bins to prevent the spread of infection.
- Staff will record the time and nature of each nappy change for children under the age of two, ensuring transparency and effective communication with parents.
- Creams and lotions will only be applied if supplied and authorised by parents in writing.

Toilet Training and Support for Older Children

Villa Nola supports children in developing independence with toileting in a gentle and encouraging manner. Staff will:

- Work in partnership with parents to establish consistent routines.
- Offer reassurance and guidance without causing embarrassment or shame in cases of accidents.
- Support children who require assistance with wiping or handwashing, always maintaining privacy and dignity.
- Record and report to parents any persistent toileting difficulties or medical concerns observed.

Infection Control and Health Considerations

To maintain the highest standards of health and safety:

- All personal care areas will be disinfected after each use.
- Staff will follow strict hand hygiene protocols.
- Disposable gloves, aprons, and sanitised wipes will be used at all times.
- Any soiled clothing will be placed in a sealed bag and sent home with the child at the end of the day.
- In the event of illness-related accidents (e.g. vomiting or diarrhoea), children will be cared for immediately and parents contacted to collect their child as soon as possible.

Safeguarding and Child Protection

Safeguarding the welfare of children is central to all aspects of intimate and personal care.

- All staff receive training in safeguarding, confidentiality, and professional conduct.
- Whenever possible, two members of staff will be present during intimate care routines to protect both the child and the staff member.
- Children's privacy will always be respected, with care carried out discreetly and appropriately.
- Any concerns about a child's welfare, neglect, or signs of abuse observed during personal care must be reported immediately to the Designated Safeguarding Lead (DSL).

Planned Care for Students of Determination

Children of determination or those with disabilities who require regular support with personal care will have an **Individual Care Plan (ICP)**.

- This plan will be developed in collaboration with parents, healthcare professionals, and the school's Inclusion Department.
- Care will be provided by trained staff or Learning Support Assistants (LSAs) in line with the child's Individual Education Plan (IEP).
- Plans will be reviewed regularly to ensure they remain appropriate, respectful, and effective.

Record Keeping and Communication with Parents

Transparency and communication are essential to maintaining trust between staff and parents.

- Records will be kept of all intimate care provided to children under two years of age, and for any incidents requiring additional support in older children.
- Parents will be informed promptly of any accidents, health concerns, or unusual observations.
- Staff will maintain confidentiality and share information only with those directly involved in the child's care

Parental Responsibilities and Agreement

Parents and guardians play a vital role in supporting children's personal care needs. They are required to:

- Provide nappies, wipes, creams, and spare clothing as appropriate for their child's age.
- Inform the school of any medical or developmental conditions that affect personal care.
- Work in partnership with staff on toilet training and care routines.
On admission, parents will review and sign an **Intimate and Personal Care Agreement**, which sets out mutual responsibilities and procedures. Agreements are available in English and Arabic.

Emergency Procedures

In cases where a child has an accident that requires immediate personal care beyond normal routines:

- Staff will provide prompt support to ensure the child's safety, dignity, and comfort.
- Parents will be contacted as soon as possible if the incident requires medical attention or removal from school.
- All such incidents will be recorded and reviewed by the Head of Early Years and Inclusion.

Monitoring and Review

This policy will be reviewed annually by the School Manager, Inclusion Lead and in consultation with the Senior Leadership Team. Feedback will be sought from staff and parents to ensure continuous improvement. Updates will reflect changes in UAE regulations, best practice guidance, and the evolving needs of our school community.