Castle School
Together We Learn

Intimate Care Protocol

Autumn 2026

Key principle

Castle School recognises that some pupils have complex special educational, disability and health needs requiring intimate care. We will provide this care with dignity, respect and sensitivity, making reasonable adjustments where required. We will listen to pupils and families and work in partnership to ensure individual needs are met safely and appropriately.

Be Confident | Be Kind | Be Creative

Castle School Intimate Care Protocol and Procedure

1. Purpose and Scope

This protocol sets out how Castle School provides safe, respectful and dignified intimate care for pupils who require assistance with personal care as part of their school day. It applies to all staff, pupils and volunteers involved in providing intimate care, and must be read alongside:

- Safeguarding & Child Protection Policy
- Supporting Pupils with Medical Conditions Policy
- Health & Safety Policy
- Staff Code of Conduct

2. Definition of Intimate Care

Intimate care refers to any care tasks of a personal nature which involve physical contact with a pupil and/or contact with personal areas of the body.

Examples include:

- Toileting and continence care
- Changing pads or nappies
- Support with washing, bathing or showering
- Menstrual care
- Dressing/undressing related to medical or personal care
- Cleaning up after illness or accidents

3. Guiding Principles

Castle School's approach is rooted in safeguarding, dignity, and independence:

• Respect and Dignity – Pupils' privacy is protected; care is delivered sensitively.

• Child-Centred – Where possible, pupils are encouraged to do as much for themselves as they can, promoting independence and self-esteem.

• Safeguarding – Procedures minimise the risk of harm or allegations and comply with Keeping Children Safe in Education (KCSIE 2026).

• Equality and Inclusion – All pupils are treated fairly regardless of gender, disability, religion, or cultural background.

• Health and Safety – Staff use PPE and follow infection control procedures.

4. Roles and Responsibilities

Headteacher

• Ensures the policy is implemented and regularly reviewed.

• Ensures staff have appropriate training (safeguarding, moving & handling etc). Designated (and Deputy) Safeguarding Lead (DSL/DDSL)

• Maintains safeguarding oversight and records any concerns.

Class Teachers / Team Leaders

• Ensure individual intimate care plans are in place and up to date.

• Communicate with parents/carers as needed. Staff Providing Intimate Care

• Follow the individual care plan and this procedure.

• Record care provided and report any issues or concerns.

Parents/Carers

• Provide relevant information and support the care plan.

5. Individual Intimate Care Plans

Each pupil requiring intimate care will have a Personal and Intimate Care Plan recorded within their Digital Passport.

Plans are agreed with parents/carers and, where appropriate, the pupil, and include:

• Nature and frequency of care

• Preferred language/communication

• Equipment or products required

• Moving and handling considerations

• Staff involved (minimum two named staff wherever possible)

• Emergency procedures Plans are reviewed at least annually or sooner if needs change.

6. Procedure for Providing Intimate

Care 6.1 Preparation

• Check the care plan in the Digital Passport and ensure required PPE (gloves, apron) and equipment are ready.

• Ensure the environment is private, clean and safe.

6.2 During Care

• Explain to the pupil what is happening using appropriate communication.

• Encourage the pupil to participate as much as possible.

• Maintain dignity by closing doors, using screens, and keeping exposure minimal.

• Where possible, two staff should be aware of the care being given; a "visible but discreet" approach is preferred.

6.3 After Care

• Dispose of waste following school infection control and clinical waste protocols.

• Clean and disinfect the area.

• Record the care provided on Medical Tracker (time, staff present, any issues).

• Report any injuries, rashes, or safeguarding concerns immediately to the DSL.

7. Safeguarding and Child Protection

• Staff must follow KCSIE and the school Safeguarding Policy at all times.

• Any concern about marks, bruises, or disclosures made by a pupil must be reported immediately to the DSL and recorded on MyConcern.

• Staff must never make unnecessary comments or jokes, and must always act professionally.

• Mobile phones and personal cameras must not be taken into intimate care areas.

8. Staffing and Training

• Staff must be familiar with infection control procedures and the use of PPE.
• Only those trained in Moving and Handling to operate hoist and use slings.

9. Record Keeping

• All intimate care provided must be logged on Medical Tracker, ensuring accuracy and timeliness.

• Individual Intimate Care Plans are securely stored within each pupil's Digital Passport.

• All records are managed in line with data protection and GDPR requirements.

10. Health and Safety

• PPE (gloves, aprons) must be worn at all times.

• Hands must be washed before and after each procedure.

• Spillages must be cleaned immediately using approved disinfectant.

• Staff must follow moving and handling risk assessments.

11. Monitoring and Review

• The schools Medical Welfare Lead will monitor Medical Tracker records and address any issues promptly.

• This protocol will be reviewed annually or sooner if legislation, guidance or school practice changes.