

Remedicare Education Services
Intimate Care and Nappy Changing Policy
August 2025
Review: August 2026

Introduction

Remedicare Education Services is committed to providing a safe, clean, and respectful environment for all students in our care. It is our intention to develop independence in each child, however there will be occasions when help is required. Our intimate care policy has been developed to safeguard students and staff. Principles and procedures apply to everyone involved in the intimate care of students with the aim of being sensitive to the child's individual needs. This policy outlines the procedures for intimate care and nappy changing for all staff working with students.

Intimate Care Needs

Intimate care may be defined as any activity that is required to meet the personal needs of an individual child on a regular basis or during a one-off incident. Such activities can include:

- Feeding
- Oral care
- Washing
- Changing clothes
- Toileting and nappy changing
- First aid and medical assistance
- Supervision of a child involved in intimate self-care

We understand that these can be personal experiences for students, and we strive to ensure their privacy and dignity throughout the process.

Parents/guardians have a responsibility to advise the provision of any known intimate care needs relating to their child.

Where a student has particular needs (e.g: wearing nappies or pull-ups regularly or has continence difficulties which are more frequent than the odd 'accident', staff will work with parents/guardians to ensure that the child's needs will be met appropriately.

Principles of Intimate Care:

The following are the fundamental principles of intimate care upon which our policy guidelines are based:

- Every child has the right to be safe.
- Every child has the right to personal privacy.
- Every child has the right to be valued as an individual.
- Every child has the right to be treated with dignity and respect.

- All students have the right to be involved and consulted in their own intimate care to the best of their abilities.
- All students have the right to express their views on their own intimate care and to have such views taken into account.
- Every child has the right to have levels of intimate care that are appropriate and consistent.

Staff Qualifications

All staff working with students will be trained on this policy and best practices for intimate care. This training will cover:

- The importance of good hygiene practices to prevent the spread of infection.
- The appropriate steps for toileting and nappy changing, including handwashing procedures before and after.
- Recognizing signs of nappy rash or other skin conditions.
- Communicating effectively with students about their needs and respecting their privacy.
- How to dispose of nappies and soiled items safely and hygienically.
- What the staff member will do if the child is unduly distressed by the experience or if the staff member notices marks or injuries
- Training requirements for staff
- Arrangements for offsite activities

All staff working with students are DBS checked. This includes students on work placement and volunteers. Only those members of staff who are familiar with the intimate care policy are involved in the intimate care of students.

Intimate care arrangements, beyond the occasional accidents students sometimes have, should be agreed between the provision and parents/guardians.

Consent forms are signed by the parent/guardian as part of the student medical form and stored in the medical file.

Only in emergency would staff undertake any aspect of intimate care that has not been agreed by parents/guardians and the provision. Parents/guardians would then be informed. The views of all relevant parties should be sought and considered to inform future arrangements.

If a staff member has concerns about a colleague's intimate care practice, they must report this to the Designated Safeguarding Lead or Deputy Safeguarding Lead for child protection.

Guidelines for Good Practice:

All students have the right to be safe and to be treated with dignity and respect. These guidelines are designed to safeguard students and staff. They apply to every member of staff involved with the intimate care of students.

Young students and students with special educational needs can be especially vulnerable. Staff involved with their intimate care need to be particularly sensitive to their individual needs. All staff need to be aware that some adults may use intimate care, as an opportunity to abuse students. It is important to bear in mind that some forms of assistance can be open to misinterpretation. Adhering to the following guidelines of good practice should safeguard students and staff:

- Involve the student in the intimate care.
- Try to encourage a student's independence as far as possible in his or her intimate care.
- When a situation renders a student fully dependent, talk about what is going to be done and give choices where possible.
- Check your practice by asking the student or parent/guardian about any preferences while carrying out the intimate care.
- Treat every student with dignity and respect and ensure privacy appropriate to the student's age and situation.
- Where possible and practicable, care should not be carried out by a member of staff working alone with a student unless this has been agreed.
- Staff are not expected to work alone unless there is a prior arrangement.
- Make sure practice in intimate care is consistent. As a student may have multiple carers a consistent approach to care is essential. Effective communication between all parties ensures that practice is consistent.
- Report intimate care log in student's communication log to aid communication and consistency between provision staff and parents/guardians.
- Be aware of your own limitations. Only carry out activities you understand and feel competent with. Some procedures must only be carried out by members of staff who have been formally trained and assessed, such as first aid.
- Promote positive self-esteem and body image.
- Any concerns must be reported. If during any intimate care procedure any unusual markings, discolouration or swelling are observed, they must be reported immediately to the Designated Safeguarding Lead or Deputy Safeguarding Lead for child protection.
- If a student is accidentally hurt during the intimate care or misunderstands or misinterprets something, reassure the student, ensure their safety and report the incident immediately to the Designated Safeguarding Lead or Deputy Safeguarding Lead.

Procedures for Nappy Changing

- Wash your hands thoroughly with soap and warm water before and after each nappy change.
- Gather the necessary supplies, including gloves, clean nappies, wipes, nappy cream (if required), and a disposable changing mat.
- Use gloves at all times when carrying out nappy changing.
- Place the child on a clean, designated changing area.
- Dispose of the soiled nappy and glove securely in a designated bin.
- Clean the student's genital area thoroughly with warm water or wipes. Avoid using harsh soaps or chemicals.
- Apply nappy cream if necessary, following product instructions.
- Put on a clean nappy, ensuring a snug but comfortable fit to prevent leaks.
- Dispose of soiled wipes and nappies in a designated nappy bin with a lid.

Communication

- Staff will communicate with students throughout the intimate care process in a calm and reassuring manner.
- Students will be given choices whenever possible, such as choosing the design on their nappy.
- Staff will respect a student's privacy and avoid unnecessary exposure.
- Parents/guardians will be informed of any incidents requiring intimate care to be carried out and along with any concerns raised as a result.

Infection Control

- Staff will strictly adhere to handwashing protocols before and after undertaking intimate care.
- Changing mats and surfaces will be disinfected after each use.
- Staff will wear gloves when dealing with bodily fluids if necessary.
- Spills will be cleaned up promptly and hygienically.

Reporting

- Any concerns regarding a student's toileting habits, nappy rash, or other intimate care needs will be reported on CPOMS and in student's home communication log (where available) immediately.
- Incidents of soiling accidents or challenging nappy changes will be documented on CPOMS for informational purposes.
- Any Safeguarding concerns arising from intimate care being carried out, to be reported to DSL or DDSL immediately and recorded on CPOMS.

Conclusion

Remedicare Education Services is committed to providing high-quality care for all students. This policy ensures that intimate care needs are met with respect, dignity, and following best practices.

Additional Notes

- This policy should be reviewed and updated regularly.
- Staff should be encouraged to ask questions and raise any concerns they may have about intimate care procedures.
- Parents/guardians will be provided with a copy of this policy upon request.

Policy Reviewed July 2025