Personal and Intimate Care Policy and Procedure

1. Purpose and Principles

In2Care is committed to supporting children's personal care needs in a safe, respectful and sensitive manner, ensuring their dignity, privacy, wellbeing and independence are maintained at all times.

As a wraparound childcare provider, In2Care generally expects children attending its Breakfast and After School Clubs to be toilet trained and able to manage their toileting needs independently. In2Care does not routinely provide nappy changing or ongoing intimate care. However, we recognise that occasional toileting accidents may occur and that some children may require additional assistance due to their age, development, disability or individual circumstances.

Individual needs will be considered sensitively, including any reasonable adjustments required to support children with disabilities.

2. Personal and Intimate Care

Personal care involves everyday support that encourages children's independence and wellbeing. This may include:

- Helping children with coats, shoes and clothing
- Prompting children to use the toilet or wash their hands
- Helping children manage general hygiene, such as wiping their nose or face
- Supporting with the application of sun cream where parental permission has been provided

3. Toileting Accidents and Additional Support

Children will be encouraged to manage their own personal hygiene and change their clothing independently, with staff providing verbal guidance or visual prompts where required. Staff must:

- Provide clear, age and developmentally appropriate instructions without physically assisting with intimate care
- Remain within sight and sound of another staff member, who provides safeguarding oversight of the adult supporting the child, rather than directly supervising the child's personal care
- Ensure the child has appropriate privacy to clean and change independently
- Provide access to spare clothing where available and ensure soiled items are bagged to take home
- Record the support provided, with both staff members signing to confirm their respective involvement
- Inform parents/carers of the accident and support provided
- Any alternative staffing or supervision arrangements specified in an individual care plan or risk assessment must be followed.

4. Individual Care Arrangements

Where a child has additional or ongoing toileting support needs, these must be referred to Head Office for individual consideration, taking account of the child's needs, safeguarding requirements, reasonable adjustments and the setting's operational arrangements.

Where appropriate, an individual care plan and risk assessment will be agreed with parents/carers and relevant professionals, identifying the support required and any necessary staff training or arrangements.

Individual arrangements must be reviewed when the child's needs change.

5. Safeguarding and Staff Responsibilities

All team members must maintain appropriate professional boundaries when supporting children's personal care needs. Staff must:

- Treat children with respect and sensitivity
- Encourage independence and seek the child's agreement before providing guidance
- Follow the sight and sound safeguarding arrangements outlined in Section 3
- Maintain the child's privacy and dignity
- Avoid physical contact with intimate areas during routine toileting support
- Report any safeguarding concerns promptly in accordance with In2Care's Safeguarding and Child Protection Policy

Where a child refuses support or cannot manage independently, the Manager must contact the parent/carer to arrange appropriate assistance while ensuring the child's immediate safety and wellbeing.

6. Recording and Parent Communication

All toileting accidents where staff provide individual verbal guidance or supervision must be recorded factually, including:

- Child's name
- Date and time
- Nature of the assistance provided
- Name and signature of the staff member providing verbal guidance
- Name and signature of the second staff member providing safeguarding oversight
- Any relevant observations or comments

The witnessing staff member must confirm the support arrangements they personally observed. Parents/carers must be informed of toileting accidents and the support provided, normally at collection or sooner where appropriate. All records must be stored securely and handled confidentially.

7. Monitoring and Policy Review

Head Office will provide guidance where additional support, individual care planning or safeguarding advice is required.

This policy will be reviewed annually, or sooner following relevant safeguarding concerns, changes to legislation or guidance, or significant changes to In2Care's operating arrangements.

Legislation, Statutory Guidance and Related Policies
This policy has been developed with reference to relevant legislation and statutory guidance, including:

- Children Act 1989 and Children Act 2004
- Equality Act 2010
- Early Years Foundation Stage (EYFS) Statutory Framework
- Working Together to Safeguard Children
- Keeping Children Safe in Education (KCSIE)
- UK GDPR and Data Protection Act 2018

This policy should be read alongside In2Care's other relevant policies and procedures:

- Safeguarding and Child Protection Policy
- Equality Policy
- Health and Safety Policy
- Individual Care Plans, where applicable

This policy was adopted by: In2Care	Date: 20th July 2026
To be reviewed: Summer 2027	Signed: L M Glover