Intimate Care Policy

"Our nature, is to nurture"

Applies to: All employees, agency staff and other authorised practitioners caring for children aged 2–4 years.
Policy owner: Nursery Manager / Designated Safeguarding Lead (DSL)
Effective date: September 2026 | Review: September 2027, or earlier where required
Approval: Registered provider / school leadership

1. Purpose and scope

Jubilee Childcare Centre provides safe, compassionate and dignified intimate care in partnership with children and their parents or carers. Care includes nappy changing, assistance with toileting, wiping, handwashing, changing soiled clothing and additional personal care for children with disabilities or medical needs.

Care will promote independence and respect children's individual developmental stage, communication, privacy and cultural needs. No child will be shamed, punished or excluded because of their continence or intimate care needs. This policy operates alongside the Safeguarding and Child Protection, SEND, Health and Safety, Medication, Infection Prevention and Staff Code of Conduct policies.

2. Responsibilities

The Nursery Manager/DSL ensures suitable facilities, safe staffing, induction, training, risk assessments and oversight of safeguarding concerns. The DDSL assumes safeguarding responsibilities when the DSL is unavailable. Practitioners follow agreed care plans, protect dignity, maintain hygiene, make appropriate records and report concerns promptly. Parents share relevant needs, provide supplies where possible and advise of changes; the nursery will not leave a child in soiled clothing if supplies are unavailable.

3. Safeguarding and staffing

Only suitably recruited, vetted, inducted and authorised practitioners may undertake intimate care. Agency practitioners must be briefed on the setting's arrangements before undertaking care independently. One authorised adult may normally carry out routine care; additional support is arranged when an individual plan or risk assessment requires it. This is a nursery procedure, not a universal statutory two-adult rule.

A practitioner should tell another staff member when leaving the main room for care, where practicable. Care must be private yet allow suitable access to help. The remaining children must continue to receive safe supervision and statutory staff:child ratios must be maintained. Personal phones, photographs and recordings are prohibited during intimate care. A child must never be left unattended on a raised changing surface.

4. Children's wishes, consent and dignity

Explain care in age-appropriate language, seek the child's cooperation and offer achievable choices (for example, a familiar practitioner or helping with clothing). Obtain written parental agreement to routine care at admission and record additional arrangements in an individual plan when needed. A child's expressed wishes must be considered even where parents have consented.

If a child becomes distressed or refuses, pause where safe, reassure them, offer choices and seek DSL guidance if difficulties persist. Do not use punishment, threats, unnecessary restraint or humiliation. For an immediate health or safety concern, follow the relevant emergency, safeguarding or medical procedure and document actions.

5. Nappy-changing procedure

1. Prepare a clean designated area, fresh nappy, disposable wipes, appropriate PPE, clean clothing and any individually authorised cream.

2. Explain the change, provide privacy and safely support the child. Put on disposable gloves and apron as indicated by the task and infection-control risk assessment.

3. Remove the soiled nappy and clean gently with individual disposable wipes, wiping front to back where appropriate. Apply only the child's labelled, authorised cream.

4. Fit a clean nappy and help the child dress, promoting age-appropriate independence. Dispose of the nappy, wipes and PPE in accordance with the nursery waste arrangements.

5. Clean the changing surface after each child using the approved product and specified contact time. Wash the child's hands as appropriate; the practitioner must wash their hands with liquid soap and running water. Gloves do not replace handwashing.

6. Record the change in the approved nursery system and report any unusual marks, distress or concerns through the appropriate procedure.

Changing mats must be intact, readily cleanable and inspected regularly. Replace torn or damaged mats. Personal creams and lotions must be labelled and never shared.

6. Toileting and toilet training

Provide clean and accessible toilets throughout the day. Work with parents on an encouraging and consistent approach, helping with clothing, wiping, flushing and handwashing as needed. Never pressure, punish or embarrass children after accidents. Do not require toilet training as a condition of admission or continued attendance. Where necessary, agree individual arrangements and reasonable adjustments.

7. Accidents and contaminated clothing

Respond promptly, discreetly and reassuringly. Wear appropriate PPE, clean the child, provide dry clothing and clean contaminated surfaces. Remove loose faecal material into the toilet where safe; do not hand-rinse soiled clothes. Place clothing in a securely closed bag and return it discreetly to parents. Store contaminated items away from food and clean belongings. Follow hand hygiene and infection-control procedures.

8. Potties and infection prevention

If potties are used, empty them carefully into the toilet while wearing appropriate PPE. Clean each potty after use in a designated cleaning sink, not a sink used for handwashing or food preparation; dry and store hygienically. Do not introduce potties until suitable facilities are available. Maintain liquid soap, running water, disposable towels, appropriate waste facilities and a documented cleaning schedule. Follow current UKHSA advice on illness exclusion, diarrhoea/vomiting incidents and outbreak management.

9. SEND and medical needs

Make reasonable adjustments and prepare an individual intimate care plan when care extends beyond ordinary routine support. Agree it with parents and, as appropriate, the SENCO, DSL and relevant health professionals. Include communication preferences, methods, equipment, authorised staff, training, safety risks, records and review arrangements. Staff must not perform specialised care (such as catheter care or use of hoists) without agreed procedures, suitable training and equipment. Review plans when a child's needs change.

10. Shared-building arrangements

Because Jubilee shares its building with other users, designate and risk-assess changing and toileting facilities, control entry during nursery hours and prevent unauthorised adult access while children receive care. Check facilities before sessions, maintain privacy and ensure staff can summon help without leaving a child unattended. Report failures in access control or concerns about shared use immediately to the Manager/DSL and implement interim controls.

11. Safeguarding concerns and allegations

Respond calmly to disclosures; listen without leading questions or investigating. Make a prompt, factual record using the child's own words where possible and report concerns immediately to the DSL/DDSL. Follow the safeguarding policy for referrals and information sharing. Do not contact parents first if doing so could increase risk or compromise an investigation. Allegations involving an adult working with children follow the allegations procedure, including LADO consultation and Ofsted notification where legally required.

12. Recording and confidentiality

Record routine changes using Cheqdin or the nursery's approved system. Significant accidents, unusual behaviour, injuries and safeguarding concerns must additionally be recorded in the appropriate incident, care or safeguarding system. Protect records, limit access to those with a legitimate need and follow the applicable UK data protection and safeguarding information-sharing requirements.

13. Monitoring and review

The Manager monitors facilities, induction, supervision, supplies, cleaning and compliance with this policy. Review annually and sooner following an incident, change in a child's needs, revised guidance or a change in building arrangements. The registered

provider must approve the policy and confirm actual facilities and staff arrangements are suitable before implementation.

14. Principal legislation and government guidance

Statutory framework for the early years foundation stage (EYFS): group and school-based providers, applicable September 2026 — Department for Education.

Working Together to Safeguard Children — Department for Education (current edition).

Preventing and controlling infections in children and young people's settings — UK Health Security Agency (current edition).

Special educational needs and disability code of practice: 0 to 25 years — Department for Education and Department of Health and Social Care.

Equality Act 2010; UK GDPR and Data Protection Act 2018.

Ofsted guidance on reporting serious childcare incidents and allegations; government safeguarding information-sharing guidance.

The nursery must check for subsequent updates and follow the current editions. References in this section are guidance sources; the preceding operational steps also include Jubilee-specific procedures.