



MANAGEMENT OF

TOILETING AND

INTIMATE CARE

POLICY

Reviewed - November 2025
Review date- November 2026

Introduction

This policy will apply to pupils who, for whatever reason, require nappy changing, toilet training or special arrangements with toileting in Nursery and School. This policy also applies to pupils who occasionally need assistance with personal care.

This policy:

- Identifies the importance of working in partnership with parents/carers
- Sets out the principles of good practice
- Provides practical guidance
- Clarifies the implications of the Special Educational Needs and Disability Discrimination Acts
- Sets guidance for all children including those with special educational needs and disabilities
- Emphasises the employer's duty to safe-guard the health and safety of pupils and staff
- Provides Child Protection advice
- Raises awareness of the need to protect the dignity of the child.

Partnership with Parents/carers

Open and supportive communication with parents (including carers) is fundamental to planning for and meeting the child's toileting needs effectively and sensitively. Many parents may feel anxious that their child is not able to use the toilet independently and may have already experienced some difficulties with toilet training and/or experienced negative attitudes from others towards the issue. For some children their toileting needs may be relatively short term and related to initial toilet training, whereas others may require a long term toileting programme which would be addressed through a care plan. Parents will need to feel confident that the school is able to support their child's toileting needs and is positive about doing so, and should be encouraged to be open about and able to discuss any concerns in this area.

Partnership with Children and Young People

The active involvement of the child in their toileting programme is vital to make sure they have ownership and understanding of their targets.

Principles of Good Practice

All children have an educational entitlement irrespective of their difficulties with toileting.

- Children or young people who need assistance with toilet training or special toileting arrangements must be treated with respect, dignity and sensitivity.

- Some children who cannot achieve continence and independent toileting will require high levels of assistance.
- School recognises that we should work in partnership with parents and carers in planning for toileting needs and effective toilet training, acknowledging that continence and independent toileting may not be achieved by some children.
- It is important to adopt consistent approaches at home and at school.
- The school, in partnership with parents/carers, child and any other professionals involved, should make and review care plans, working towards achieving maximum independence of the child with toileting.
- The school, supported by the head teacher, governors, and senior leaders, should positively address issues raised by toileting needs in a constructive and problem solving way.
- Staff should be provided with access to appropriate resources and facilities and be supported by clear plans, policy guidelines and training. All staff supporting pupils with toileting difficulties must receive appropriate information and specific training as required.
- Headteachers and Managers should be aware of, and ensure implementation of, appropriate health and safety procedures and risk assessments.
- Headteachers, Governors and Senior Leaders should be aware of their duties to comply with the SEN and Disability Discrimination Acts.
- Schools must consult the Social Worker whenever planning toilet training or special toileting arrangements for children on the Child Protection Register or whenever any Social Care teams are involved.
- It is important to alert the family support worker if any school attendance difficulties develop as a consequence of toileting concerns.

Definition of Disability in the Disability Discrimination Act (DDA)

The DDA provides protection for anyone who has a physical, sensory or mental impairment or medical condition that has an adverse effect on his/her ability to carry out normal day-to-day activities. The effect must be substantial and long-term. It is clear therefore that anyone with a named condition that affects aspects of personal development must not be discriminated against. However, it is also unacceptable to refuse admission to other children who are delayed in achieving continence. Delayed continence is not necessarily linked with learning difficulties. However, children with global developmental delay, which may not have been identified by the time they enter nursery or school, are likely to be late achieving independence with toileting; some may never achieve independence with toileting.

Attending nursery and starting school

Children with toileting difficulties should be admitted into nursery and reception classes with their friends in the same way as any other child. At this stage it is not possible to assume that failure to achieve independence with toileting is in itself an indication of special educational needs. However, there are some children who enter nursery or reception with special educational needs and/or medical conditions which indicate the need for special toileting arrangements or toileting training.

These children fall within the terms of the SEN and Disability Discrimination Acts and the school must take “reasonable steps” to support them.

Before the child begins attendance it is important to:

- Gather information from parents, child and any professionals involved.
- Establish effective partnership with parents/carers, child and any professionals involved.
- Focus on health and safety implications and determine whether a risk assessment is required.
- Decide, in consultation with parents/carers, whether you need further advice from Health or Children’s Services.
- Arrange for any specialist advice, training, resources to be in place before the child begins attendance.
- Agree a care plan with parents/carers and child and make a written note of the agreement.
- Make sure that all staff are informed and clear about their responsibilities.

It is important for all parties to monitor and review the plan regularly to ensure it is still appropriate and meeting the changing needs of the child.

It is reasonable to discuss the level of independence with toileting before a child starts school. However, it is not acceptable to deny, delay or reduce attendance at school simply because a child has special toilet requirements. It is important to agree a plan which will work towards maximum independence and support the child’s attendance in the educational school.

If a toileting need becomes apparent once a child has been admitted, all of the above points would still apply: However, it may be necessary for additional parental support whilst the above points can be actioned.

Good Practice

Each child and situation is of course unique.

It is anticipated that existing staff will volunteer to support pupils with toilet training or special toileting arrangements in school. Where incontinence is caused by an underlying impairment, it is a necessary reasonable adjustment for staff to carry out personal care. When recruiting new staff, it is important that duties relating to personal care are specified in the job description. Managers should ensure that staff carrying out such procedures feel confident and supported by relevant training and protocols to ensure the dignity of the pupil and protection of the staff.

If the child or young person is not able to use the toilet independently on entry, a variation on the following procedures usually addresses the difficulty.

- Gather as much information as possible from the parents/carers and child. How have they tried to introduce toilet training at home? What happens at home? Has the child any regular routines or daily patterns which could inform the routine set up by the school? Have the parents/carers noticed any particular difficulties or phobias which the school should be aware of? Can the parents/carers suggest a strategy or procedure for dealing with the problem?

- An appropriate toileting programme will need to be discussed and agreed so that the child, parents/carers and staff are aware of their roles and responsibilities. The plan must have regular monitoring and review arrangements. The plan should give careful consideration to choosing which adults should be involved in toileting care. School should give a written copy of the programme to the parents/carers.
- Clothes should be easy for the child to pull up and down. Wherever possible it is better to train the child with appropriate clothing rather than continuing to rely on the nappy/pad or training pants.
- No child should be left wet or dirty for a parent/carer to change later.
- It is not reasonable to expect parents or carers to be on emergency stand-by to change children during the school day.
- Staff should ask parents/carers to provide the school with a couple of appropriate changes of pants/trousers etc in case of accidents.
- It is the responsibility of parents/carers to deal with wet/soiled clothing. Staff should liaise accordingly and make the necessary arrangements.
- Organise that a member of staff familiar with the child is given the responsibility of taking the child to the toilet at fixed, appropriate intervals throughout the morning/day. Careful observations and discussions with the child may identify when the child "needs to go".
- Ensure that the routine established in school is strictly maintained from the start and try hard to avoid accidents. If necessary, shorten the time between visits to the toilet so that the child gets into the habit of being dry.
- Children may be anxious and pre-occupied by toilet difficulties but usually respond to praise, encouragement and confidence building. It is important to promote self esteem in other areas.
- Drinking water easily accessible for all children and encourage them to have "little and often" rather than in huge amounts at a time.
- Reminders to use the toilet should be discreet and staff may consider the use of signs, pictures or code words.
- Make little fuss over accidents that do occur and ensure that they are dealt with swiftly, appropriately, sympathetically and in a calm, low-key way. Give extra attention when they have made the effort to go to the toilet independently.
- After a period of training, it may be sufficient to remind the child to go to the toilet on their own. Be positive and patient and praise the child for effort.
- It is important to anticipate toileting needs for these pupils before planning off site activities. Children should not be excluded from off-site activities because of their toileting needs.
- Children in Nursery 2 or above should be pull ups rather than nappies to support changing and privacy as well as preparation for toileting.

Where difficulties persist, there may be more complex issues to consider and further guidance and support may be needed from other professionals. It is important to discuss continuing concerns with parents/carers and seek their agreement before involving further professional guidance and support.

Nappy Changing and Toileting Policy and Procedure

- We will communicate with parents to ensure that individual children's changing routines are respected and followed within our daily practice and routines.
- For hygiene and safeguarding reasons all children wearing nappies/pull ups should have their nappy's/pull ups checked and changed if necessary within 30 minutes of entering school.
- All children should be checked to ensure they are clean and dry every 3 hours. A record of this check and any action taken should be made. Minimum of arrival, midpoint and before home. For half day pupils and minimum of arrival, mid morning, after lunch and before hometime for full day pupils.
- Regardless of if a pupils is dry all day, if they are full day pupils, their nappy/pull up must be changed at least once for hygiene reasons.
- All nappy/pull up changes should be recorded on the log detailing the time, soil/wet/dry and who changed the nappy/pull up.
- If a child uses the toilet or potty during changing time, this should be also be logged on the record sheet.
- Staff must check children prior to their anticipated time to leave Nursery to ensure that they are clean and dry ready for when they are collected by their parents.
- Nappies/pull ups, wipes and cream are supplied by parents for the use of their child only. Pupils in Nursery 2 and above must be in pull ups and changed standing or sat on the toilet/potty to support toileting, independence and privacy. Parents are notified when supplies are low and requested to provide more. If a child runs out of supplies, nursery will use their own emergency supplies.

Changing Procedure

1. Prepare room by collecting child's changing equipment and placing it on the changing mat.
2. Put on plastic gloves and apron.
3. Collect child from playroom
4. Remove any clothes needed to change the child. Child should use the steps to get onto the changing table where possible if a changing table is being used.
5. Remove dirty nappy and clean the child with wipes, baby lotion or clear water.
6. Put discarded nappy and wipes together in a nappy sack.

7. Place clean nappy under the child's bottom.
8. Apply cream if necessary.
9. Secure nappy and replace clothing.
10. Wash your hands and wash the child's hands.
11. Return the child to the play area.
12. Put nappy sack into the nappy disposal bin, with gloves and apron.
13. Spray the changing mat and surrounding area thoroughly cleaning everything.
14. Wash your hands thoroughly and leave the area clean and tidy.
15. Record nappy change on nappy changing form on the wall.

If a child is in a pull up, steps are followed until step 7. Where the member of staff should then assist them in pulling up their new pull up. Replace clothes and then continue to follow steps 10 onwards. Pupils in pull ups should be changed stood up or sat on a potty/toilet and not on a changing table.

REMEMBER TO ALWAYS SUPPORT THE CHILD FULLY DURING THE CHANGING PROCEDURE AND NEVER LEAVE THE CHILD UNATTENDED AT ANY TIME.

Toilet Training

We follow parents' wishes with toilet training. In nursery, we will continue what parents are doing at home. We ask that parents bring in spare clothes and pants in case of accidents. We will clean the child up and change their clothes, parents will be informed when the child is collected. We ensure that all of the children know where the toilets and the potties are, which are easily accessible so that children do not need to ask to go to the toilet. An adult will always be close by, but will allow the child some privacy. We will encourage children to wipe their bottom themselves, but will always help when necessary. We send out toilet training booklets for parents and are always on hand to offer advice. We advise following ERIC guidance for pupils to wear pants inside of pull ups when preparing for toilet training.

Children with special educational needs and disabilities

In addition to the good practice described above, the following considerations may apply:

- In consultation with parents, Health service staff will provide any relevant medical information, training and advice.

- It may be appropriate to consult Outreach for children with Physical Disabilities who can provide guidance and assistance with risk assessments.
- Guidance and care plans must take consideration of the SEN/ Inclusion policy.

Health and Safety considerations

The Head teacher, and Governors have a duty to safeguard the Health and Safety of pupils and staff. School follows the Staffordshire Local Authority hygiene or infection control guidance as part of our health and safety policy and will follow these when managing a child with toileting needs.

Safeguarding concerns

If a member of staff is concerned about any physical or emotional changes, such as marks, bruises, soreness, distress etc. they will inform the Designated Safeguarding Lead (DSL) immediately. The Safeguarding Policy will then be implemented.

The normal process of changing a nappy/pull up should not raise child protection concerns, and there are no regulations that indicate that a second member of staff must be available. However, it is strongly recommended that two members of staff should be present to supervise personal care procedures if staffing resources permit.

If a child shares a concern over dignity or appropriateness, the guidance from the Safeguarding policy shall be followed, with fairness and approach taken carefully to both parties' feelings and opinions.

Children who have occasional toileting needs

General Principles

- Children should be treated with dignity and respect at all times.
- Children should be encouraged to change in to clean clothing with supervision as appropriate to the needs and age of the child concerned and sensitive to the potential for embarrassment.
- Parents should be contacted to collect their child to enable the child to be thoroughly cleaned to maintain their dignity.

If the parent can not be contacted, the adult may be required to assist with any personal care task which a child can not undertake by themselves. If this is necessary, then two members of staff should be present if staffing resources permit.

Signed by (Chair of Governors) _____ **Date** _____

Signed by (Headteacher) _____ **Date** _____

Tracking changes

September 2020	Combined nappy changing routine into intimate care policy.
November 2021	• Children in Nursery 2 or above should be pull ups rather than nappies to support changing and privacy as well as preparation for toileting. • For hygiene and safeguarding reasons all children wearing nappies should have their nappy's removed so that they can be checked and changed if necessary within 30 minutes of entering Nursery1. Within 30 in of entering Nursery 2, nappies/pull ups should be checked in case changes are required. • All children should be checked to ensure they are clean and dry every 3 hours. A record of this check and any action taken should be made. Minimum of arrival, midpoint and before home for half day pupils and minimum of arrival, mid morning, after lunch and before homtime for full day pupils. • Nappies, wipes and cream are supplied by parents for the use of their child only. Pupils in Nursery 2 and above must be in pull ups and changed standing to support toileting, independence and privacy. Parents are notified when supplies are low and requested to provide more. If a child runs out of supplies, nursery will use their own emergency supplies. • Regardless of if a pupils is dry all day, if they are full day pupils, their nappy/pull up must be changed at least once for hygiene reaons. • If a child uses the toilet or potty during changing time, this should be logged on the record sheet. • If a child is in a pull up, steps are followed until step 7. Where the member of staff should then assist them in pulling up their new pull up. Replace cloths and then continue to follow steps 10 onwards. • Pupils in pull ups should be changed stood up and not on a changing table.
November 2023	Clarity added to logging changes • All nappy/pull up changes should be recorded on the log detailing the time, soil/wet/dry and who changed the nappy/pull up.
November 2024	• Clarification about getting onto a changing table. • Clarification about changing pull ups sat on potty/toilet. • Clarification surrounding ERIC guidance for pants inside pull ups for preparing for toilet training.
November 2025	• Clarification about privacy added.
May 2026	• Changed within 30 minutes for Nursery1 to all relevant children