

Intimate Care Policy

Aim

The aim of this policy is to support students' health, dignity, privacy, independence, wellbeing and safety by ensuring that intimate care, toileting and bathroom arrangements are safe, clean, respectful, culturally appropriate and consistently managed for all students.

Scope

This policy applies to all students, staff, parents/guardians, visitors, volunteers, contractors and other adults involved in school activities. It applies on school premises and during school trips, events and activities where intimate care or toileting support may be required.

Definition of Intimate Care

- Intimate care means any support that involves toileting, washing, changing, dressing, continence support, menstrual management, cleaning after an accident, or touching/supervising intimate personal areas.
- It includes direct care and the supervision of students who are carrying out intimate self-care but still need adult support because of age, development, disability, medical needs or temporary circumstances.
- Medical or more specialist care must only be provided by the school nurse or by authorised staff following an agreed health or intimate care plan.

Policy Statement

Brighton International Academy is committed to safeguarding and promoting the welfare of all students. Students will be supported with sensitivity, privacy and respect. The school will encourage independence wherever possible and will work with parents/guardians, the school nurse and relevant staff to provide safe, appropriate and well-recorded support where additional care is needed.

Key Principles

- Students must be treated with dignity, privacy, kindness and respect at all times.
- Staff must encourage students to do as much for themselves as is appropriate for their age, ability and needs.
- Staff must explain what support is being offered, use respectful language and seek the student's permission before direct intimate care begins.
- If a student is distressed, reluctant or says no, staff must pause where safe to do so, reassure the student and seek support from the school nurse, DSL or a DDSL as appropriate.
- The religious, cultural and family values of students must be considered, especially regarding modesty and the gender of the adult providing support, where this is possible and safe.
- Students must not be excluded, shamed or treated unfairly because they require toileting, continence, menstrual or intimate care support.

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- Confidentiality must be maintained. Information should only be shared with staff who need to know in order to keep the student safe and supported.

Safeguarding and Staff Conduct

- Only authorised school employees may provide direct intimate care. Volunteers, visitors, contractors and student helpers must not provide intimate care.
- Where a student needs planned regular intimate care, the arrangements must be written in an Individual Intimate Care Plan agreed with parents/guardians and relevant staff.
- Where direct intimate care is required, a second adult should be present or nearby where possible, in a way that safeguards the student and staff member while preserving the student's privacy.
- Staff must avoid being alone with a student in a toilet cubicle or bathroom area unless there is an immediate health, safety or safeguarding need. If this happens, it must be recorded and reported to the appropriate staff member.
- No member of staff may carry or use a mobile phone, camera, smart watch camera or similar device while providing intimate care.
- Staff must use appropriate hygiene procedures, including handwashing, gloves/PPE where needed, safe disposal of waste and cleaning of the area after an accident.
- Any concern, disclosure, unexplained injury, repeated toileting issue, inappropriate behaviour, student distress or worry linked to intimate care or bathroom use must be reported to the DSL, Ms. Eman Omar, or to a DDSLs.

Individual Intimate Care Plans

- A written Individual Intimate Care Plan must be created for any student who needs regular or ongoing intimate care support.
- The plan should be agreed with parents/guardians, the school nurse, relevant class staff and, where needed, the DSL, DDSL or Head of Learner Support.
- The student should be involved in the plan where this is appropriate for their age, communication and understanding.
- The plan should record the student's needs, level of independence, agreed staff, communication approach, preferred terminology, supplies, dignity/modesty considerations, medical guidance, parent communication and recording arrangements.
- Any known historical concern, trigger, anxiety or safeguarding information should be considered on a need-to-know basis to reduce risk and support the student safely.
- Plans must be reviewed at least annually and earlier if the student's needs change, staff arrangements change, a concern is raised, or the student attends a trip/activity where care arrangements may be different.

Procedures for Occasional Accidents or One-Off Support

- Students should be encouraged to clean or change themselves independently where they can do so safely and appropriately.

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- Staff may talk a student through changing, washing or organising clothing from outside the cubicle or bathroom area where this protects privacy.
- The school nurse should be involved when there is a health, hygiene, injury or repeated accident concern.
- Parents/guardians should be informed the same day if their child required direct intimate care, had a significant accident, needed spare clothing or there is a pattern of concern.

Procedures for Planned Regular Intimate Care

- Staff must follow the student's Individual Intimate Care Plan and provide only the agreed level of support.
- Before starting, staff must explain what they are going to do, check the student is comfortable and seek permission in an age-appropriate way.
- Staff must maintain privacy by using appropriate bathroom/changing spaces and keeping doors or screens positioned to protect dignity while still following safeguarding arrangements.
- Staff should use agreed supplies and hygiene procedures, including gloves/PPE where required.
- Staff must record the care provided, any concerns and whether parents/guardians were informed, according to the plan.

Menstrual Care, Changing and Personal Hygiene

- Students who need menstrual support must be treated sensitively, discreetly and without embarrassment.
- Sanitary products should be available through agreed school arrangements, and disposal facilities should be clean, private and hygienic.
- Where a student needs support with changing clothing, washing or personal hygiene, staff should encourage independence first and provide direct support only where necessary and agreed.
- Any repeated concern about hygiene, menstruation, toileting accidents or distress should be discussed with parents/guardians and the school nurse, and referred to safeguarding staff if there are welfare concerns.

Roles and Responsibilities

Role	Responsibility
School Administration	• Ensure this policy is implemented consistently across the school. • Ensure bathrooms and changing areas are clean, safe, accessible, private and properly maintained. • Ensure relevant staff know the intimate care, hygiene, safeguarding and reporting expectations.

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DSL	• Lead safeguarding responses linked to intimate care, toileting, bathroom use or personal care concerns. • Ensure concerns, disclosures, unexplained injuries or patterns of accidents are recorded, followed up and stored securely. • Provide safeguarding guidance to staff where intimate care arrangements may create additional risk.
DDSLs	• Support the DSL with concerns linked to intimate care, bathroom use and student welfare. • Receive and act on staff concerns when the DSL is unavailable or when immediate support is required.
School Nurse	• Provide health, hygiene and medical advice where needed. • Support individual intimate care plans for medical, developmental or continence needs. • Liaise with parents/guardians and relevant staff while maintaining confidentiality. • Inform parents/guardians the same day when a student has needed support because of an accident or health-related intimate care need.
Teachers and Support Staff	• Encourage independence and allow students to use the bathroom when needed, following school routines. • Provide only the level of support agreed in the individual plan or required in an immediate health, safety or safeguarding situation. • Use respectful language, maintain dignity and confidentiality, and report repeated accidents, distress, delays or concerns.
Facilities Officer / Cleaning Supervisor	• Monitor the condition of bathroom facilities during the school day. • Check that cleaning logs are completed and concerns are followed up. • Report urgent hazards, hygiene issues, broken fixtures, blocked toilets or lack of supplies immediately.
Cleaning Staff	• Clean bathrooms according to the agreed daily schedule and sign the cleaning log after each check or clean. • Report low supplies, damage, spills, blocked toilets or safety concerns immediately. • Do not record private student information in cleaning records.
Students	• Use bathroom facilities responsibly and respectfully. • Wash hands and keep the bathroom clean for others. • Tell a trusted adult if they feel unsafe, unwell, need help, or notice a problem.

Parents/Guardians	• Inform the school of any medical, developmental, continence, menstrual or additional intimate care needs. • Provide spare clothing, wipes, pads, nappies or other agreed supplies where required. • Work with the school to support independence, consistent routines and review of the individual plan.
Visitors, Volunteers and Contractors	• Must not provide intimate care to students. • Must not enter student bathroom or changing areas while students are using them, unless authorised by school leadership for an urgent safety or maintenance reason and the area is supervised/clear.

General Bathroom and Hygiene Guidelines

- Bathrooms must be clean, safe, well ventilated and suitable for student use.
- Separate facilities are provided for boys and girls, with appropriate privacy.
- Bathrooms must have soap, water and hand-drying facilities wherever possible.
- Early years students receive gentle support to build independence while maintaining dignity.
- Staff must follow school routines so students are accounted for when leaving class to use the bathroom.
- Any damage, broken fixtures, hygiene concerns, unsafe behaviour or lack of supplies must be reported immediately.
- The school follows Qatar education authority expectations and internal safeguarding, wellbeing, health and safety and hygiene procedures.

Cleaning Log Book and Monitoring

- A bathroom cleaning log book must be kept for each bathroom area or block.
- The Facilities Officer or Cleaning Supervisor must check the log book daily to make sure cleaning has been completed and concerns have been followed up.
- Urgent hazards, hygiene issues or maintenance concerns must be reported immediately and the bathroom should be closed if it is unsafe.
- The cleaning log book is for cleaning and maintenance monitoring only. It must not include private student information.

Recording and Reporting

- All direct intimate care must be recorded using the Intimate Care Support Record or another agreed secure school system.
- Records should include the date, time, student name, care provided, staff involved, second adult/nearby adult, parent communication and any concerns.
- Parents/guardians must be informed the same day when a student needs support outside their normal plan, has an accident requiring support, requires spare clothing, or where there is a welfare or health concern.
- Repeated accidents, significant changes in toileting behaviour, distress, unexplained marks or injuries, disclosures or concerns about adult conduct must be reported to the DSL or a DDSL immediately.
- Intimate care records must be treated as confidential and stored securely. Cleaning logs must not be used to record student care details.

Educational Visits, Trips and Activities

- Individual Intimate Care Plans must be considered when planning trips, events, PE, swimming or any activity where bathroom or changing arrangements may differ from the normal school day.
- Risk assessments should include privacy, staffing, supplies, transport, access to suitable facilities, parent communication and emergency arrangements.
- Parents/guardians should be consulted before trips where additional intimate care arrangements are

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required.

Monitoring and Evaluation

The school will regularly monitor the cleanliness, safety and condition of bathroom facilities and the effectiveness of intimate care arrangements. Inspection findings, cleaning log books, staff feedback, student concerns, parent communication and safeguarding records will be used to make improvements and ensure that care remains safe, respectful, hygienic and suitable for use.

Policy Management and Review

Policy Created By:	Ms. Serene and Ms. Maryan
Reviewed by:	Ms. Aqsa
Reviewed on:	April 2026
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