



Intimate Care Policy

Written by: Louise Lloyd-Evans

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Our Values

At Young Friends, we view intimate care as an opportunity for connection, trust and dignity. It is not a task to “get done” — it is a sensitive part of a child’s day where they feel seen, respected and safe.

- Sustainability – Care is thoughtful and mindful, never rushed or wasteful
- Respect – Children’s privacy, voice and boundaries are always upheld
- Authenticity – We do not follow tick-box routines; we respond to children’s needs in real time
- Supportive Leadership – Staff are trained, supervised and trusted
- Community – Intimate care is a shared responsibility carried out with calm professionalism

Policy Statement

This policy outlines how we carry out all intimate care tasks — including nappy changing, toileting support, and personal hygiene — with compassion, professionalism and safeguarding at the forefront.

We believe all children, regardless of age or ability, deserve to be treated with warmth, dignity and respect during these moments.

What Is Intimate Care?

At Young Friends, intimate care includes:

- Nappy changing
- Toileting support
- Cleaning after soiling or sickness
- Changing clothes
- Administering creams (with consent)

Key Principles

We ensure that:

- Children are asked and informed before any care is given
- Language is calm, neutral and respectful — never shaming
- Staff support independence and celebrate small steps
- Children’s bodily autonomy is respected — we do not force or rush
- Staff are trained to read verbal and non-verbal cues
- Care is consistent, kind and explained

Procedures and Environment

- Care is carried out by the child’s key person or consistent familiar adult where possible
- Each room has a designated, clean and calming nappy or toileting area
- Changing areas are cleaned before and after each use
- Gloves and aprons are worn for each change and disposed of properly

- Cloth nappies are used unless families provide disposables — see Nappy Policy
- Soiled clothing is double-bagged and sent home discreetly

Supporting Children's Voice We:

- Tell the child what is happening using gentle, age-appropriate words
- Ask for permission or offer choices where possible ("Would you like to stand or lie down?")
- Use mirrors or gentle conversation to help children understand and connect with their bodies
- Encourage children to wipe, pull up trousers or flush with support
- Never rush — we follow their lead

Staffing and Safeguarding

- Staff are fully DBS checked and trained
- Intimate care is recorded as needed (e.g. if unusual or for children with specific needs)
- Wherever possible, staff are not alone in changing areas — but child dignity comes first
- Any changes in toileting patterns, soreness or reactions are shared with parents sensitively • Staff report any concerns to the DSL immediately

Children with Additional Needs

We work closely with families and professionals to provide:

- Personal care plans where needed
- Adapted equipment or routines
- Time, patience and dignity
- Respect for cultural, sensory or medical differences

Toilet Training Approach

We do not pressure children to toilet train by a certain age. We:

- Follow children's readiness cues
- Share consistent language between home and setting
- Celebrate small steps without shaming setbacks
- Support families with clear, compassionate guidance

Linked Policies

- Safeguarding and Child Protection
- Behaviour and Relationships
- Washable Cloth Nappy Policy
- Key Person Policy
- SEND Policy
- Supervision and Appraisal

Authorisation

 **Louise Lloyd-Evans**

Owner and Director Young

Friends Kindergarten 89

Holland Road, Hove, BN3 1JP