

Intimate Care and Toileting

Little Lanes Out of School Club | October 2026

Our approach

Little Lanes supports independent toileting with respect, kindness and appropriate safeguarding. Staff do not routinely provide hands-on intimate care such as wiping, washing intimate areas or changing nappies or soiled underwear. Children normally manage their own toileting and clothing. Staff may assist with trouser buttons or fastenings only with another staff member present. Some children have individual arrangements, which staff must check and follow.

Children must not be shamed, punished or excluded automatically because of a toileting accident, continence need or disability. Staff protect dignity and privacy while maintaining safe supervision. Medical treatment is governed by the Medication and Medical Emergencies Policy; this policy does not authorise specialist procedures without a suitable plan, training and competence.

Responsibilities and arrangements

Megan Garratt, Clare Greenham and Cheri Garratt oversee care arrangements. Clare coordinates SEND support where relevant. The session leader checks that appropriate staff, facilities, supplies and cover are available. All staff report concerns, follow agreed plans and work within their competence. Students, visitors and people whose suitability is unconfirmed must not provide unsupervised intimate care.

Children use the KS2 girls' and boys' toilets. They must ask a staff member before leaving, sign out and erase their entry when they return. Staff actively monitor who is away and check promptly if a child does not return as expected. The toilet sign-out record does not replace the session attendance register.

For Reception toilet visits, a staff member stands at the Club doorway to watch the route and maintain sight or hearing supervision, while protecting toilet privacy. Management will check this position on Monday 5 October 2026 under normal busy-session conditions and with doors in their usual positions. Until adequate supervision from this position is confirmed, and whenever it is ineffective, an adult accompanies the child and waits in an appropriate nearby position. The remaining group must remain safely supervised.

Year 1 and older children may use the toilets independently where assessment of their needs and the route supports this. Reception and Year 1 may have an older buddy for the journey unless their individual plan says otherwise. Buddies provide no personal care and do not replace adult supervision. Staff monitor departures and returns, listen where audible and provide adult support where needed. Management checks safe access, privacy, washing facilities and the route with the school.

Radios outside the toilets are being considered as an additional way to request help and will be assessed on Monday 5 October 2026. They are not yet an agreed control and must not replace required adult supervision. Before use, check reliability, whether children can use them, who monitors them and what happens if they fail; maintain an adult response and protect privacy.

Individual arrangements and unexpected needs

Where a child needs support beyond the usual independent routine, management agrees a written individual plan with parents and involves the child in a way they understand. Include what the child can do, the help needed, communication preferences, named staff and cover, location, supplies, safe handling, any training, recording and a review date. Link relevant SEND and medical plans. Consider the child's preferences and family views without making promises that cannot safely be met.

If a child has an accident, give reassurance, spare clothing and privacy to change independently where they can. If they cannot manage, contact the session leader and parent promptly and agree safe assistance or collection. Do not leave the child without necessary support or in avoidable distress. Assess reasonable adjustments and any immediate health or safeguarding risk; seek appropriate help rather than applying a blanket refusal. Discuss and record parental agreement for any planned assistance and seek the child's cooperation at the time.

Independent toileting and agreed assistance

Staffing privacy and boundaries

Whenever staff help with trouser buttons or fastenings, another staff member must be present. Explain the help, seek the child's cooperation and provide only what is necessary while protecting privacy. This is a Little Lanes safeguard. An older child buddy does not count as the second staff member. For support under a special plan, use the named suitable staff, agreed staffing and any required training; do not assume that the usual buddy or fastening arrangement meets every need.

Balance privacy with staff accountability: prevent exposure to peers or visitors, while keeping help accessible and following agreed visibility arrangements. Do not lock yourself and the child away or use phones, cameras or recording devices in the care area. Staff must not photograph intimate areas or use their personal device to record an injury.

Toilet routine and help with clothing

- Check the toilet sign-out entry when children leave and confirm they have returned. Give discreet reminders to clear the entry after returning.
- Children ask a staff member before leaving and follow the sign-out routine. For Reception, a staff member takes the doorway position only where it provides effective sight or hearing supervision; otherwise an adult accompanies them. Older buddies support the journey only. Follow individual plans and check delays promptly; use the Missing Children Policy if a child cannot be accounted for.
- Children wash and dry their hands after toilet use. Staff provide reminders and any support identified in the child's plan.
- If clothing fastenings need help, arrange for a second staff member to be present, explain the action and avoid unnecessary touch or exposure.
- For an accident, support independent changing where possible and contact the session leader if the child needs more help. Bag soiled clothing securely for parents; do not rinse it at the Club.
- Any hands-on care beyond this routine must follow the agreed individual plan and be provided by suitable, competent staff. Follow hygiene, protective-equipment and cleaning arrangements appropriate to the task.

If the child is distressed or refuses

Pause, reassure and explore what is troubling them. Offer a familiar alternative adult, communication aid, more privacy or a different approach where safe. Do not force routine care, threaten the child or physically restrain them for ordinary compliance. Contact the session leader and parent for advice and agree a safe response. If a delay creates an urgent health or safety concern, seek appropriate medical help and act proportionately to protect the child, recording decisions.

Repeated distress, a change in continence or reluctance to receive care requires review. Consider pain, illness, sensory needs, communication and safeguarding; do not assume misbehaviour. Follow the Children's Health Policy if illness or injury is suspected.

Specialist care and additional needs

Nappy or continence-pad changing, menstrual support, assisted transfers and specialist procedures require suitable facilities and a clear individual arrangement before regular provision. Obtain relevant professional advice and training where needed. Staff do not improvise lifting, catheter, bowel-care or other specialist methods. Medicines and prescribed creams follow the medical policy and permissions.

Ensure accessible toilet opportunities and discreet reminders where useful. Do not withhold toilet access as a behaviour sanction. Supply reasonable practical support and consider adjustments. Parents may be asked to provide spare clothing or usual care supplies, but lack of a spare item must not leave a child without appropriate care.

Bodily fluid spills

Keep children away from a spill, use suitable protection and clean it promptly under the agreed infection-control and COSHH arrangements. Follow cleaning-product instructions, including suitability for the surface and contact time. Never mix chemicals or apply chlorine products directly to a urine spill. Wash hands afterwards. Follow the health policy for infection concerns, first aid or staff exposure.

Records safeguarding and review

Recording care and informing parents

Record hands-on intimate care or changes discreetly in the agreed confidential care record. Routine independent toilet use does not require a detailed intimate-care entry. Record:

- Child's name, date and time, reason for assistance and the care provided.
- Staff involved, relevant supplies or linked plan, the child's response and any unusual observation or departure from the plan.
- Parent notification, advice or action needed and any separate accident, medical or safeguarding record.

Inform parents about an unexpected change or relevant concern at collection or sooner where necessary. Ongoing plans specify routine communication. Share information only with those who need it, keep records securely and follow the Data Protection Policy. Staff must not promise secrecy where a child needs protection.

Safeguarding concerns

If a child makes a disclosure or staff notice unexplained injuries, unusual pain, worrying marks or other concerns, ensure immediate wellbeing and inform a DSL promptly. Record observations and the child's words factually. Do not investigate, repeatedly question the child, photograph intimate areas or conduct an examination beyond necessary care and first aid.

Concerns or allegations about a staff member follow the Safeguarding Policy, including the appropriate management or external reporting route where a lead is implicated. Follow LADO, police or social-care advice where applicable. Do not automatically inform a parent first if this could put the child at risk or compromise safeguarding action; record the advice and decisions.

Reviewing individual arrangements

Review care plans with the family and child at the agreed date and sooner when needs change, distress persists, staff cannot provide the agreed care or an incident identifies a problem. Brief relevant staff on updates. If a proposed arrangement cannot safely be delivered, management considers reasonable adjustments, alternative arrangements and advice rather than applying a blanket refusal.

Facilities and procedure confirmation

Management completes these details and briefs staff before adopting the site procedure. Individual plans must identify any different arrangements needed for a particular child.

Arrangement	Confirmed detail
Toilets used	KS2 girls' and boys' toilets
care supplies	Little Lanes cupboard in cloakroom.
Usual assistance	Trouser fastenings: second staff member present. Other support: individual plan.
Care record location / system	In little lanes cupboard in canteen.
Waste and soiled-clothing arrangements	Soiled clothing: securely bagged, kept out of children's reach and handed directly to parents/carers. Cleaning waste: bagged and disposed of under the school's agreed waste arrangements.

Confirmed by: Megan Garratt Date staff briefed: TBC

Approval and related policies

Adopted by: Little Lanes Out of School Club

Date approved: October 2026 Review date: October 2027

Signed:MG Name and role: Megan Garratt - Manager

Review annually and sooner following changes or incidents. Read alongside Safeguarding; Equalities Inclusion and SEND; Children's Health and First Aid; Medication and Medical Emergencies; Staff Code of Conduct; Data Protection; Health and Safety.

Sources: Current EYFS group and school-based framework; NSPCC Learning Intimate care of children (updated September 2026); applicable equality duties and infection-control guidance.