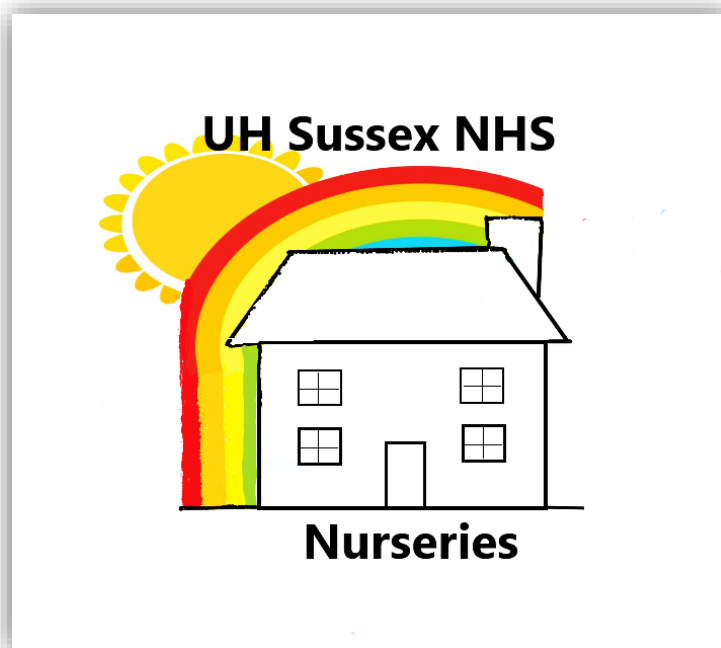


TRUST POLICY

Nursery Handbook – Intimate Care and Toileting Policy



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1. Introduction

Providers must ensure:

Children's privacy is considered and balanced with safeguarding and support needs when changing nappies and toileting.

3.86 pg. 40 EYFS Statutory Framework 2025

2. Policy Statement

This policy supports the Safeguarding and Welfare requirements of the Statutory Framework for the Early Years Foundation Stage 2025 (2012/2025).

University Hospitals Sussex NHS FT nurseries staff recognises when giving intimate and personal care the child's safety, dignity and privacy are paramount importance.

3. Definition of Intimate and Personal Care

Intimate and Personal care is defined by tasks which involve bodily fluids, bodily products and personal hygiene which demand a direct or indirect contact or exposure of a person's sexual parts.

Intimate care:

- Dressing and undressing
- Helping someone use the toilet/potty
- Changing nappies
- Cleaning, wiping, washing intimate parts of the body

Personal Care:

- Feeding
- Administering oral medication
- Dressing and undressing
- Hair care
- Prompting someone to use the toilet
- Changing nappies
- Washing non-intimate parts of the body i.e. face, hands

4. Delivering Intimate and Personal Care

Staff will:

- Nursery staff will always treat children with respect.

- Nursery staff to be professional and always behave within the nursery expected standards.
- No child should suffer distress or pain because of receiving intimate or personal care.
- Staff to work in partnership with parent/carers/families to provide appropriate personal care for the child.
- UH Sussex NHS FT Nurseries will seek the advice of Parents and Carers regarding Religious and Cultural views and practices of intimate and personal care.
- Nursery staff should have knowledge of the Child Protection and Safeguarding policy with relevant training and Health and Safety awareness.
- Nursery staff members to communicate within the team to ensure all children's individual care needs are met.
- Nursery staff to report any concerns to the nursery manager if there are any physical changes to a child, such as marks, bruises, soreness, discharge etc.
- Nursery staff to report any concerns to the nursery manager if they are unsure or concerned of the behaviour of a staff member when carrying out intimate care.
- Nursery staff to wear appropriate disposable gloves and aprons and dispose of all materials in the required bin.
- Nursery staff maintain high standards of personal hygiene and will endeavour to reduce the spread of infection.
- Nursery staff should adhere to the Uniform and Dress Code policy when dealing with intimate and personal care to reduce the risk of injury or spread of infection.
- All staff must ensure that they protect themselves by following these guidelines.
- Always tell another member of staff when you are doing a change or accompanying a child to the toilet.
- Always ensure that a child's privacy is protected.
- Always ensure that you are visible to other members of staff.
- In some instances, it may be appropriate for 2 members of staff to change a child for example if a child gets very distressed when being changed.
- Always wear protective gloves & aprons and dispose of the nappies in yellow/orange sacks.

- Always wash hands thoroughly after supporting a child with intimate care.

5. Toileting and Nappy Changing Care

UH Sussex NHS FT Nurseries promotes a toileting and personal care programme to work in partnership with Parents/Carers to help the child develop a healthy interest in and understanding of how to look after their own personal needs.

The child's age and maturity are considered carefully before the decision to start toilet training is taken as all children are different and they will be ready at different stages.

The following things should be considered:

- The child must be confident with the staff and well settled in the nursery.
- Toilet training is a joint effort and must be accompanied by lots of communication between staff and parent/carers.
- The first stage of toilet training is to recognise the signs that the child is ready. Practitioners recognise when children become aware that they are wet or soiled and they will share this information with parent/carer and record their observation.
- Children are given access to the toilet and potties with practitioner's supervision.
- Children are encouraged to use the toilet/potty and may just want to sit at first.
- The nursery recognises that some children may need to be reminded at times to go to the toilet i.e. new to toileting, distracted during play.
- Both older playrooms in UH Sussex NHS FT Nurseries have access to toileting areas enabling children to go to the toilet independently.
- The staff will never insist a child uses the toilet or potty but will concentrate on praising and rewarding success.
- The nursery staff will encourage the child to advance to 'real' pants as in trainer pants may feel like they are wearing a nappy.
- The nursery will ask that Parents/Carers provide a good supply of underwear, trousers/shirts/dresses/shorts, and socks preferably easy to remove (preferably no dungarees or trousers with zips and buttons). If we do dress your child in nursery spare clothes, we would appreciate the clothes to be washed and returned as soon as possible.
- The staff will need to know any special words the child uses to express the need for the toilet.

- Children may still need a nappy for sleep times.
- It is not unusual for children to regress after a while and have a few accidents. If this does happen the staff will carry on encouraging and praising for the times, they are using the potty/toilet.
- The nursery would prefer that personal potties remain at home.
- If the child is not progressing well, the Key Person will discuss with the parent/carers to wait a few weeks by going back to nappies. False starts are very common.
- Staff will record on the daily day sheets, two-way communication books (if required) or the information board in the room once toilet training starts.
- For preparation for 'school readiness' staff will support children, Parent and Carers with toileting and personal care programme throughout their nursery time.

6. Nappy Changing and Toileting Procedures

The Nappy Changing and Toileting procedure:

Prepare the area

- Check that the changing area is clean.
- Gather changing items including nappies, wipes, barrier cream, if necessary, spare clothes if necessary and nappy sacks.
- Staff should remove watches, bracelets, raised rings
- Put on a plastic apron and gloves.

Changing the child

- Lift the child onto the changing mat or support the child to walk/climb up to the area if appropriate.
- Remove the child's nappy or soiled underwear.
- Wash and dry the child with wipes. Always wipe the genital area from front to back.
- Apply any barrier cream if necessary. (Prior consent is required from parents/carers).
- Never leave a child unaccompanied on a changing mat.
- If the child is toilet training offer them the choice of a potty or toilet. If they would like to use this lift or support the child off the changing mat/unit and support and encourage them in their use of the potty/toilet.
- Put a clean nappy/underwear on the child and refasten their clothing. If clothes are soiled change and double bag in nappy sacks.
- Lift or support the child off the changing mat/unit if they have not used the toilet/potty.

Promote good hygiene

- Dispose of the used nappy in the provided bin or for re-usable nappies and soiled clothing rinse and double bag in nappy sacks. Return all clothing, nappies, and resources to appropriate locations.
- Clean the changing area with provided cleaning materials and potty if used.
- Wash hands with warm water and soap. Dry with a paper towel.
- Wash the child's hands or support the child to do so independently.

Monitoring and Documenting

- If any marks, rashes, or unusual bowel movements have been witnessed these will be reported accordingly to the policies and procedures.
- Nursery staff will document the time of the nappy change and whether the child's nappy was wet, soiled, or dry on the nappy change records and on the child's individual daily sheet. For children in pants or pull-ups record toileting times.
- At the end of the attending session nursery staff will give feed these back to the Parent/Carer.
- All staff should be respectful of the child when carrying out any personal, intimate care including nappy changing and toileting, ensuring that this is done in a timely manner with a child feeling respected and dignified throughout.
- The delivery of intimate care including nappy changing and toileting will be monitored by all team members and in particular supervisory staff. All team members have a duty of care to report any witnessed or suspected breaches of policy and procedure.

7. Communication

It is the responsibility of all nursery staff caring for a child to ensure they are aware of their level of development round communication and physical capabilities.

Depending on their stage of development staff will communicate through words, signs, and body movements during personal and intimate care routines.

When carrying out personal care nursery staff should:

- Make eye contact with the child to put them at ease.
- Use simple language which is in the child's range of understanding.
- Explain to the child what is happening to them i.e. *"I am going to change your nappy"* *"your trousers are wet, let's go and change them"*
- Treat the child as an individual with dignity and respect.
- Personal care with an older / more abled child to give them the opportunity to change his/her underwear or clothing in a private area and give assistance if required.

- There should be interaction throughout the changing process e.g. through gestures, conversation, and songs.
- Staff may use distractions like a toy to support the child if worried or upset. This will be fed back to the Parent/Carer on collection.
- It is the responsibility of ALL staff within the playroom to communicate and document any child's specific needs or preferences whilst providing personal or intimate care routines.
- It is the responsibility of ALL staff within the playroom to communicate and document birth marks and skin pigmentations which are noticeable during personal or intimate care routines.

8. Students / Agency Staff and Volunteers

UH Sussex nurseries readily support the placements of college students and volunteers in our nurseries. We recognise this as an opportunity for them to gain experience within the early years sector and observing good practice, but also a benefit to our nursery staff with supporting and mentoring others.

All Students, Volunteers and Agency Staff will hold a DBS record and will be always supervised by the nursery staff.

Volunteers will not be expected to undertake nappy changing or intimate care tasks.

Periodically the nurseries may accommodate Childcare or Health and Social Care 'student placements. The placement is a minimum of one academic term but can be up to a one-year period. As part of the syllabus a student maybe required to carry out Intimate and Personal care. If this is a task the student is required to undertake whilst on placement this will be done under the full supervision of a staff member and only if the child is comfortable with that student. A student will never be left with a child alone.

Outside Agency staff will only undertake nappy changing or intimate care tasks if they have attended the nursery regularly and been fully supervised by nursery staff. The nursery manager will only agree after regular supervision of practice and their knowledge around nursery policies and procedures.

9. Physical Contact

UH Sussex Nurseries care for babies and young children from 6 months old to school age, many of which those children will be attending full day sessions several times per week. It is important that the children and babies in our care feel safe and secure in their environment. That their individual emotional needs are recognised as important as their physical care.

We recognise that it should always be the child that instigates any sort of physical interaction such as a hug or cuddle.

- Physical interaction will change as a child grows from the baby/young toddler stage to preschool with carrying, soothing, patting and stroking will naturally reduce.
- We recognise that when a child is poorly or tired physical interaction such as cuddles will increase.
- Children will be required to hold a staff members hand when going on a walk or trip.
- Some music/action songs may require physical interaction, and this will be of the child's choosing.
- Where possible a staff member will use distraction techniques using resources or activities to move a child from sitting on an adult's lap to sitting next to them on the floor or chair.
- SEND children may instigate more physical interaction such as hugs, stroking and playing with hair. Where possible staff will distract them with another activity. Physical interaction will also form part of a SEND plan.
- Staff to acknowledge that children can react differently to physical contact, and we will always respect this and respond appropriately.

Children should not be kissed by nursery staff under any circumstances

10. Safeguarding Procedures

All staff working with children in UH Sussex NHS FT nurseries will hold a Disclosure and Barring Service checks (DBS). Staff designated to carry out intimate care will be properly trained, receive appropriate guidance, and know the nurseries Child Protection and Safeguarding policy.

To ensure the nurseries comply with the EYFS Legal Requirements and our Ofsted Registration we use our own Bank staff employed by the Trust and on very rare occasions Agency staff. The use of temporary staffing is to ensure the ratios are met throughout the operational day and children are well cared for.

For all new Trust employees in the nurseries either Permanent or Bank after a suitable period of induction into the setting by the Nursery Manager they will be able to undertake Intimate and Personal care such as nappy changing. This would be under reasonable supervision of a staff member and appropriate training in Health and Safety and Safeguarding children would have been given.

All nursery staff are trained to a Level 3 grade of Safeguarding and Child Protection with babies and young children and familiar with the signs and symptom of child abuse. If a member of staff is concerned about any physical or emotional changes, such as marks, bruises, soreness, distressed or withdrawal they will inform the Nursery Manager or Childcare Service Manager immediately.

The Child Protection and Safeguarding Policy will then be implemented.

Should a child become unhappy about being cared for by a particular member of staff, the Key Person, Room Leader and or Manager will investigate the situation and record any findings. These will be discussed with the child's parents/carers to resolve the problem. If a child makes an allegation against a member of staff, the procedure set out in the Child Protection and Safeguarding Policy will be followed.

Safeguarding Procedures:

- Any staff member changing a child's nappy/clothing should always inform a colleague.
- All children will be encouraged to use self-care skills i.e. removing clothing, wiping themselves (appropriate to age and development).
- Nursery staff recognise that children should be treated with privacy, dignity, and respect at all times however to protect themselves and their own vulnerability should always inform a colleague when carrying out intimate care procedures.
- Newly appointed staff or long-term students will always be supervised by a member of staff whilst attending to intimate or personal care.

Whilst carrying out toileting/nappy changing, or personal care nursery staff should report any unusual behaviour / incident as soon as possible:

- The child is sore/usually tender in the genital area
- Usual marks or bruising
- The child has a very strong emotional reaction (shouts/cries)
- The child misunderstands or misinterprets something
- The child is accidentally hurt

The staff member will be required to complete a 'Chronology of Significant Events' form and/or other nursery documentation. The Nursery Manager / Service manager will communicate with Parent/carer or other professionals if necessary.

11. Environment and Facilities

Both Sussex House and Wendy House nurseries have open access to toileting facilities from the two older playrooms. This allows children to independently access the toilet and for staff to facilitate personal care. Additional changing facilities are in place for those children wearing nappies which are partially screened giving children privacy and dignity.

The changing unit facility: staff will lift the child or be accessed by steps for those more mobile children. Changing areas are all cleaned after each intimate care procedure using recommended antibacterial wipes.

In line with UH Sussex NHS FT all staffs undertake Manual Handling training and advice is readily accessed if staff should have any difficulties with their physical wellbeing.

In certain cases, a child may be changed on a changing mat on the floor rather than the changing unit for example, the age/height/weight of a child, if a child is distressed at being lifted or the staff member is pregnant/has physical restrictions. All circumstances will be discussed with the Nursery Manager/Deputy Manager.

If a child with highly complex needs requires specialist equipment or adaptations then the nurseries will seek advice from UH Sussex NHS FT Manual Handling team, Health & Safety Team and SEND professionals, Local Education Authority and Parent/Carer as there may be resource implications with regards to staffing, facilities and funding.

12. Equalities

All children have the right to be safe and to be treated with dignity and respect. Children with Special Educational Needs and Disabilities (SEND) can be especially vulnerable. Therefore, staff will deliver intimate/personal care which is sensitive to the child's needs and understanding.

Nursery staff will work in partnership with Parent/Carer and SEND Professionals with sensitive care routines.

13. Links to other Trust policies

UHSN008 Nursery Handbook - Safeguarding and Child Protection Policy
UHSN018 Nursery Handbook - Equality, Diversity & Inclusion Policy
UHSN016 Nursery Handbook - Child Settling Policy