Intimate Care, Nappy Changing & Toileting Policy & Procedure

Last reviewed: 10 November 2026
Approved by: Nursery Management
Review frequency: Annual

1. Purpose

At Crossley Mill Nursery, we recognise that intimate care is an important part of meeting children's individual care needs. All children have the right to be cared for in a way that protects their dignity, privacy, safety and emotional wellbeing.

All intimate care must be carried out sensitively, respectfully and consistently, ensuring children feel comfortable, secure and supported.

This procedure aims to:

- Protect children from harm and ensure appropriate safeguarding practices.
- Maintain children's dignity, privacy and independence.
- Ensure all staff follow consistent hygiene and infection-control procedures.
- Promote positive relationships and communication with children and parents.
- Provide clear guidance for staff carrying out intimate care.

2. General expectations for all staff

All staff undertaking intimate care must:

- Be familiar with this procedure and the nursery's Safeguarding and Child Protection Policy.
- Treat every child with dignity, respect and sensitivity.
- Always inform a member of your team that you are carrying out intimate care practises and which child/ren you are taking
- Explain to the child what they are doing before and during intimate care, using age-appropriate language.
- Encourage children to participate in their own care as much as they are able.
- Respect children's wishes, feelings and individual needs.
- Maintain appropriate professional boundaries at all times.
- Ensure intimate care takes place in designated, appropriate areas.
- Never leave a child unattended on a raised changing surface.
- Never use intimate care as an opportunity for unnecessary physical contact.
- Report any concerns, injuries, unusual marks, disclosures or changes in behaviour immediately to management/DSL.

Where possible, staff should follow the child's usual care arrangements and any individual care plan agreed with parents.

3. Safeguarding, visibility and privacy

The safety and welfare of children must always be paramount. Staff must balance a child's right to privacy with appropriate safeguarding and supervision.

Staff must:

- Carry out intimate care in designated changing or toilet areas.

- Ensure the area is safe, clean and suitable before beginning.
- Maintain appropriate visibility and accountability in accordance with the layout of the room and nursery safeguarding procedures.
- Ensure colleagues are aware when intimate care is taking place, where appropriate.
- Avoid unnecessarily isolating themselves with a child.
- Never lock themselves in a room or create a situation where care is hidden from appropriate oversight.
- Respect the child's privacy by avoiding unnecessary exposure and ensuring other children cannot see them undressed.
- Never take photographs or videos during intimate care.

A second member of staff does not routinely need to be physically present for every nappy change or toileting activity. However, any individual safeguarding risk assessment or management-agreed arrangements must always be followed.

Where a specific arrangement requires a staff member not to be alone with an individual child, this must be followed without exception.

4. Nappy changing procedure

Nappies must be checked regularly throughout the day and changed promptly when wet or soiled. Children must never be left sitting in a wet or soiled nappy unnecessarily.

Before changing:

1. Gather all necessary equipment, including a clean nappy, wipes, disposal bag and spare clothing if required.
2. Wash hands and put on disposable gloves and an apron where appropriate.
3. Explain to the child that you are going to change their nappy.
4. Ensure the changing area and mat are clean and ready.
5. Make sure the child is safe and comfortable.

During changing:

1. Support the child onto the changing station safely.
2. Never leave the child unattended on the changing surface, even briefly.
3. Remove the soiled nappy and clean the child's bottom thoroughly, wiping from front to back.
4. Use fresh wipes as necessary.
5. Pay particular attention to skin folds and ensure the child is clean and dry.
6. Apply barrier cream only where authorised by parents and in accordance with the nursery's medication/cream procedures.
7. Put on a clean nappy and dress the child.
8. Dispose of the used nappy and wipes in the designated nappy waste bin.
9. Remove gloves and apron safely and wash hands.

After changing:

- Clean and disinfect the changing mat and any surfaces or equipment used, following the manufacturer's instructions and required contact time.
- Ensure the area is left clean and ready for the next child.

- Wash the child's hands where appropriate, particularly if they have touched the changing area or contaminated surfaces.
- Record the nappy change on the nursery's recording system, including the time and whether the nappy was wet or soiled.
- Record and report any concerns about the child's skin, nappy rash, soreness, unusual marks or signs of discomfort.

5. Toileting procedure

We encourage children to develop independence with toileting at their own pace. Staff must never pressure or rush a child into becoming toilet trained.

When supporting children with toileting, staff must:

- Encourage children to recognise when they need the toilet.
- Inform your team which child you are taking and try take more than 1 child at a time
- Ensure there is an open door to an interlinked room when helping with toileting needs.
- Try and ensure there is another staff visible where possible
- Do not enter the toilet cubicles with a child
- Support children to access the toilet safely and independently where possible.
- Explain what support is being provided.
- Respect the child's privacy and dignity.
- Only provide the level of assistance necessary.
- Encourage children to pull down and pull up their own clothing where they are able.
- Support children with wiping when required, teaching front-to-back wiping.
- Ensure children flush the toilet where appropriate.
- Encourage thorough handwashing with soap and water after using the toilet.
- Provide reassurance and positive encouragement.

Children must never be made to feel embarrassed or ashamed if they need assistance or have a toileting accident.

6. Toileting accidents and changes of clothing

If a child has a toileting accident, staff must respond calmly and reassure them.

The procedure is:

1. Reassure the child that accidents happen and there is nothing to worry about.
2. Explain that you are going to help them get clean and changed.
3. Support the child to remove soiled clothing, encouraging independence where possible.
4. Clean the child appropriately, maintaining their dignity and privacy.
5. Place soiled clothing in a suitable sealed bag to be sent home.
6. Help the child into clean spare clothing.
7. Ensure the child washes their hands.
8. Clean and disinfect any contaminated surfaces and dispose of waste appropriately.
9. Record the incident and inform parents at collection

If a child regularly experiences toileting accidents, staff should discuss this with parents to identify whether additional support or an individual toileting plan is needed.

7. Hygiene and infection control

All staff must follow good hygiene practices to prevent the spread of infection.

This includes:

- Washing hands before and after intimate care.
- Wearing disposable gloves when there is a risk of contact with urine, faeces, blood or other bodily fluids.
- Using disposable aprons where there is a risk of clothing contamination.
- Changing gloves between children.
- Never reusing disposable gloves.
- Cleaning and disinfecting changing surfaces after every use.
- Keeping clean nappies and wipes separate from contaminated items.
- Disposing of nappies and contaminated waste in designated bins.
- Ensuring bins are emptied regularly and kept clean.
- Following the nursery's infection-control procedures when dealing with diarrhoea, vomiting or other infectious illnesses.

Staff must never prepare food or handle clean equipment while wearing contaminated gloves or aprons.

8. Children's independence and toilet training

We recognise that every child develops at a different pace and that toilet training is an individual process.

Staff will work in partnership with parents to provide consistency between home and nursery.

We will:

- Discuss toilet training with parents before introducing a consistent approach.
- Follow the child's readiness and individual development.
- Offer regular opportunities to use the toilet or potty.
- Use positive encouragement and praise.
- Avoid punishment, pressure or negative language.
- Respect children who are not yet ready for toilet training.
- Support children with additional needs through individual strategies and care plans where required.

9. Individual intimate care plans

Some children may require additional or more specific intimate care support due to their age, developmental stage, disability, medical needs or additional needs.

Where necessary, an individual care plan will be agreed with parents and relevant professionals.

This may include:

- The child's individual care requirements.
- Any medical or physical needs.
- Equipment or specialist products required.
- Any allergies, sensitivities or skin conditions.

- The child's preferred routines and communication methods.
- Any specific safeguarding considerations.
- Agreed arrangements for staff providing intimate care.

Plans must be reviewed regularly and updated when the child's needs change.

10. Parent communication

We believe good communication with parents is essential to providing consistent care.

Staff must:

- Inform parents of any significant changes in a child's toileting or nappy habits.
- Share concerns about soreness, rashes, unusual marks or discomfort.
- Inform parents if a child has experienced a toileting accident.
- Discuss recurring concerns sensitively and professionally.
- Record relevant information on the nursery's recording system.

Parents should be encouraged to provide sufficient nappies, wipes and spare clothing for their child.

11. Safeguarding concerns and unexpected incidents

If a child becomes distressed, makes a disclosure or staff notice something concerning during intimate care, they must respond appropriately.

Staff must:

- Remain calm and reassure the child.
- Stop the activity if it is safe and appropriate to do so.
- Listen carefully if the child says something concerning.
- Never ask leading questions or investigate the matter themselves.
- Record the child's exact words as soon as possible.
- Report the concern immediately to the DSL or Deputy Manager.
- Follow the nursery's Safeguarding and Child Protection Policy.

If a staff member accidentally injures a child, causes discomfort or becomes aware of an incident during intimate care, they must inform management immediately and complete the appropriate incident record.

Any allegation or concern about the conduct of a staff member must be reported through the nursery's safeguarding procedures.

12. Staff responsibilities and accountability

All staff are responsible for following this procedure consistently.

The Nursery Manager and Deputy Manager/DSL are responsible for:

- Ensuring staff understand and follow the procedure.
- Providing guidance, training and support.
- Monitoring intimate care practices.
- Reviewing individual care plans and safeguarding arrangements.
- Addressing any concerns or failures to follow the procedure.

Staff must never ignore or bypass agreed intimate care arrangements.

Any uncertainty about how to provide care safely must be discussed with management before proceeding, unless immediate care is required to protect the child's health or dignity.