BLOOM WORLD ACADEMY

Reference Number
BWA-31

Intimate and Personal Care Policy	
Audience and coverage	School community
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Owner	Rebecca Laurence, Deputy Principal – Primo
Reviewer	John Bell, Executive Principal 

Aim

Bloom World Academy (BWA) considers this policy to be:

- an essential part of the school's safeguarding and wellbeing framework;
- supportive to staff and students in managing intimate and personal care situations;
- an important structure that ensures consistency in applying values and principles across the school;
- a clear guide for day-to-day operations;
- compliant with UAE laws and regulatory requirements, providing guidance for decision-making and internal processes;
- designed to inform and guide all major decisions, actions, and practices within the school;
- aligned to the school's guiding statements and strategic priorities.

Statement of Intent

Bloom World Academy believes this policy to be a working document that is fit for purpose, reflects the school's ethos, mission, and vision, enables consistency and high-quality practice across the school, and is aligned with relevant UAE legislation and safeguarding requirements.

Scope

This policy applies to all students, teachers, school leaders, support staff, and parents.

Definitions

A shared understanding of the following definitions is integral to the implementation of this policy. Staff must use accurate and consistent terminology at all times.

Intimate Care

Intimate care refers to any care that involves physical contact, personal assistance, or invasive procedures that some students may not yet be able to carry out independently.

This includes, but is not limited to:

- dressing and undressing
- changing soiled or wet clothing
- changing nappies or pull-ups

- toileting support
- washing
- application of topical medication (e.g. sun cream, eczema creams)
- medical assistance and first aid

Processing and Practice

Bloom World Academy is committed to supporting students' welfare and personal care needs daily, in accordance with individual developmental requirements.

When intimate care is provided:

- students are treated with dignity, sensitivity, and respect at all times;
- staff act professionally, calmly, and appropriately;
- students' privacy is protected;
- safeguarding procedures are strictly followed.

Students must feel secure and develop trust in the adults supporting them. The school actively promotes independence and self-care skills wherever possible, ensuring that students are encouraged to do as much for themselves as they are developmentally able.

Principles of Intimate Care

Intimate care is provided on a one-to-one basis to protect privacy. Where possible, the student's classroom teacher and teaching assistant will support the student.

The safety and welfare of students is paramount. All intimate care practice is underpinned by the following principles.

Each student has the right to:

- be safe;
- privacy;
- be valued as an individual and treated with dignity and respect;
- be involved in decisions about their intimate care, appropriate to their level of understanding;
- express preferences or concerns about intimate care, which will be considered wherever possible;
- receive consistent and appropriate levels of care.

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Intimate Care Procedures – Changing Nappies and Pull-Ups

Where appropriate, students are encouraged to be as independent as possible during the changing process.

Staff must ensure that:

- another member of staff is informed before beginning the procedure;
- the procedure takes place in a private area, with doors left open where appropriate;
- disposable gloves and an apron are worn;
- the student is encouraged to remove clothing independently where possible;
- the student is never left unattended;
- staff maintain appropriate physical contact throughout the procedure;
- wipes provided are used to clean the student, encouraging independence where appropriate;
- skin is fully clean and dry before redressing;
- creams or ointments are applied only in line with parental instructions;
- a clean nappy or pull-up is fitted correctly;
- students are encouraged to dress independently where possible;
- handwashing is supported and encouraged;
- soiled nappies and PPE are disposed of in designated lidded bins;
- the changing area is cleaned and disinfected after use;
- hands are washed thoroughly with soap and water.

IMPORTANT: Parents must be informed via Toddle when a student's nappy has been changed, including the time and the staff member involved.

Dressing and Undressing After Clothes Become Wet or Soiled

If a student is heavily soiled, parents/carers must be contacted and offered the opportunity to attend school to change the student within a **15-minute timeframe**.

If this is not possible:

- verbal permission must be obtained from the parent/carer for staff to clean and change the student;
- the **Deputy Principal – Primo** must be informed.

Staff must ensure that:

- another member of staff is informed;

- the student's privacy and dignity are protected;
- another adult is within sight and hearing if direct physical contact is required;
- disposable gloves and an apron are worn;
- the student is encouraged to remove clothing independently where possible;
- cleaning is carried out sensitively and appropriately;
- clean clothing is provided;
- soiled clothing is bagged and sent home;
- handwashing is supported;
- PPE is disposed of correctly (in ECC bins) and hands are washed thoroughly.

Toilet Training

Bloom World Academy supports students in developing independence and confidence in personal care.

All students will be:

- treated as individuals;
- treated with dignity, respect, and privacy;
- involved in decisions regarding their care where appropriate;
- supported through consistent and developmentally appropriate approaches.

EEC

Toilet training discussions are held with parents when students show readiness. Toilet training is approached positively, and students are never punished for accidents.

Pre-KG and KG1

Students entering Pre-KG and KG1 are expected to be toilet trained. However, the school recognises that occasional accidents are developmentally appropriate at this age.

- Accidents are managed sensitively, and students are never punished or shamed.
- In cases of wet or soiled clothing, staff must follow the **Dressing and Undressing After Clothes Become Wet or Soiled** section of this policy.
- If a student enters Pre-KG still wearing nappies, parents will be required to collect the student from school for changing.
- Students may attend school in a nappy for a maximum of **three hours (9:00–12:00)**, after which they must be collected.

- While the school will support families with guidance and consistency, staff **cannot undertake toilet training on behalf of parents**.

Roles and Responsibilities

Role of the Principal

The Principal is responsible for ensuring that:

- staff are aware of and trained in this policy;
- sufficient trained staff are available;
- medical needs are identified and supported;
- regular practice observations are conducted;
- staff receive ongoing training in hygiene, health, safeguarding, and intimate care.

Role of the School Medical Team

The School Doctor and Nurse are responsible for:

- managing the clinic in line with DHA and Municipality guidance;
- supporting infectious disease protocols;
- maintaining medical records;
- administering first aid;
- liaising with parents and external agencies;
- providing staff training where required.

Role of School Personnel

All staff must:

- be familiar with intimate care procedures;
- follow health and safety guidance;
- communicate appropriately and professionally with parents;
- raise concerns with senior leadership when necessary.

Role of Parents

Parents are responsible for:

- providing up-to-date care information;
- contributing to care plans where required;
- remaining contactable during the school day;
- supplying appropriate clothing and personal care items.

Role of Students

Students are encouraged to:

- participate in discussions about their care where developmentally appropriate.

Safeguarding

Bloom World Academy is committed to safeguarding and promoting the welfare of all students. The safety and protection of students underpin all policies and practices. The school fosters a culture of vigilance, strong partnership with parents, and continuous improvement in safeguarding practice.

Equity Impact Assessment

This policy does not discriminate on the basis of age, disability, gender, gender identity, pregnancy or maternity, race, religion, or belief. It has been equality-impact assessed and promotes fairness and inclusion for all members of the school community.