

WRAPAROUND CARE

TOILETING, PERSONAL CARE & INTIMATE CARE

Procedure, Care Plan & Recording Forms

1. Purpose

AJB Sports in Education is committed to supporting children's toileting and personal care needs in a way that protects their safety, dignity, privacy, independence and wellbeing.

**CHILDREN MUST NEVER BE EMBARRASSED, PUNISHED, CRITICISED OR EXCLUDED
BECAUSE OF A TOILETING ACCIDENT OR PERSONAL CARE NEED.**

2. General Toileting

Children should have reasonable access to toilets throughout Breakfast Club and After-School Care. Staff should know which toilets children may use, which children may require assistance and any individual toileting arrangements.

Children should normally use the toilet independently where able. They should not routinely have to ask permission, but staff must maintain appropriate awareness and accountability when children leave an activity area.

3. Younger Children

- Offer reminders where appropriate.
- Help children locate toilets.
- Support clothing fastenings where needed.
- Reassure following accidents.
- Allow additional time.
- Support hygiene while encouraging independence.

4. Toileting Accidents

Respond calmly, sensitively and discreetly.

1. Reassure the child.
2. Protect privacy.
3. Establish what assistance is needed.
4. Encourage independent cleaning/changing where possible.
5. Provide the minimum necessary support.

6. Provide clean clothing where available.
7. Place soiled clothing in an appropriate sealed bag.
8. Ensure handwashing.
9. Address contaminated areas appropriately.
10. Inform the parent/carer where appropriate.

Do not discuss accidents unnecessarily in front of other children.

5. Spare Clothing

Parents/carers of younger children should be encouraged to provide suitable spare clothing. AJB may maintain emergency spare clothing at individual settings. Soiled clothing should normally be securely bagged and returned rather than washed by AJB staff.

6. When a Child Needs Assistance

Explain what assistance you are going to provide and encourage the child to complete the parts they can manage themselves.

SUPPORT SHOULD BE NO MORE INTRUSIVE THAN NECESSARY.

7. Intimate Care

Intimate care may include cleaning following soiling, changing underwear, changing nappies/pull-ups where applicable, toileting assistance where intimate areas may be exposed, or other personal care requiring direct physical assistance.

Where regular intimate care is known to be required, arrangements should normally be agreed in advance with the parent/carer, AJB management and the school where relevant. An Individual Intimate Care Plan should be completed where appropriate.

8. Safeguarding & Accountability

Intimate care must balance safeguarding with the child's privacy and dignity. It is not automatically necessary or desirable for two adults to directly observe intimate care.

- Another staff member should normally know that intimate care is taking place.
- Use an appropriate designated area.
- Follow the agreed care plan.
- Avoid unnecessary viewing or exposure.
- Maintain professional accountability.
- Follow any individual risk assessment requiring additional staffing.

9. Consent & Communication

- Explain what is happening.
- Ask permission before assisting where appropriate.

- Offer reasonable choices.
- Respect reasonable requests.
- Encourage the child's participation and independence.

Do not force intimate care except where immediate action is genuinely necessary to protect the child from significant harm. If a child refuses support, respect this where safely possible and seek advice.

10. PPE & Hygiene

Where bodily fluids are involved, use appropriate infection-control precautions. This may include disposable gloves, an apron where appropriate, handwashing, suitable cleaning/disinfection and safe disposal of contaminated waste.

GLOVES DO NOT REPLACE HANDWASHING.

11. Changing Facilities

Personal/intimate care should take place in an appropriate location offering privacy, suitable hygiene facilities, safe access and appropriate waste arrangements. Children must never be changed in an unnecessarily public area.

12. Nappies & Pull-Ups

Where applicable, parents should provide sufficient nappies/pull-ups, wipes/products, spare clothing and specialist products. AJB should not routinely apply creams or other products unless appropriate consent/instructions are in place. Regular nappy changing should be recorded where it forms part of a child's care arrangements.

13. SEND or Medical Needs

Children may need additional support because of physical disability, developmental or communication needs, continence difficulties, medical conditions or sensory needs. A need for toileting assistance must not be treated as inappropriate behaviour.

Where regular support is required, the plan should establish: what support is needed, what the child can do independently, how support is provided, who may provide it, equipment required and how it is recorded.

14. Safeguarding During Personal Care

- Maintain professional boundaries.
- Never make inappropriate comments.
- Never unnecessarily expose a child.
- Never photograph or record intimate care.
- Never use personal devices.

- Never provide more physical assistance than necessary.
- Never leave other children inadequately supervised to provide care.

If staff observe unexplained injuries, concerning marks, unusual behaviour, a concerning disclosure or another safeguarding indicator, follow AJB safeguarding procedures immediately. Do not investigate the concern yourself.

15. Disclosure During Care

Listen calmly, do not promise confidentiality, avoid leading questions, reassure appropriately, record the child's words accurately and report immediately through AJB safeguarding procedures.

16. Recording

Routine independent toilet visits do not require recording. Significant personal/intimate care should be recorded where appropriate using the Personal/Intimate Care Record. Records should be factual, proportionate and respectful.

17. Parent Communication

Parents/carers should normally be informed where significant intimate care has been provided, a child has soiled themselves, clothing needs replacing, supplies require replenishing, an ongoing concern exists or something unusual occurred. Communicate discreetly.

18. Infection Control

1. Keep other children away from contaminated areas.
2. Use appropriate PPE.
3. Remove contamination safely.
4. Clean/disinfect according to site arrangements.
5. Dispose of waste appropriately.
6. Wash hands thoroughly.
7. Inform site staff where specialist cleaning is required.

19. Staffing

Providing personal care must not leave other children inadequately supervised. Where care needs regularly affect staffing, AJB management should review staffing and care arrangements.

20. Staff Quick Action Guide

**TOILETING ACCIDENT -> REASSURE -> PRIVACY -> ENCOURAGE INDEPENDENCE ->
MINIMUM NECESSARY SUPPORT -> HYGIENE / CHANGE -> RECORD IF SIGNIFICANT ->
INFORM PARENT WHERE APPROPRIATE**

SAFE • DIGNIFIED • PRIVATE • CHILD-LED WHERE POSSIBLE

Individual Intimate Care Plan

CONFIDENTIAL – STAFF ACCESS ON A NEED-TO-KNOW BASIS

Child's Name	
Date of Birth	
School / Setting	
Parent / Carer	
Plan Start Date	
Review Date	

Child's Needs & Independence

Reason / type of personal care support required:

What the child can manage independently:

What assistance staff should provide: _____

Frequency / usual timing: _____

Communication & Child's Voice

How the child communicates needs / discomfort:

Child's preferences about how support is provided:

Words / prompts that help the child: _____

Practical Arrangements

Agreed care / changing location	
Equipment / supplies required	
Nappies / pull-ups / spare clothing arrangements	
Products authorised for use	
Waste / soiled clothing arrangements	

Staffing & Safeguarding

Staff authorised / trained to provide support:

Second staff awareness / additional staffing arrangement:

Known safeguarding / privacy considerations:

Relevant SEND / medical plan links: _____

Parent / AJB Agreement

This plan records the agreed approach for supporting the child's personal/intimate care needs. It should be reviewed whenever needs or arrangements change.

Parent / Carer Name	
Parent Signature	
Date	
AJB Representative	
AJB Signature	
Date	

Personal / Intimate Care Record

CONFIDENTIAL – Complete only where personal/intimate care is significant or recording is required by the child's plan.

School / Setting						
Week commencing						
Date	Time	Child	Support Provided	Staff	Second Staff Aware	Parent Informed

Additional Notes / Concerns

Use factual, respectful wording. Record safeguarding concerns separately through AJB safeguarding procedures.

Nursery / Younger Children Supplement

This supplement applies where an AJB wraparound setting accepts Nursery-aged or other younger children whose care needs may differ from the main school-age provision.

Before Provision Begins

- Confirm the age range accepted at the specific setting.
- Confirm applicable staffing and regulatory requirements.
- Obtain detailed toileting, nappy and personal-care information from parents/carers.
- Identify suitable changing facilities.
- Agree how nappies, wipes, spare clothes and specialist products are supplied.
- Identify children requiring individual care plans.
- Ensure staffing can accommodate care needs without compromising supervision.

Daily Practice

- Offer developmentally appropriate toilet reminders.
- Allow sufficient time for toileting and changing.
- Maintain close supervision while protecting privacy.
- Use age-appropriate language and explanations.
- Record nappy/personal-care changes where required.
- Communicate significant care information to parents/carers at collection.

Nappy / Pull-Up Changing

Follow the child's agreed care arrangements. Prepare supplies before beginning, maintain appropriate supervision and privacy, use suitable PPE and hygiene practices, dispose of waste appropriately, clean the changing area and wash hands afterwards.

Toilet Training

Where a child is toilet training, AJB should work consistently with the parent/carer and, where appropriate, the school/nursery. Children must not be pressured, punished or embarrassed because of accidents or developmental progress.

Staffing Review

Where the number or needs of younger children significantly increase personal-care demands, AJB management should review staffing, facilities and risk assessments before continuing or expanding the provision.

YOUNGER AGE DOES NOT REDUCE A CHILD'S RIGHT TO DIGNITY, PRIVACY AND RESPECT.

Document Control

Document	AJB Wraparound Care – Toileting, Personal Care & Intimate Care
Version	September 2026
Applies to	AJB Breakfast Clubs, After-School Care and applicable younger-child provision
Related documents	Safeguarding & Child Protection Policy; SEND & Inclusion Policy; Staff Handbook; Site Information Sheet; Individual Healthcare Plans
Confidentiality	Completed care plans and records contain sensitive personal information and must be securely stored with access limited to those who need it.
Review	Review following a significant incident, change in a child's needs, change in provision, guidance/regulatory change, or scheduled policy review