

# Continence and Toilet Training Policy

Ysgol Gyfun Gymraeg



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Review Date	Medi 2026

**This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg."**

## 1. Overview

### 1.1 Definition of intimate care

#### 1.1.1 In this policy 'intimate care' is defined as:

*"Intimate care can be defined as any care which involves washing or carrying out a procedure to intimate personal areas which most people usually carry out themselves but some children/ young people are unable to do because of their young age, physical difficulties or other special needs. Examples include care associated with continence and menstrual management as well as day-to-day tasks such as help with washing, toileting or dressing. It also includes supervision of children/ young people involved in intimate self-care."*

*Taken from Welsh Government,  
['Supporting Learners with Healthcare Needs' \(215/2017\)](#) p16*

1.1.2 Further examples include medical interventions such as catheterisation and colostomy bags. Guidance should be sought from relevant health professionals and included in the child's Individual Healthcare Plan.

1.1.3 Intimate care (which includes toileting) can be undertaken on a regular basis or during a one-off incident.

### 1.2 Development of the policy

This policy was created as a result of: 'A Good Practice Guide to Managing Continence Needs in Settings & Settings in Cardiff'. The good practice guide was written by The Early Years Inclusion & Disability Team as part of a working group consisting of representative from health, education, and the third sector.

### 1.3 Related policies

- Managing healthcare needs policy
- Safeguarding policy
- Health and safety policy including manual handling
- Additional Learning Needs and Education Tribunal (Wales) Act 2018
- Staff code of conduct <https://www.ewc.wales/site/index.php/en/fitness-to-practise/code-of-professional-conduct-and-practice>

### 1.4 Promotion of policy

- 1.4.1 This policy will be shared with parents on the school website

## 2. Legal perspective / context

### 2.1 Legislation

- 2.1.1 The legislation that this policy has been issued under is documented in Supporting Learners with Healthcare Needs. Guidance. Welsh Government 215/2017 (<http://learning.gov.wales/resources/browse-all/supporting-learners-with-healthcare-needs/?lang=en>).
- 2.1.2 It is also guided by the Equality Act 2010.

### 2.2 Context

- 2.21 The City of Cardiff Council is committed to the provision of high quality care that meets the individual needs of all children and young people in Cardiff. As a local authority we embrace the **Every Child Matters** document, the **United Nations Convention on the Rights of the Child, 1992** and we adhere to the **Equality Act 2010**.
- 2.22 ‘**Meeting the Health Care Needs of Children and Young People in Cardiff- A Good practice guide 2018**’ should be used in the first instance for children and young people with healthcare needs. The statutory guidance says that *‘education settings should have an intimate care policy, and that it should be followed, unless alternative arrangements have been agreed, and recorded in the child/ young person’s Individual Healthcare Plan.’*
- 2.23 There is an expectation that children entering nursery or Reception class will be independent in meeting their own continence needs, however, for various reasons, this is not always the case. It is important that any continence need is managed sensitively and effectively in setting and is in line with the child or young person’s development. It must also be understood that delayed continence is not necessarily linked with learning difficulties or disabilities. For children and young people with continence needs, it can have an impact on their ability to take part in everyday school life. However, when needs are managed appropriately, children and young people should not be disadvantaged in any way.
- 2.24 In line with the **Code of Practice for Wales (2002)** and the **Equality Act (2010)** children and young people cannot be refused entry into settings on the grounds that they have continence needs. Any admissions practice that sets a blanket standard of continence would be discriminatory and therefore unlawful. Settings must make adjustments in order to include children and young people with continence needs and should not exclude or treat them differently because of this.
- 2.25 This policy has been written to support learners’ continence needs whilst at setting. The policy has been designed in line with the Welsh Government guidance; **School Toilets: Good Practice Guidance for Settings in Wales (2012)**<sup>1</sup> and **ERIC – The Children’s Bowel and Bladder Charity**<sup>2</sup>. It has also been

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<sup>1</sup> [dera.ioe.ac.uk/13643/7/120124schooltoiletsen\\_Redacted.pdf](http://dera.ioe.ac.uk/13643/7/120124schooltoiletsen_Redacted.pdf)

developed in response to the Statutory Welsh Government guidance, **Supporting Learners with Healthcare Needs (215/2017)**<sup>3</sup> and the 'Meeting the Health Care Needs of Children and Young People in Cardiff- A Good practice guide 2018'<sup>2</sup>

### 3. Key policy statements

- 3.1.1 Children/ Young People with a healthcare need will be supported by our managing healthcare needs policy and the development of an individual healthcare plan.
- 3.1.2 **Our expectation is that all children on entering nursery class are toilet trained.** We recognise that some children and young people may experience difficulties with toileting due to a disability or medical need, or they may not have achieved the developmental milestone of continence. In such cases we will work with parents/carers, children/ young people and healthcare professionals.
- 3.1.3 We understand that toileting accidents sometimes occur, and will have a procedure in place to safeguard staff and children/ young people.

### 4. Policy aims and principles

#### 4.1 The aims of this policy are:

- 4.1.1 To safeguard the rights and dignity of children/ young people and promote their welfare.
- 4.1.2 To safeguard staff and provide guidance and reassurance to staff whose role includes providing intimate care.
- 4.1.3 To assure parents/carers that staff are knowledgeable about intimate care and that their individual concerns are taken into account.
- 4.1.4 To remove barriers to learning and participation, protect from discrimination, and ensure inclusion for all children/ young people.
- 4.1.5 To raise awareness of the duty of care of head teachers, staff and governors.

#### 4.2 The basic principles of the policy are:

- 4.2.1 Children and young people's intimate care needs cannot be seen in isolation or separated from other aspects of their lives. Encouraging them to participate in their own intimate care should therefore be part of a general approach towards facilitating participation in daily life.
- 4.2.2 Intimate care can take time but it is essential that every child is treated as an individual, and that care is given as gently and as sensitively as possible.
- 4.2.3 The following are the fundamental intimate care principles upon which this policy is based:
- Every child has the right to be safe
  - Every child has the right to personal privacy

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<sup>2</sup> <https://www.eric.org.uk>

<sup>3</sup> <http://learning.gov.wales/docs/learningwales/publications/170330-healthcare-needs-en.pdf>

- Every child has the right to be valued as an individual
- Every child has the right to be treated with dignity and respect
- Every child has the right to be involved and consulted on their own intimate care to the best of their abilities
- Every child has the right to express their views on their own intimate care and to have such views taken into account (note: from a safeguarding perspective staff might have to change a nappy against a child's wishes).
- Every child has the right to have levels of intimate care that are appropriate and consistent.

## **5. Roles and responsibilities (inc. training needs)**

### **5.1 *The head teacher and governing body are responsible for:***

- 5.1.1 Ensuring that all adults assisting with intimate care are employees of the school or local authority. This aspect of their work will be reflected in their job descriptions. Visitors, volunteers or students must not undertake activities associated with intimate care or toileting.
- 5.1.2 Ensuring that staff (and candidates applying for a job) are made aware of this aspect of the post.
- 5.1.3 Ensuring that all staff are appropriately trained and supported and that it is part of the job description of the member of staff. The requirement for training will vary greatly between settings and will largely be influenced by the needs of the child. Consideration should be given, however, to the need for training on a whole school or setting basis and for individual staff who may be required to provide specific care for an individual child/young person or small number of children/young people; or providing toileting/changing on an ad-hoc basis.
- 5.1.4 Ensuring that the school has a managing healthcare needs policy, an intimate care and toileting policy and infection control procedures in place, and that staff are familiar with them, especially those involved with intimate care.
- 5.1.5 Ensuring that all staff are aware and are familiar with the Graduated Response to Intervention
- 5.1.6 Providing Personal Protective Equipment (PPE) which should include: disposable gloves and aprons, and bin and liners to dispose of waste. Staff should always wear PPE when dealing with any child who is bleeding, wet or when changing a soiled nappy / clothing.

### **5.2 *Staff:***

- 5.2.1 It is likely that most intimate care within a school will be undertaken by teaching assistants.
- 5.2.2 Practitioners have a responsibility to promote the inclusion and acceptance of all child/ young persons as well as a duty of care, which includes attending to the child/ young person's personal needs and implementing related personal programmes. These guidelines are stated in Cardiff County Council TA Job Descriptions.

- 5.2.3 Staff attitude to a child/ young person's intimate care is also important; keeping in mind the child/ young person's age and routine care, keeping it both efficient and relaxed.
- 5.2.4 It is the responsibility of all staff caring for a child/ young person to ensure that they are aware of the child/ young person's method and level of communication, and the healthcare/intimate care need. To ensure effective communication, staff should:
- Make eye contact at the child's level
  - Use simple language and repeat if necessary
  - Wait for response
  - Continue to explain to the child what is happening even if there is no response
  - Treat the child as an individual with dignity and respect.
- 5.2.5 Staff should encourage each child/ young person to do as much for themselves as they are able to.
- 5.2.6 Where a situation renders a child/ young person fully dependent; the member of staff should talk about what is going to be done and provide choices where possible. The member of staff should ensure they are aware of any preferences for the intimate care from the child/ young person and/or parent/carer.
- 5.2.7 Young children and children with additional learning needs (ALN) can be especially vulnerable. Staff involved with their intimate care need to be particularly sensitive to their individual needs.
- 5.2.8 Some procedures must only be carried out by members of staff who have been formally trained and assessed. There should be more than one member of staff assigned within a plan to allow for any illness absence or leave.
- 5.2.9 Only in the event of an emergency would staff undertake any aspect of intimate care that has not been agreed by parents/carers and school. Parents/carers would then be contacted immediately.
- 5.2.10 Staff should receive training in good working practices which comply with the health and safety policy and the safeguarding policy.

### **5.3 Parents/carers:**

- 5.3.1 Parents/carers will be made aware of the school's intimate care and toileting policy and are encouraged to work with the school to ensure their child's needs are met.
- 5.3.2 Parents/carers have a responsibility to advise the school of any known intimate care or toileting needs relating to their child.
- 5.3.3 Where a child/young person has a recognised need with regards to intimate care or toileting, procedures need to be agreed between the school and the parents/carers so that there is clarity over expectations, roles and responsibilities.

- 5.3.4 Records should also reflect arrangements for ongoing and emergency communication between home and school or setting, monitoring and review.
- 5.3.5 Parents/carers have a responsibility to work in partnership with school staff and other professionals to share information and provide continuity of care.
- 5.3.6 It is also important that the procedure for dealing with concerns arising from intimate care processes is clearly stated and understood by parents/carers and all those involved.
- 5.3.7 It is the parents/carers responsibility to provide supplies such as nappies, wipes or continence pads. For children who regularly soil or wet parents/carers should ensure that spare clothing is kept in school.

## **6. Safeguarding**

- 6.1.1 The governing body and head teacher ensures that all staff are familiar with the safeguarding policy, and if there are any concerns, they should be recorded and discussed with the settings Designated Safeguarding Lead (DSL).
- 6.1.2 All staff (including students and volunteers) working within the school setting will be subject to the usual safer recruitment procedures, which includes a DBS check.
- 6.1.3 Visitors, volunteers or students must not undertake activities associated with intimate care or toileting.
- 6.1.4 A child's dignity must be maintained at all times.

### **6.2 Staff ratios:**

- 6.2.1 For the majority of children/young people only one member of staff is required to support a child with continence needs. They will inform another member of staff and a record of continence care will be signed by both members of staff. This is to ensure the child/young person is treated with dignity and respect.
- 6.2.2 However, the number of staff required to undertake procedures will depend upon individual child/ young person's circumstances and should be discussed with all concerned with the child/ young person's privacy and dignity at the forefront. The individual child/ young person's needs should be used to help assess the risk; a risk assessment should determine if one or two members of staff (or more) are required. (Appendix 1)
- 6.2.3 Where there are concerns around child protection, previous allegations, or moving and handling issues, two adults may be required to provide care.
- 6.2.4 Consideration should be given to the management of staffing levels in the classroom when undertaking duties outlined in this document.

### **6.3 Location of intimate care / changing facilities:**



- 6.3.1 Settings should identify a suitable changing area for children/ young people with intimate care/toileting/changing needs, to enable the privacy of children/ young people to be maintained, balanced with the need to safeguard the child and staff; and protection for the adult e.g. visible and/or audible. See 7.1.1.

#### **6.4 Working with children/ young people of the opposite gender:**

- 6.4.1 In certain circumstances it may be appropriate / necessary to have a person of the same gender as the child care for the child/ young person. For example, for cultural or family reasons. However, the current ratio of female to male staff in many settings, means that assistance will more often be given by a female. As stated in 'Supporting learners with healthcare Needs (2017):

*'Certain medical procedures may require administration by an adult of the same gender as the learner, and may need to be witnessed by a second adult. The learner's thoughts and feelings regarding the number and gender of those assisting must be considered when providing intimate care. There is no requirement in law for there to be more than one person assisting. This should be agreed and reflected in the individual healthcare plan (IHP) and risk assessment'.*

- 6.4.2 We will work to ensure the needs of the child/ young person and family are met. If this is not possible we will discuss with the child/ young person and family and other professionals.

#### **6.5 ALL concerns/incidents must be reported immediately:**

- 6.5.1 If a member of staff has any concerns about physical changes in a child/ young person's presentation, e.g. unusual markings, discolouration's or swelling, including the genital area they must immediately report the concerns to the Designated Safeguarding Lead (DSL).
- 6.5.2 If a member of staff has any concerns about any unusual emotional and behavioural responses by the child/ young person; they must immediately report concerns to the DSL.
- 6.5.3 If a staff member has concerns about a colleague's continence care practice, they must immediately report concerns to the DSL.
- 6.5.4 If a child/ young person or parent/carers makes an allegation against a member of staff, they must immediately report concerns to the DSL.
- 6.5.5 If a child/ young person is accidentally hurt during continence care or misunderstands or misinterprets something, staff should reassure the children/ young people safety and report the incident immediately to the DSL.
- 6.5.6 If a staff member is accidentally hurt, they should report the incident immediately, seek medical assistance if needed and ensure an accurate written record of what happened is made.
- 6.5.7 If a child/ young person becomes distressed or unhappy about being cared for by a particular member of staff, the parents/carers should be contacted at the earliest opportunity in order to reach a resolution and outcomes recorded. Staffing schedules could be altered until the issue(s) are resolved. Further advice can be taken from outside agencies if necessary.

6.5.8 All concerns reported to the DSL will be immediately acted upon in line with the school Safeguarding Policy.

6.5.9 A written record of concerns must be made available to parents/carers and kept in the child/ young person's personal file. Further advice will be taken from outside agencies as necessary. Unless this is of child protection nature where there is no automatic right for parents/carers to be notified of this concern.

## 7. Health and safety, and facilities

### 7.1 Environment:

7.1.1 The school will identify a suitable area for children/ young people to receive intimate care, giving consideration to the needs of each individual child/ young person. Privacy for the child/ young person and safeguarding staff will be considered along with:

- Space
- Heating and ventilation to ensure staff and child/ young person comfort
- Running hot and cold water and liquid soap should be available
- Protective clothing (disposable apron and gloves) should be provided in an accessible location
- Supplies of nappies, wipes etc in an accessible location (provided by family)
- Nappy disposal bags
- Labelled bins for the disposal of nappies (soiled items should be double bagged)
- Special arrangements for the disposal of any contaminated or clinical materials including sharps and catheters
- Supplies of suitable cleaning materials – cloths, anti-bacterial sprays
- Appropriate clean clothing (preferably the child's own), should be to hand to avoid leaving the child unattended to maintain dignity
- Effective staff alert system for help in an emergency
- Arrangements for menstruation when working with adolescent girls

7.1.2 Infection control procedures should always be followed.

### 7.2 Waste:

7.2.1 The school is responsible for the disposal of all nappies/pads used by children/ young people on school premises. It is not appropriate for the school to send used nappies/continence pads home at the end of the school session.

7.2.2 Up to 7kg of nappies/pads can be disposed of per school in general waste collection. Contract Waste Disposal will be considered for larger quantities.

- 7.2.3 Disposal of soiled nappies/pads/clothing should be discussed during admission meetings and noted on the Individual Healthcare Plan/Continence Management Plan/Toilet Training Plan.
- 7.2.4 Specialist provision / equipment i.e. catheterisation / diabetes / menstrual management / or any other intimate healthcare needs should be disposed of as agreed in the children/ young people Individual Healthcare Plan.

## **8. Provision of supplies**

- 8.1.1 Personal protective equipment for staff will be provided by the school. See 5.1.5.
- 8.1.2 Items such as nappies, continence pads and wipes will be provided by parents/carers. See 5.3.8.

## **9. Agreeing a procedure for intimate care or toileting**

### **9.1 Admissions and transition**

- 9.1.1 The school will ensure that there is a strong transition system in place between settings/settings, and that parents/carers are given the opportunity to discuss any intimate care or toileting needs during planned admission's meeting.
- 9.1.2 We will work with our e.g. ALN Officers, Family Link Workers to identify children/ young people that may require intimate care or toileting support.
- 9.1.3 Providing opportunities for staff to meet with parents prior to entry to the setting. This can be arranged as a meeting at setting or a home visit. Explain the setting's continence policy and discuss with parents whether there are any physical/medical needs relating to their child's continence.
- 9.1.4 Settings to ensure that they have an inclusive approach to continence needs and toilets are well maintained and child/ young person friendly.
- 9.1.5 Settings to ensure that all children/ young people are introduced to their nearest toilet facilities prior to admission if possible or on their first day.
- 9.1.6 Parents to sign consent form for staff to provide continence care should the need arise.

### **9.2 Creating and agreeing a plan**

- 9.2.1 When a continence need is identified, the school will complete a toilet training plan or continence management plan with agreement with the parent/carer and child/ young person, and if necessary a healthcare professional. In some cases an Individual Healthcare Plan might be needed (see managing healthcare needs policy).
- 9.2.2 The agreements will detail what care is to be provided and by whom. There should be more than one named member of staff.
- 9.2.3 A risk assessment, will identify the support required for the plans, e.g. manual handling, risk of allegations.

9.2.4 It is vital that plans are prepared prior to admission, and where possible opportunities are made for the child/ young person and family to meet the staff who will be providing continence care.

9.2.5 Whole school and classroom management considerations should be taken into account, for example:

- The importance of working towards independence
- Arrangements for home/school transport, sports days, school visits, swimming etc.
- Substitutes in case of staff absence
- Strategies for dealing with bullying/harassment (if the child has an odour for example)
- Seating arrangements in class (ease of exit)
- A system to leave class with minimum disruption
- Avoiding missing the same lesson for medical routines
- Awareness of discomfort that may disrupt learning
- Implications for PE (changing, discreet clothing etc.)

### **9.3 Toileting – occasional incidents:**

9.3.1 School should ensure that they have arrangements in place for when a child occasionally wets or soils themselves.

9.3.2 Measures such as asking parents/carers to come in and change children are not good inclusive practice and can put unacceptable pressure on both the parent/carer and the child. It is also likely to be a direct contravention of the Equality Act 2010, and leaving a child in a soiled nappy or in wet or soiled clothing for any length of time pending the return of the parent/carer is not acceptable.

9.3.3 If a young person needs daily/occasional continence care, the parent/guardian should fill and return the consent form to the school. (Appendix 2)

9.3.4 Parents/carers will be made aware of the procedures that the school should follow should their child need changing during school time.

## **10. Sharing and recording information**

10.1.1 Any plans or risk assessments created will be kept on the children/ young people file, given to the parent/carer, will be made available to the staff member(s) providing continence care and the healthcare professional (if involved).

10.1.2 Each intervention of continence care should be recorded using the Record of Continence Care. It should be signed by the staff member who supported the child/young person and counter signed by a second staff member.

## **11. Reviewing continence care and toileting arrangements**

- 11.1.1 Continence management plans and toilet training plans must be reviewed at **least termly** or according to the developing needs of the child. This should be specified in the relevant plan and followed up by the named member of staff. The views of all relevant parties should be sought and considered to inform future arrangements. Staff members carrying out intimate care must be vigilant and ensure that they are following the current plan.

## 12. Complaints procedure

- 12.1.1 If a child/ young person or parent/carer is not satisfied with our continence care arrangements they are entitled to make a complaint. This is outlined in our complaints policy.
- 12.1.2 If the complaint is Equality Act 2010/disability related, then consideration of a challenge to the Special Education Needs Tribunal for Wales (SENTW) or Children's Commissioner can be made. However, we always advocate that all complaints go to the governing body in the first instance to try to resolve it at a local level.

## 13. Reviewing the policy

- 13.1.1 We will review this policy alongside the Managing Healthcare Needs Policy, if any amendments occur in legislation, or in consideration of changes in working practices.

### Appendix 1

**Risk Assessment: Intimate Care**

**Name of Assessor: Bethan Davies      Designation: Head of the SRB**

**Establishment: Ysgol Gyfun Gymraeg Glantaf**

**Date of Assessment: 11/9/2025**



### Sources of Information – IDPs, IHP, Conversations with parents

Please ensure guidance on infection control and enhanced hygiene practices are followed at all times. Staff are to be provided with Cardiff schools cleaning guidance V3 and have viewed the <a href="https://youtu.be/ToaB1SWXFsl">https://youtu.be/ToaB1SWXFsl</a> to ensure Personal Protective Equipment (PPE) is put on and taken off in accordance with H&S guidelines.							
Hazards Identified	Persons at Risk	Likely Consequences	Evaluation/ Level of Risk			Control Measures (action required to prevent risk)	Action required What/When/Who
			Hi gh	M ed	Lo w		
Risk of abuse towards pupils or staff	Pupils Staff highlighted pupil	Harm to staff and pupils			*	2 members of staff to always be present when changing a child	Class teacher to ensure correct staff ratio when someone is being changed.

### Monitoring and Reviewing Arrangements

Relevant information passed on to appropriate staff:

Signed: **B H Davies** Designation: **Leader of the SRB** Date: **11/9/2025**

## Appendix 2 INTIMATE CARE PLAN: AGREEMENT AND CONSENT FORM

The purpose of the Agreement and Consent form is to ensure that parents/carers and professionals are in agreement with what care is to be given and that staff have received any appropriate training that may be relevant.

Teaching of certain care procedures may be carried out by the parent/carer or by the professional experienced in that procedure.

When the parent/carer and/or professionals are agreed that the procedure has been learned or where routine intimate care is to be provided, the details will be recorded fully below and all parties must sign this record and be provided with a copy. An additional copy is to be retained on the pupils file in school and a copy is to be provided for the child’s medical record (if appropriate).

Child’s Name	DOB
Date agreed	Agreed review date
Medi/September 2025	Medi/September 2026

Reasons why intimate care is to be provided: (e.g. lack of training / development delay / medical need )	
Who will provide this care: (staff names and roles)	Staff from the Ganolfan, no supply Teaching Assistants
Details of care to be provided (where, when, arrangements for privacy etc):	Change of nappy, change to go to the PE lesson, change if they’ve had an accident. We will change the pupils at the appropriate toilet at the Ganolfan or a similar provision when we are off site.
Consent provided by:	
Names of parents / carers	
Signatures	<div>Date</div>

