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Play, Learn and Grow Together – Our Passion is Their Future

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## Personal Care Policy

### Policy Statement

At St Helen's Pre-School, we are committed to supporting every child's care, comfort, dignity and wellbeing in line with their individual needs. Personal care is a fundamental part of children's daily experiences and is delivered in a way that promotes secure attachments, independence, emotional security and positive relationships.

We recognise that children require warm, familiar and consistent adults to support them in developing confidence and self-assurance. At times children need reassurance, comfort and physical closeness. All personal care routines are carried out sensitively and respectfully, ensuring children feel safe, valued and understood.

Personal care includes, but is not limited to, nappy changing, toileting support, toilet training, changing of clothes, first aid treatment and supporting children with specific medical or developmental needs. Care routines are responsive to each child's age, stage of development and established home routines.

This policy operates in line with the EYFS Statutory Framework (2025) and is underpinned by our safeguarding responsibilities.

### Principles of Practice

Personal care routines are recognised as important moments for communication, connection and learning. These routines provide valuable opportunities for one-to-one interaction, language development, emotional reassurance and the promotion of independence.

Children are always prepared for what is about to happen. Staff seek the child's permission before beginning any nappy change or intimate care routine. Consent is gained using developmentally appropriate communication methods including spoken language, visual prompts and Signalong signs. Children are supported to understand the routine and are encouraged to respond in their own way, ensuring they feel respected, involved and safe.

## Personal Care Policy

All care is carried out in a calm, unhurried and respectful manner. Children's privacy and dignity are always maintained. Staff use positive language and reassurance, and children are never shamed, rushed or reprimanded for accidents.

All staff involved in personal care hold enhanced DBS clearance, have completed safer recruitment checks and receive appropriate induction and ongoing supervision. This ensures they understand intimate care expectations, safeguarding procedures, professional boundaries and infection control practice.

## Safeguarding, Professional Curiosity, and Staff Conduct

St Helen's Pre-School is fully committed to safeguarding and promoting the welfare of children. All staff have up-to-date safeguarding training and understand the signs and symptoms of abuse, including how to report concerns promptly in line with our Safeguarding Policy.

Personal care routines are conducted in a way that protects both children and staff. Wherever possible, care takes place on a one-to-one basis with the child's key person or co-key person and within sight/hearing of other staff members always maintaining the child's privacy. Staff remain vigilant and ensure safeguarding principles are upheld at all times.

As part of our safeguarding responsibility, staff maintain professional curiosity in relation to children's personal care needs. Patterns such as frequent nappy rash, repeated toileting accidents beyond developmental expectations, regression in toileting skills, changes in behaviour during intimate care, or signs of discomfort are monitored sensitively and recorded where appropriate.

Where patterns are identified, staff will discuss observations with parents in a supportive and non-judgemental manner to explore possible causes and consider whether further support may be required. This may include adapting routines, reviewing care plans, implementing additional support through our graduated approach, or seeking advice from relevant professionals. All concerns are managed in line with our Safeguarding Policy.

The setting operates a Whistleblowing Policy to enable staff to raise concerns about practice safely and confidently. The management team undertakes monitoring and observations to ensure procedures are consistently followed.

## Partnership with Parents and Recording

We work closely with parents on all aspects of children's care and development. Discussions around personal care routines take place during the child's Welcome Meeting or Home Visit and are reviewed regularly.

Personal care routines including nappy changes (Appendix A), sleep and other daily care information are recorded appropriately and shared with parents to ensure transparent and consistent communication. For younger children and those requiring more detailed daily updates, records are shared via Dayshare through the parent portal. For older children, relevant information is communicated at collection and recorded in line with our procedures.

If a child requires specialist support, medical intervention or additional adjustments, an individual care plan will be agreed in partnership with parents and relevant professionals where appropriate.

## **Nappy Changing Procedures**

Nappy changing is recognised as a personal and sensitive time. The child's dignity and privacy are respected at all times.

Before each nappy change, the child is informed of what is going to happen and permission is sought. Staff use spoken words, visuals and Signalong signs to support understanding and communication.

Staff wear appropriate PPE during every nappy change. Changing areas are checked daily to ensure they are clean, hygienic and fully stocked. Disposable gloves, aprons, nappy sacks and disinfectant are available at all times.

The nappy changing process is carried out in a positive, warm and engaging manner. Staff talk to the child and ensure the experience is calm and reassuring. Children are never left unattended.

Parents provide nappies, creams and preferred wipes or cotton wool. Spare resources are available in emergencies.

A nappy changing record (Appendix B) is completed after each change, including when a child's nappy is found to be dry. Records are maintained in line with our documentation procedures.

Nappy changing procedure (Appendix C) is displayed in all nappy changing areas.

## **Toilet Training**

Toilet training is approached as a collaborative and positive experience between home and pre-school. Discussions take place with parents to determine readiness and ensure consistency of approach.

The key person works closely with families to support the child's individual stage of development. A toilet training record (Appendix D) is completed in partnership with parents to promote consistency between home and pre-school and is reviewed in line with the child's development.

Toilet training is always a positive experience. Children are supported and encouraged but never pressured. Accidents are treated calmly and respectfully.

Where appropriate, parents may be signposted to appropriate health professionals or local support services for additional advice.

## **Toileting and Change of Clothes**

We encourage children to develop independence in managing their own toileting routines where developmentally appropriate. Children are encouraged to access bathroom facilities independently while staff remain vigilant and available to support when needed.

## Personal Care Policy

Children are supported discreetly and respectfully if they require assistance. Any accidents or changes of clothes are managed in privacy in the bathroom by a trusted adult. The child is supported according to their stage of development and independence is promoted appropriately.

A change of clothes record (Appendix E) is completed and parents are informed at collection. Toilet areas and potties are cleaned and disinfected after each use in line with infection control procedures.

## Inclusion and Individual Needs

We recognise that children's personal care needs vary according to their age, stage of development and any additional needs. Care routines follow the child's individual rhythm and established home routines wherever possible.

Reasonable adjustments are made to ensure that children with SEND or medical needs receive appropriate and dignified support. Staff access additional training where required to meet specific needs confidently and safely.

## Monitoring and Review

Personal care practice is monitored through staff supervision, induction processes, room monitoring and safeguarding oversight. The Manager and leadership team ensure that procedures remain compliant with EYFS requirements and reflect current best practice.

## Policy Review

This policy is reviewed annually to ensure it remains relevant and effective.

This policy has been adopted by St Helen's Pre-School

Signed on behalf of the setting by:

..... Chairperson

..... Manager

Date: February 2026

This policy runs in conjunction with the following policies:

- Safeguarding
- Whistleblowing
- Induction
- Key Person & Settling In
- Parent Involvement
- Health & Safety
- Safer Recruitment
- Staff Development

## Relevant Guidance and Legislation

- EYFS Statutory Framework (2025) <https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>
- Health Advice and Support for Children and Families <https://www.justonenorfolk.nhs.uk/>
- Children's Bowel and Bladder Charity <https://eric.org.uk/>

**Appendices** – Please note appendices are held at the Pre-School, please ask to view

- A. Toilet & Nappy Changing Daily Check
- B. Nappy Changing Record
- C. Nappy Changing Procedure
- D. Toilet Training Record
- E. Change of Clothes Record