



Personal Care Procedures

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1. The Personal Care Procedures Aims to:

- 1.1 Safeguard the rights and well-being of learners regarding Health and Safety, dignity, privacy, choice, religious beliefs and culture.
- 1.2 Ensure that learners are treated consistently when they experience intimate personal care.
- 1.3 Assure parent/carers that all staff are knowledgeable about personal care and that individual concerns are considered and are acted upon appropriately.
- 1.4 Where appropriate involve parent/carers in any decision about the personal care of their son/daughter/ward.
- 1.5 Provide appropriate guidance, training, supervision and reassurance to staff and to ensure safe practice.
- 1.6 Ensure that parents/carers and learners, where appropriate, are actively involved in the development of agreed personal care protocols.
- 1.7 Ensure that details of an agreed individual personal care protocol are shared with other agencies that support the learner, as appropriate.
- 1.8 Take into consideration the learner's choices in developing an individual personal care protocol with parent/carer agreement, as appropriate.

2. Definition of Personal Care

- 2.1 Personal Care is any care which involves washing, touching or carrying out an intrusive procedure that most learners carry out for themselves but which some are unable to do due to physical disability, additional support needs associated with learning difficulties or medical needs.
- 2.2 Personal Care may involve help with drinking, eating (including providing physical help with peg feeding and supporting specialist dietary needs), dressing and toileting. Help may also be needed with changing colostomy bags and other such equipment. It may also require the administration of invasive medication. Usual practice in College is that the staff do not administer medication to learners but this will be considered on an individual basis if the learners needs change while they are enrolled on a course.
- 2.3 In most cases, personal care will involve procedures to do with personal hygiene and the cleaning of equipment associated with the process. In the case of a specialised procedure only a person suitably trained and assessed as competent should carry out the procedure.
- 2.4 Staff providing personal care must be aware of the need to adhere to the College's Safeguarding Policy, to minimise the risks for both learners and staff. It is important that staff are supported and trained so that they feel confident in their practice.
- 2.5 Personal Care involves helping learners at the College with aspects of personal care which they are not able to undertake for themselves, either because of learning difficulties/developmental delay, physical disability or illness. Learners with disabilities may require help with moving and handling, eating and drinking and all aspects of care including:
 - 2.5.1 Washing;
 - 2.5.2 dressing and undressing;
 - 2.5.3 supported eating (including tube/peg feeding);
 - 2.5.4 toileting & menstruation;
 - 2.5.5 physiotherapy exercise programme/manual handling; and
 - 2.5.6 applying topical medicines (e.g. sun creams, eczema creams)

3. Principles of Best Practice:

- 3.1 To encourage independence and to encourage the learner to carry out aspects of Personal Care as part of their personal and social development. Targets may be set in developing these life skills and reviewed regularly to encourage independence where possible and adapt as needed.
- 3.2 To provide facilities appropriate to the learner's individual needs
- 3.3 To show awareness of, and be responsive to, the learner's reactions, their verbal and non-verbal communication
- 3.4 To use the opportunities during intimate personal care to teach learners about the value of their own bodies, to develop their personal safety skills and to enhance their self-esteem.

4. The Personal Care Procedures Covers the Following Areas

- 4.1 Physical prompting:
 - 4.1.1 physical support and manual handling whilst moving learners between different equipment (*wheelchairs, class chairs, changing bed, toilet etc.*);
 - 4.1.2 assistance at mealtimes including giving drinks, snacks and meals as necessary;
 - 4.1.3 assistance with personal hygiene following a meal for example helping to wash face or hands as necessary;
 - 4.1.4 assistance in transferring to and from the toilet;
 - 4.1.5 assistance in getting changed; and
 - 4.1.6 other personal care, for example wiping nose, washing hands etc.

5. Personal Care May Involve Touching Learners in the Following Way

- 5.1 Dressing/undressing/changing, pulling pants and trousers or skirts up or down.
- 5.2 Changing and renewing of pads or other incontinence wear and supporting those learners requiring help and assistance with menstrual hygiene.
- 5.3 Support on the toilet – this may involve holding the learner whilst they use the toilet.

6. For Personal Care of learners, the Following Procedures Must be Followed According to the Individual Care Plan

- 6.1 For any activity involving manual handling, the individual risk assessment / Care Plan must be followed at all times.
- 6.2 Staff must protect themselves and learners by following infection control procedures i.e. wearing gloves and aprons; hand washing before and after care and using hand sanitizing hand gel where appropriate.
- 6.3 Procedures need to ensure balance between preserving learners' dignity and ensuring the safety of learners and staff.
- 6.4 Appropriate professional language must always be used whilst carrying out personal care duties.
- 6.5 Always ensure privacy e.g. locking toilet doors and personal care room when in use, making use of shower curtains etc.
- 6.6 Where possible, appropriate gender care will be offered; however, women may be involved in the personal care of male learners, if dignity is always preserved.
- 6.7 Male staff should not be involved in the personal care of female learners.

- 6.8 There should always be two members of staff present when administering personal care duties that requires a level of privacy, this is to ensure safeguarding of staff and students. For the purposes of personal care that is not of a private or sensitive nature such as assistance with eating and drinking, this could be an individual member of staff, it should take place in a public area.

7. Guidelines for Supporting Personal Care in the Bathroom

7.1 Staff should:

- 7.1.1 incorporate principles of best practice (*see above*);
- 7.1.2 communicate empathically and consult with the learner throughout the delivery of personal care;
- 7.1.3 use only those facilities which afford privacy and modesty;
- 7.1.4 ensure that there is sufficient space, heating and ventilation to ensure the safety and comfort of learner and staff;
- 7.1.5 provide appropriate and specialist resources;
- 7.1.6 participate in relevant training in good working practices, which comply with health and safety regulation, such as wearing of appropriate disposable gloves and apron for certain procedures and methods of dealing with body fluids;
- 7.1.7 ensure that adequate facilities are provided, for example, toilet paper, liquid soap, paper towels, bin for disposal of soiled pads;
- 7.1.8 wear items of protective clothing such as disposable gloves and aprons which must be provided and readily accessible; and
- 7.1.9 immediately notify relevant members of the College's management staff if any issues or concerns arise regarding their ability to comply with the above guidelines.

8. Responsibilities

8.1 Management responsibilities:

- 8.1.1 to ensure that staff receive on-going training in good working practices which comply with health and safety regulations such as hygiene procedures; manual handling; awareness of medical conditions and associated first aid/ Safeguarding Procedures; and other aspects of Personal Care;
- 8.1.2 to ensure staff receive appropriate training when they are required to provide more specialised care/procedures;
- 8.1.3 to keep a record of training undertaken by staff and to ensure that refresh and updating training is provided where required
- 8.1.4 to provide an induction programme for all new staff and to ensure that they are made fully aware of the individual Personal Care protocols for the learners they are supporting; and
- 8.1.5 to ensure that all new staff are familiar with the College's Personal Care Procedures and relevant individual Care Plans and that they receive the appropriate assistance from experienced staff to provide the learners they are supporting with the Personal Care as outlined in their individual Care Plans.

8.2 Staff Responsibilities:

- 8.2.1 staff must be familiar with the Personal Care Procedures and other relevant College policies/procedures;
- 8.2.2 staff must adhere to Health and Safety, Infection Control and Personal Care policies and procedures and must report immediately any safeguarding and /or health and safety concerns to management within their establishment;
- 8.2.3 staff must check that all equipment is prepared and in good working order, and has been serviced within accepted timescales, before use and that all personal care supplies are to hand;
- 8.2.4 after completing Personal Care activity, staff must ensure that all equipment/surfaces are cleaned, following Infection Control procedures;
- 8.2.5 designated staff will liaise with parents/carers and other appropriate services over the development and implementation of the agreed Care Plan;

8.2.6 designated staff will liaise with other professionals regarding specific aspects of Personal Care (e.g. physiotherapy) and their advice will be included in the learner's Care Plan; and
designated staff will take part in training for any aspect of Personal Care Support