



Disability Project Personal Care Policy and Procedures

Ratified: 10th October 2013
To be reviewed: October 2015

1. CREST Waltham Forest is committed to providing personal care that has been recognised as an assessed need and indicated in the care plan, in ways that:

- Maintain the dignity of the individual.
- Are sensitive to their individual needs and preferences.
- Maximise safety and comfort.
- Protect against intrusion and abuse.
- Respect the person's right to give or withdraw their consent.
- Encourage the individual to care for themselves as much as they are able.

2. Personal Care is hands-on physical care in personal hygiene, and/or physical presence or observation during such activities. It includes:

- Body bathing other than to arms, face and legs below the knee.
- Toileting, wiping and care in the genital and anal areas.
- Continence care.
- Placement, removal and changing of incontinence pads.
- Dressing and undressing.

Mandatory Procedures

3. All care staff [this term being used to include volunteers who assist with provision of the service] should be checked with the Disclosure and Barring Service (DBS) to ensure that there is no reason why they should not work with vulnerable adults. Staff undertaking personal care and the more complex clinical tasks should always act in accordance with the policy and procedure set out in this document.

4. Staff must have received training before undertaking any of the tasks detailed in the care plan.

5. People must (if they are able to) give written consent before any of the detailed tasks in the care plan are undertaken, since they may include very intimate personal tasks. Staff must at all times explain what they are doing to ensure consent is 'informed' and wherever possible verbal or non-verbal consent should be obtained each time the action is carried out. Where a person may lack capacity in relation to a particular action the decision-maker should carry out an assessment of mental capacity and make a best interest's decision.

6. If a service user refuses an intervention by a care worker, this must be recorded on the service user's file and the matter brought to the attention of the line manager since it may be necessary to change the care plan. Discussions need to take place with the service user as to the reasons for their decision and the possible consequences of the failure to meet this identified need.

Practice Guidance – General Personal Care

7. People should be encouraged and supported to be as independent as possible in all their care tasks. Staff should never undertake tasks which people are able to perform themselves with sufficient time and support. People should be offered as much consistency of care as possible so that they can develop rapport with the care staff.

8. Wherever possible, both men and women should be employed and people should be allowed to choose the gender of their care staff, except where there is evidence that this would expose the care worker to sexual harassment or assault. Care staff must report any concerns about actual or potential abuse to their line manager.

9. Care staff must be culturally sensitive and aware of different concepts of privacy, nudity and in/appropriate touch.

Washing, Dressing, Toileting

10. People must be encouraged and supported to conduct their own self-care as much as possible. It must not be undertaken by staff because they feel it is quicker or more convenient.

11. Staff must respect the personal religious beliefs and customs of the people they are supporting with regards to cleansing as long as it is within Health and Safety guidelines and falls within the competency level to which they are trained.

12. People must be offered maximum privacy within the constraints of needing to be assisted and accompanied. If staff should notice any changes in an individual's appearance that may require attention e.g. rashes, blisters, sores etc these should be noted on the individuals file and the person supported to seek medical attention.

Contact Lenses and Spectacles

13. Staff may assist people to clean and put on glasses.

14. Due to the risk of harm to service users, staff must not insert contact lenses.

Hearing Aids

15. Once taught the proper technique by an appropriate person, staff may assist people to insert and adjust hearing aids.

CREST Management Committee, October 2013