Provision of Personal Care

 Introduction

My Support and Care Services Ltd are registered with the Care Quality Commission (CQC) for the delivery of personal care.

This document is aimed to give information to both employees and Customers about what is expected of them and the standard of which provision of personal care must meet and exceed.

**This policy refers to:**

Regulated activity Personal Care as set out by CQC

The essential Standards

The General Social Care Council’s Codes of Practice for Social care Workers and Employers of Social care Workers

**Information about these documents can be found at:**

My Support and Care Services Ltd head office

The Department of Health – www.dh.gov.uk

The Care Quality Commission (CQC) – www.cqc.org.uk

The General Social Care Council – www.gscc.org.uk

**Definition of ‘Personal Care’**

‘The Care Standards Act 2008 did not include a definition of ‘personal care’ (except that regulations may be made excluding prescribed activities from personal care). It’s established, ordinary meaning includes four main types of care which are:

* ***Assistance with bodily functions such as bathing, feeding and toileting***
* ***Care falling just short of assistance with bodily functions, but still involving physical and intimate touching, including activities such as helping a person get out of a bath and helping them to get dressed***
* ***Non-physical care, such as advice encouragement and supervision relating to the foregoing, such as prompting a person to take a bath and supervising them during this***
* ***Emotional and psychological support, including the promotion of social functioning, behaviour management, and assistance with cognitive functions.***
* ***Support with medication for any customer not ‘self-medicating’.***

**Policy**

My Support and Care Services Ltd aims to provide a high quality, needs led service to those people who choose for us to support and care for them. For people who require support with personal care we will undertake these tasks with the utmost privacy, dignity and respect and do so according to the persons choices and wishes and in a way which is sensitive to their race, culture, religion, gender, age and sexuality.

Our aim for the provision of personal care to people living in their own homes is to sustain their independence and where possible improve their independence. We will ensure that all Customers are involved in making decisions relating to their care and are encouraged to assist in their personal care activities, undertaking as much for themselves as possible.

When planning or providing such care all support workers are asked to put themselves in the position of the service and consider the following points:

• How am I treated by support workers when they are bathing me and helping me dress?

• How do my support workers speak to me?

• Am I consulted in matters to do with my own care and am I able to make choices?

• Are my wishes respected?

• Are my views taken into account?

Remember - we should ‘treat others as we wish to be treated ourselves’.

**Prior to Provision of Personal Care**

All Customers who wish to use the services of My Support and Care Services Ltd will be asked to participate in undertaking an assessment of their needs, this will be done initially by the service manager and/or a designated staff member, and any other parties that the Customer chooses to be or are involved in providing their care or support (see policy ‘Assessment of Customers needs’).

Using this information a support plan will be produced, this will contain information about:

• What the task is

• What support the person requires to achieve the task

• When the support should be given

• What equipment should be used and how to use it (if any)

• Links to any relevant risk assessments

• How we can promote their independence in this task

 and most importantly:

• How the person would like the support to be given to them

The assessment of needs, support plan and any relevant risk assessments will be agreed and signed by the Customer (whenever possible), all support workers and any other parties involved in the persons care or support. This information will be provided in a format appropriate to meet the person’s communication needs and will be reviewed on a regular basis (at least 6 monthly). A copy of these documents will be held on the Customer’s personal file and a copy accessible to the Customer themselves.

With the Customer permission a record of care and support given will be recorded in an appropriate format i.e. contact book.

Only support workers with the appropriate training and or experience will be asked provide Customers with support with any personal care tasks (see policy ‘Training’)

**Provision of Personal Care**

When providing personal care to a Customer all employees must consider and work in accordance to the following points:

**Communication**

Communicate clearly and in a manner which meets the Customers communication needs i.e. use of Makaton, symbols, pictures, preferred language etc.

Communicate with Customers even though they may not be able to respond due to a speech or hearing defect, using verbal and non-verbal methods.

Encourage Customers who may be hard of hearing to wear their hearing aids (if they have them) to assist in communication

Always explain to Customers what they are going to do at each step when providing support or assistance to undertake a task, talk the person through the procedure or process. Do not suddenly do something without explanation as this may startle or frighten them.

**Independence and Choice**

Encourage Customers to do as much for themselves as possible

Encourage and offer Customers choice i.e. asking what they would like to wear today if they require support to dress.

**Privacy and Dignity**

Ensure there is privacy when undertaking personal care tasks and that the dignity of the Customer is respected i.e. close curtains, close doors where necessary.

Safeguard Customer’s modesty when providing intimate personal care, i.e. ensure that a towel or blanket is available so that the Customer can keep covered and never totally exposed during washing.

**Prepare**

Ensure that preparations are made prior to commencing a personal care task, gather all the necessary items required to undertake the task involving the Customer’s choices and preferences i.e.:

Conditions – Ensure the room is warm enough and whether additional heating is required giving thought and consideration to health and safety issues

Disposable gloves – gloves should be worn by all employees when providing personal care

Temperature check – when assisting a Customer with bathing/showering/washing you will ask the Customer to check the temperature of the water before starting to undertake the task. You will also check the temperature to ensure it is not too hot or cold.

Preparations – ensure that you encourage and support the person to apply any preparations which they may use for various parts of the body i.e. bath emollient, moisturising creams

**Cross Gender Care**

It is of utmost importance that Customer’s choices and wishes are respected and upheld when providing personal care. My Support and Care Services Ltd will ensure that Customers are consulted about who they would prefer to provide their personal care (male or female support workers for example) and that this is documented in their support plan. My Support and Care Services Ltd will uphold this wish where reasonable and practical, on occasions where it is not possible alternative plans and arrangements will be made with the Customer.

My Support and Care Services Ltd has a duty to safeguard both employees and Customers from harm or abuse (and/or allegations) and therefore risk assessments will be undertaken in this area.

**Guidance**

**Washing and Dressing**

This should be provided in accordance to the Customer’s choice and wishes, their support plan and risk assessments, however below is some guidance:

Face and Upper Body – Begin by washing the face, pay attention to the person’s ears, eyes and nose, and continue to wash the upper body paying particular attention to the neck, under arms and fold of skin. Ensure that the Customer is dried effectively, asking the Customer if they feel dry. Check shoulders and elbows for pressure areas. Encourage or assist the Customer to apply any creams or deodorants.

Dressing – At this stage the Customer should be encouraged or assisted to dress their upper body as far as possible before moving on to washing the lower part of their body. Assistance with dressing should be given in accordance to their needs and abilities. Attention should be paid to the speed, sequence and any medical requirements and use of specialist equipment of the Customer when assisting them to dress. Do not rush them.

Change of Water – In the case of supporting a Customer with washing from a sink, the water should be changed at this stage. It is advisable that the flannel and towel are changed before starting with the lower part of the body (however this may not be the view or wish of the Customer in which case this should be respected)

Lower Body – Encourage and or assist the Customer to wash their lower body, paying particular attention to the groin area, buttocks, base of the spine, pressure areas and feet. Any required creams should be applied at this stage and the Customer assisted to finish dressing. N.B – Foot care is essential to maintaining mobility, any concerns should be reported so that a referral can be made to a nurse or chiropodist as appropriate.

**Care of Teeth and Dentures**

Encourage and assist, if necessary, the Customer to brush their teeth or dentures.

**Grooming**

Encourage and assist, if necessary, the Customer to brush/comb and style their hair according to their preference.

Assist Customers to apply chosen make if they require assistance.

Encourage and assist, if necessary, Customers to shave using their preferred method N.B – check when Customer prefers to shave, they may prefer to do this before washing / bathing / showering.

**Glasses and Hearing Aids**

Encourage and assist the Customer, if necessary, to clean their glasses and/or hearing aids, provide assistance to put on glasses and insert hearing aid if required.

**Nail Care**

Support workers may provide assistance with care to finger nails i.e. file & or polish.

Toenails can only be cut or trimmed by a support worker who has received foot care training.

N.B – If the Customer is Diabetic or has circulatory problems support workers must not provide nail care. This needs to be undertaken by a healthcare professional.

**Care of Equipment**

After completing any personal care task support workers should encourage or assist the Customer, if necessary, wash out flannels and leave to dry, towels should be hung to dry, clean and dry any bathing aids and ensure the bathroom is left clean and tidy.

**Waste Disposal**

Incontinence pads and personal care gloves should be double bagged and disposed of. Please refer to policy, procedures and guidance on ‘Infection Control’

**Continence Care**

Customer’s should be assisted to maintain their usual pattern of using the toilet, or to establish a pattern that will maintain and promote continence. The Customer must be treated with sensitivity and care appropriate to the intimacy of the situation. For example, support workers should leave the toilet area whilst it is in use by the Customer, unless of course it is unsafe to do so and this stated in the persons support plan and risk assessment. If the Customer uses a commode support workers will ensure that it has been emptied and cleaned out.

Support in this area should be given in accordance to the support plan and risk assessments, however below is some guidance:

**Incontinence**

If assistance in this area is required, support workers will assist the Customer with the correct method of use of incontinence aids and with hygienic disposal of such items.

Any Customer requiring support or assistance in this area will be provided with a support worker who is trained or has experience in this area.

Support workers should support and assist Customer’s to wash and change their clothing, bedding or chair if they have become wet or soiled.

Support workers must wear protective gloves when providing care in this area, please refer to policy, procedures and guidance ‘Infection Control’.

**Catheter Care**

Support workers will only support or assist Customers with catheter care if they have received the appropriate training.

Support workers should support the Customers as set out in their support plan and risk assessments; this may involve emptying and changing the catheter bags from day to night and vice versa. Support workers will be trained to recognise problems i.e. change in colour, viscosity or quantity of urine being passed. N.B - Any concerns must be reported to doctors and care management.

**Stoma Care**

Support workers will only support or assist a service in this area if they have received the appropriate training in Stoma care. Support workers should encourage the Customer to carry out these tasks themselves whenever possible. N.B - Any concerns must be reported to doctors and care management.

**Reporting Concerns**

If you have any concerns or particular observations whilst supporting a Customer with personal care tasks a record of this should be made and you should contact your line manager for advice. It may be necessary or advisable to use a body chart as part of this recording procedure.

Where a Customer chooses not to bathe or wash for prolonged periods of time the Customer’s care management team should be informed.

**Related Documents**

All employees must read and work in accordance to the following policies and procedures in conjunction with this document:

• Assessment of Customer’s Needs

• Risk Assessment

• Health and Safety – Moving and Handling and Infection Control

• Safeguarding of Vulnerable Adults (SOVA)

• Administration of Medication

• Dealing with Customer Finances

• Safe Keeping of Keys

• Entering and Leaving Customers Homes