



# Personal Care Policy and Procedure

Myerscough College is committed to ensuring that all staff responsible for providing personal care support for students undertake their duties in a professional manner at all times. The College recognises the need to treat all students with respect when personal care is given. No student should be attended to in a way that causes distress or pain. The student's welfare and dignity are of paramount importance. Every student's right to privacy will be respected.

The purpose of this policy is to set out guidelines that safeguard students and staff by providing a consistent approach. Staff providing personal care must be aware of the need to adhere to good child protection and safeguarding practice in order to minimise the risks for both students and staff.

The aims of the policy and procedure are:

- To safeguard the dignity, respect the rights and well-being of students
- To ensure that students are treated consistently when they experience personal care in relation to their own wishes
- To provide guidance on personal care expectations to staff and to provide clarity on the safeguarding responsibilities for staff and students concerning personal care
- To ensure that parents/carers are involved in the planning of personal care and are confident that their concerns and the individual needs are taken into account
- To ensure health and safety guidelines are adhered to at all times and the requirements of each individual, in relation to personal care, are met appropriately
- To ensure staff providing personal care are appropriately trained and all College staff and external staff have enhanced DBS clearance before engaging in any personal care routines on College premises or College organised activities

## Procedure

### Definition of Personal Care

**Personal care** involves helping a person with aspects of personal care which they may not be able to undertake for themselves, either because of their age and maturity, and because of developmental delay and/or disability.

Students may require this care due to a disability or medical condition.

Personal care is defined as those tasks which involve touching, which is more socially acceptable, and is nonpersonal and intimate, and usually has the function of helping with personal presentation and enhancing social functioning. This includes shaving, skin care, applying external medication, feeding, administering oral medication, hair care, brushing teeth, applying deodorant, dressing and undressing, washing non-personal body parts, and prompting to go to the toilet.

**Intimate care** can be defined as:

Tasks of an intimate nature associated with bodily functions and personal hygiene and any concerns that may arise of a personal nature. Intimate care is any care which involves washing, touching or carrying out an intrusive procedure to intimate personal areas.

**Self-care** is when a student may need some help or support to care for themselves and also guidance on the facilities available for storage or disposal of personal care materials.

### Responsibilities

#### College Responsibilities:

- To ensure permission has been sought from parents/carers for staff to support the student's personal care routines (College consent and agreement form)
- To ensure all College staff and external staff have clearance by the DBS system before engaging in any personal care routines on College premises or College organised activities
- To provide facilities appropriate to the student's age and individual needs on site
- To provide appropriate guidance, training, supervision and reassurance to staff to ensure safe practice
- To ensure that staff receive ongoing training in good working practices, which comply with health and safety regulations, hygiene procedures, first aid and safeguarding procedures
- To keep a record of training undertaken by staff and to ensure that refresher training is provided where required
- To provide an Induction programme for all nominated staff and to ensure that they are made fully aware of the personal care procedures for the individual students they are supporting
- To ensure that staff are made aware of the sensitivities around personal care and that the inadvertent or deliberate use of mobile phones or recording equipment is prohibited
- To ensure appropriate transition planning for continuity of personal care requirements
- Key persons within the College will liaise with professionals and parents/carers to establish specific care routines for each individual
- In light of the personal nature of the work of personal carers, a portable DBS is required to allow annual checks to be undertaken by the College.

### **Inclusive Learning Personal Care Providers' Responsibilities:**

- Staff must adhere to the College's Personal Care Policy and Procedure
- Staff must report any general concerns to their line manager, using appropriate College procedures, and any safeguarding concerns in accordance with the Child Protection and Safeguarding Policy and Procedure
- Staff must take part in training for aspects of personal care support and ensure all training is logged in accordance with College CPD procedures
- Staff members are to make themselves aware of the personal care requirements of each individual by reading the care plan and liaising with line manager, student and parents/carers
- Staff members must log each occasion when personal care is provided, including date/time/activity and location.

### **Personal Care Procedures:**

- Wherever possible, the student's personal care should be attended to by the nominated inclusive learning personal care provider, and if not available, another designated trained person
- Staff must inform a colleague when leaving the room to support personal care routines
- Students must be attended to in the designated changing areas and their wishes must be respected
- Protective gloves and aprons must be worn when supporting personal care routines
- Allow students to care for themselves as far as possible and encourage them to carry out aspects of personal care to promote independence wherever possible
- Staff should communicate with the student at all times during personal care procedures, ensuring the student is consulted about routines and kept informed at all times
- Staff must respect the wishes of students, with regard to dignity, privacy, choice and safety as long as these are within the safeguarding guidelines and the personal care supporter is also comfortable with the arrangements
- Staff must show awareness of and be responsive to the student's reactions, their verbal and non-verbal communication and signifiers
- Soiled personal garments must be wrapped appropriately and tied securely
- The changing bed must be cleaned with an antibacterial wipe after each use
- Soiled pads, wipes, gloves and aprons should be placed in a sealed plastic bag and disposed of in designated College facilities and agreed arrangements put in place with the Estates team for any particular disposal requirements
- As staff engage in hand-washing procedures before and after all personal care routines, students must be encouraged to do the same, creating an ideal opportunity to discuss the importance of hygiene
- Staff must record all personal care interactions in the personal care record file
- Where lifting equipment is used, there is more than one person to support e.g. in the use of the Achieva bed or hoist
- If for whatever reason the College cannot provide personal care services, then the College will have the right to request that the student is taken home until such time as services are again available

### **Additional Measures relating to COVID-19 Guidelines**

The most recent Government guidelines (currently 21<sup>st</sup> July 2020) to be followed at all times when providing Personal Care support to students:

<https://www.gov.uk/government/publications/safe-working-in-education-childcare-and-childrens-social-care/safe-working-in-education-childcare-and-childrens-social-care-settings-including-the-use-of-personal-protective-equipment-ppe>

Guidance taken from the above government publication:

Transmission of coronavirus (COVID-19) mainly occurs through respiratory droplets generated during breathing, talking, coughing and sneezing. These droplets can directly infect the respiratory tracts of other people if there is close contact. They also infect others indirectly. This happens when the droplets get onto and contaminate surfaces, which are then touched and introduced into the mouth or eyes of an uninfected person. Another route of transmission is through aerosols (extremely small droplets), but this is only relevant to medical procedures for a very small number of children in education and social care settings.

In all education, childcare and children's social care settings, preventing the spread of coronavirus (COVID-19) involves preventing:

- direct transmission, for instance, when in close contact with those sneezing and coughing
- indirect transmission, for instance, touching contaminated surfaces

A range of protective measures must be employed to reduce the risk of transmission of the infection. These can be seen as a system of controls that, when implemented, creates an inherently safer system in which the risk of transmission of infection is substantially reduced. These controls are as follows:

- 1. Minimise contact with individuals who are unwell**  
Information on PPE – Government guidelines for schools and social care settings July 2020
- 2. Clean your hands thoroughly more often than usual**
- 3. Ensure good respiratory hygiene by promoting the 'catch it, bin it, kill it' approach**
- 4. Introduce enhanced cleaning, including cleaning frequently touched surfaces often using standard products, such as detergents and bleach**  
All education, childcare and children's social care settings should follow the [PHE guidance on cleaning for non-healthcare settings](#).
- 5. Minimize contact between individuals and maintain distancing wherever possible**
- 6. Where necessary, wear PPE**
- 7. Engage with the NHS test and trace process and respond rapidly to confirmed cases**

**How to work safely in specific situations, including where PPE may be required:**

- a face mask should be worn if a distance of 2 metres cannot be maintained
- if contact is necessary, then gloves, an apron and a face mask should be worn
- eye protection if a risk assessment determines that there is a risk of fluids entering the eye, for example, from coughing, spitting or vomiting

Guidance to be updated as further government documents are released.

## **Principles:**

The policy and procedures embrace the principles of “Keeping Children Safe in Education 2020”:

- Every child has the right to feel safe and secure
- Every child has the right to be treated as an individual
- Every child has the right to remain healthy
- Every child has the right to privacy, dignity and a professional approach from all staff when meeting his or her needs
- Every child has the right to information and support that will enable him or her to make informed and appropriate choices
- Every child has the right to be accepted for who they are, without regard to age, gender, ability, race, culture or beliefs
- All staff providing personal care to students will be required to have an Enhanced DBS disclosure on an annual basis

## **Documents Associated with this Policy**

- Child Protection and Safeguarding Policy and Procedure
- Health and Safety Policy, including Moving and Handling guidance
- Admissions and Support Advisory Panel Terms of Reference
- Inclusive Learning Policy and Procedure
- Administration of Medicines Policy
- Guidance for Safer Working Practice



<b>Document History</b>			
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<b>Quality Assurance</b>			
This Policy and Procedure maps to the following external quality assurance frameworks			
<b>Framework</b>		<b>Framework Section Reference(s)</b>	
<b>Education Inspection Framework</b>			
<b>MATRIX</b>			
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<b>Key Changes to Document</b>			
Minor amendments only			

**All Myerscough College Policies are subject to screening for Equality Impact Assessment**

Equality Impact Assessments are carried out to see whether the policy has, or is likely to have, a negative impact on grounds of: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, marriage or civil partnership, sex or sexual orientation

Myerscough College not only fulfils its legal position in relation to current and future equality legislation, but additionally goes beyond compliance in providing and promoting “Opportunities for all to succeed”, free from any aspect of discrimination, harassment or victimisation.

All staff have a duty of care to look after the interests of and support their colleagues. This policy takes account of our commitment to eliminating discrimination, identifying and removing barriers and providing equal opportunities for our learners, staff and visitors to ensure that no one feels excluded or disadvantaged.

**Safeguarding, Learner Protection and Prevent**

All staff have a responsibility to support and promote the College’s commitment to providing a safe environment for students, staff and visitors. Additionally, all staff have a responsibility to report any safeguarding or Prevent issues to the Designated Senior Lead for Safeguarding and Prevent.