

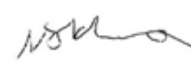


Policy No:	
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Protocol for Personal Care

Appendix to: Health & Safety Policy

Written By:	Checked By:	Approved by:
Name: Philip Martinez Signature: 	Name: Signature: 	Name: Narzny Khan Signature: 
Date: Aug 2019	Date: Aug 2019	Date: Aug 2019

Issue Date: August 2019
Revision Date: September 2020

Protocol for Personal Care, Appendix to the Health & Safety policy

The College is committed to meeting the personal and intimate care needs of students and understand that some may need higher levels of individual support in order to participate fully in all aspects of the College.

1. Policy Statement

New City College is committed to the provision of Care and Support where it is identified as an assessed need in the Care / Support plan and is delivered in such a way as to:

- Encourage the student to be as independent as possible
- Be sensitive to the student's need and choice
- Protect against potential intrusive or abusive behaviour
- Maximise safety and comfort
- Ensure dignity

2. Definition of Personal Care

Personal care is the hands-on physical support required in personal hygiene and the physical presence or observation during those activities, including:

- Cleaning/bathing/showering of any kind to any part of the body
- Dressing/undressing
- Assistance with toileting
- Changing of incontinence pads
- Changing of sanitary protection

3. Scope

This Policy applied to all staff employed by New City College or employed via an agency or who is employed by the student who carries out personal care for students or service users as part of their role. It is expected that all personal care will be delivered in such a way as to encourage and promote independence.

4. Legal Context

The legal framework for personal care is contained within:

- Health & Social Care Act
- Mental Capacity Act
- Health and Safety at Work Act
- Human Rights Act
- Disability Discrimination Act

5. Key Principles

5.1 All staff are required to have an enhanced DBS disclosure to ensure that there is no reason they should not work with children and vulnerable adults

5.2 Staff undertaking care tasks work according to the relevant Policy and procedures. There will always be two members of the Care Team present. If for any reason this is not possible or the student requests support from only one member of staff, advice and permission should be obtained from a Manager.

5.3 Staff must receive appropriate training at the correct level required to perform tasks. A record of this will be held by the SEND/ALS departments.

5.4 All students will have a comprehensive assessment for care and support needs prior to placement.

- 5.5 There must be a comprehensive agreed care and support plan in place, which is reviewed at least annually, using a standardised care plan. These are to be completed by the designated, and suitably trained/qualified, member of staff and signed off by the Senior Curriculum Manager.
- 5.6 There must be a valid consent for personal care on each student's plan. Where the student lacks capacity, or is under 18, this consent can be given by a family member or carer.
- 5.7 Staff must seek consent from students when carrying out the care tasks whether verbal or non-verbal and be aware of and responsive to the student's reaction when care tasks have begun.
- 5.8 Care Plans must contain a statement from students as to whether they prefer male or female carers. Wherever possible, this preference will be respected unless either staff levels are such that there are not sufficient staff of the relevant sex available, or a risk assessment identified that the risks to staff are considered high.
- 5.9 Students have the right to refuse to have personal care tasks carried out. Where this happens, it must be recorded on the daily notes and reported to the person in charge at the time.
- 5.10 Management must ensure that when planning rotas that students are offered consistency or staff support when possible i.e. that they are supported by familiar staff who understand their needs well.
- 5.11 Staff will receive training to enable them to meet students cultural and religious needs as identified in the Care Plan.
- 5.12 Students should be supported to achieve the highest level of autonomy and must be encouraged to carry out their own personal care as much as possible. Staff must not do it because it is quicker or more convenient.
- 5.13 Staff must respect cultural and religious beliefs with regard to personal care and cleansing.
- 5.14 Students must be offered maximum privacy and comfort in a suitable environment. This includes: closing doors and curtains during personal care routines and maintaining discrete monitoring of students, subject to the Care Plan requirements.
- 5.15 Staff must physically check, monitor, report to a senior member of staff and record anything that may require immediate attention e.g. rashes, blisters, or sores when carrying out personal care.
- 5.16 Students with a learning disability or difficulty are encouraged to have a person centred Care and Support Plan in place.
- 5.17 If a student refuses care support this must be recorded and reported both to a manager and in the student's daily file. Students with a capacity have the right to make such decisions, but this could be a safeguarding concern.

6. Administration of Medication

Administration of prescribed medicine is covered in the New City College Medication Policy.

7. Glasses / Contact Lenses

Staff will assist with glasses, but due to the risk of harm, must not insert contact lenses.

8. Hearing Aids

Staff will support students with the insertion and care of hearing aids, subject to appropriate training.

9. Incontinence Pads

Staff will assist with the changing of incontinence pads and sanitary towels, but will not change or insert tampons.

10. References

- New City College Safeguarding Policy
- New City College Medication Policy
- New City College Health & Safety Policy
- Mental Capacity Act
- Health & Social Care Act
- General Social Care Code of Conduct

Equality Impact Assessment:

Completed: Y / N..... Date:.....

Signed:.....

Name:.....

Additional Information:

Reference Associated Procedures:

This is the policy statement of New City College. The overall responsibility for the policy is that of:

Name:

Position: Group Health & Safety Officer

Signed.....

Date:

Policy Review Date:September 2020