

PERSONAL, INTIMATE AND HEALTH CARE POLICY

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

1. POLICY STATEMENT

Grantham 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/clients to be as independent as possible.
- Be sensitive to student/clients need and choice.
- Respect the student/clients right to withdraw consent where appropriate in accordance with the Mental Capacity Act 2005
- Protect against intrusion or abuse.

2. DEFINITIONS:

2.1 PERSONAL CARE

Personal care is the hands-on physical support required, including:

- Bathing/showering, where the physical contact is only to the face, hands and below the knee.
- Dressing/undressing
- Hair Care
- Teeth Care
- Nail care.
- Helping with feeding and drinking

2.2 INTIMATE CARE

Intimate personal care is the hands-on physical support required during:

- Bathing / showering where physical contact is required to all areas of the body.
- Assistance with toileting, requiring cleansing of the anal/genital areas.
- Changing of incontinence pads
- Changing of sanitary protection
- Changing of soiled clothing

2.3 CLINICAL TASKS

Clinical tasks are those, which have historically been carried out by Healthcare Professionals, but can legally be delegated to staff with appropriate training and ongoing support. These include:

- Rectal Diazepam
- Buccal Midazolam
- Blood sugar Testing by skin prick
- Insulin
- EpiPen
- Emptying of catheter bags
- Administration of Oxygen via mask.

3. SCOPE

This Policy applies to all Staff employed by Grantham College who carry out personal care for students/clients as part of their job 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 and 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 CRB disclosure to ensure that there is no reason why 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 a student/client requests support from only one member of the Care team they will need to sign a disclaimer (appendix 1).
- 5.3 Staff must receive appropriate training at the correct level required to perform tasks. A record of this will be held in the Human Resources department at Grantham College.
- 5.4 All Students/clients will have a comprehensive assessment of care and support needs prior to placement.
- 5.5 There must be a comprehensive agreed Person Centred Care and support plan in place, which is reviewed at least annually, using a standardised care plan (appendix 2). These are to be completed by the designated, and suitably trained/qualified member of staff and signed off by the Curriculum Manager/Manager.
- 5.6 There must be a valid consent for personal care on each student/client's care plan. Where the student/client lacks capacity, or is under 18, this will be a 'best interest' decision.
- 5.7 Staff must seek consent from students/clients when carrying out care tasks, whether verbal or non-verbal and be aware of and responsive to the student/client reaction when care tasks have begun. Where there are doubts as to the individual student/client ability to give informed consent, a mental capacity assessment must be carried out.
- 5.8 Care Plans must contain a statement from student/ Client as to whether they prefer male or female carers. Wherever possible, this preference will be

respected unless either staffing levels are such that there are not sufficient staff of the relevant sex available, or a risk assessment identifies that the risks to staff are considered unacceptable. (Where the request for certain sex staff is on the basis of culture, this will be upheld at all times).

- 5.9 Students/clients 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. In line with the Mental Capacity Act 2005
- 5.10 Management must ensure that when planning rotas that student/Clients are offered consistency of staff support i.e. that they are supported by familiar staff who understand their needs well.
- 5.11 Management must ensure that staff receive training to enable them to meet students/Clients cultural and religious needs as identified in the Care Plan.
- 5.12 Students/Clients 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/Clients must be offered maximum privacy this includes: closing doors and curtains during personal care routines and maintaining discrete monitoring of students/Clients, 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/Clients with a learning disability or difficulty are encouraged to have a person-centred Care and Support Plan in place.
- 5.17 If a student/Client refuses care support, this must be recorded and reported, both to the course leader/ Manager and in the student's daily file. Students with capacity have the right to make unwise decisions, but this could be a safeguarding concern.
- 5.18 Each student/Client will be allocated a 'key worker' whose responsibility will be to inform those who need to know of any changes to personal care plans.

6. PERSONAL/INTIMATE CARE GUIDANCE

Personal/Intimate care is that which can be carried out by staff who have been appropriately trained and are competent to do so. The training can be from colleagues via mentoring, through induction / in house training, or external development opportunities. Staff do not have a right to refuse to carry out these tasks as they are a requirement of the role as described in the Job Description.

Tasks Include:

Washing/Bathing and Help with the toilet

- Students/Clients must be encouraged to be as independent as possible, but staff will support where necessary. This must be done in such a way as to ensure that staff and students/Clients are safe, their dignity and privacy are maintained at all times and infection control procedures adhered to.
- There should be no skin-to-skin contact when washing or cleansing someone's body / intimate areas – gloves must be worn at all times.
- Disposable aprons are available as part of infection control procedures.

Where someone may lack capacity, or has a visual impairment, it is imperative that staff check water temperatures in the shower. Whilst these have thermostatic controls, they do fail!

There must be an agreed strategy / target to promote independence and a risk assessment in place, which must be reviewed at least annually.

Administration of medication

Administration of prescribed medication is a very serious issue, but one that can be carried out by staff subject to comprehensive training / ongoing assessment and in accordance with Grantham College and Local Medication Policies and Procedures.

Glasses / contact lenses

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

Hearing aids

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

Incontinence pads / sanitary wear

Staff will assist with the changing of incontinence pads and sanitary towels, in accordance with the local Infection Control Policy, but will not change or insert tampons.

Acceptable tasks

These are tasks that fall within the normal range of activity and can be carried out by staff subject to appropriate training. These include:

- Administration of ear drops, and eye drops when prescribed.
- Awareness of pressure care in relation to good practise.
- Administering doses of Insulin by pen.
- Emergency Procedures i.e.: Rectal Diazepam, Buccal Midazolam and Epipen.
- Administration of a bronchial inhaler (for asthma)

Unacceptable tasks

- Intermittent catheterisation

References

- Grantham College Safeguarding Policy
- Mental Capacity Act
- Health and Social Care Act
- General Social Care Code of Conduct
- Grantham College Medication Policy
- Grantham College Infection Control Policy

Quality Assurance – version control			
Review period	Annually	Review carried out by	Daybreak Manager
Approved by	SLT	Date approved	26.3.24
Equality Impact Assessment date	February 24	Last review date	February 24

APPENDIX 1

PERSONAL, INTIMATE HEALTH CARE POLICY – DISCLAIMER

I (student/Client name) request that only one member of the Care team be present at all times during my Personal, Intimate and Health Care support.

Signed
Parent/guardian permitted to sign if student is unable

Date

APPENDIX 2

SUPPORT PLAN

Student/Client name	
Date of Birth	
Student course details	
Support plan completed by	
Date completed	

Help with the toilet	
Hair care	
Presentation	
Medication	
Oral hygiene	
Mobility	

Eating and drinking break time/lunch	
At College	
Personal care	
Medication	

Interests	
Accessing the community	
Preparing for college/work placement (bags/clothes)	

Other information (please complete as necessary)