

**Spiral Sussex**

**Dealing with Intimate Personal Care  
Policy and Procedure**

**September 2018**

## Spiral Sussex

### Dealing with Intimate and Personal Care

#### Policy and Procedure

This policy and procedure has been approved by the Executive Committee of Spiral Sussex which are responsible for its review.

The original signed copy of this policy and procedure is kept at Spiral Sussex's office.

Signed: Mark Shanahan Date: 18<sup>th</sup> September 2018

Name: Mr Mark Shanahan

Chair of Trustees

Signed: Marc Blackwell Date: 18<sup>th</sup> September 2018

Name: Mr Marc Blackwell

Trustee

Record of adoption and review of this policy and procedure:-

- Adopted:
- To be reviewed: (+1 years from the adopted date)

# Spiral Sussex

## Dealing with Intimate and Personal Care

### Policy and Procedure

#### 1. Definition

The following terms in this policy and procedure are understood as:

“intimate and personal care”

Refers to care refers to providing physical hands on hygiene care either through physical assistance or observation of these being done by the service user to ensure that they have been done properly/to respond to support needs.

#### 2. Policy

##### 2.1.

Only paid members of staff carry out intimate and personal care support. Only staff members who are requested to provide personal care support as part of their duties will do so. No volunteers, unless their volunteer role description expressly states so, should carry out personal care support. Any volunteers carrying out personal care, must be accompanied at all times by a paid staff member whilst carrying out these duties.

##### 2.2.

Personal care provision to service users should only take place when:

- It is in their Care Plans, risk assessment or similar plan which has had prior agreement with the service user and/or their responsible carer as appropriate.
- In an emergency where doing so is in the best interests of the service user. In this case, their responsible career must be informed of this on the same day.

##### 2.3.

Spiral Sussex will only offer personal care support in the following ways:

- the placement, removal or changing of nappies/incontinence pads
- the placement, removal or changing of sanitary pads
- toileting
- Personal Hygiene – Showering, Bathing, Shaving

#### 2.4.

The aim of providing support to a service user for personal care is to promote their dignity and privacy and therefore any forms of personal care support given, will ensure that the service users dignity and privacy is ensured. Such support should seek to develop the individual's skills to be able to carry out this care as independently as possible.

#### 2.5.

Where Spiral Sussex has concerns over the ability to ensure an individual's intimate and personal care, they reserve the right to deny the individual's participation in Spiral Sussex activities.

### **3. Procedure**

#### 3.1.

The personal care needs of service users wishing to take part in Spiral Sussex activities will have such needs recorded in their individual Care Plans and any relevant risk assessments which will include possible risks associated with their participation in the activity. Risks are assessed in accordance to Spiral Sussex's other policies and procedures and therefore it is critical to refer to individual's risk assessments and care plans.

#### 3.2.

In cases where Spiral Sussex agrees to support an individual in their personal care, a care plan and a risk assessment that details the relevant needs of the service user, will be developed outlining the support to be provided. This will be shared with and agreed by the service user and/or their responsible carer. These plans will be reviewed regularly.

### 3.3.

Any specific cultural needs of the service user will be taken into account. Where possible, the staff member providing the personal care support should be of the same gender. In the case that this is not possible for personal care support to be provided by someone of the same gender, this must be agreed upon beforehand by the service user and/or their responsible carer. Any additional considerations will be outlined in the individual's care plan and related risk assessments.

### 3.4.

In the case that personal care is being carried out in an emergency situation or due to unforeseen circumstances, the incident and form of personal care provided must be recorded and reported to the project team leader or manager. The individual's responsible carer must also be informed on the same day that the emergency took place. Care plans or risk assessments should be reviewed appropriately.

### 3.5.

When carrying out personal care, if the staff member notices or suspects any signs of abuse, these must be dealt with in line with Spiral Sussex's policy and procedure on Safeguarding Adults at Risk or Safeguarding Children.

### 3.6.

When carrying out personal care, if the staff member notice or suspect any matters that require further medical attention, these must be recorded and reported to the project team leader or project manager in order for them to inform the service user and/or their responsible carer so that they may seek further medical attention.

### 3.7.

Every effort will be made to ensure that the facilities and necessary equipment to support or aid service users and to reduce the need for support in personal care, are provided. Staff support in personal care should not be in place of using aids or adaptations which would enable service users to meet their own needs. Where appropriate, service users are responsible for bringing such aids or adaptations with them.

#### **4. Training**

Staff required to provide personal care will be given training beforehand. Their ability to successfully provide such care, and the continued necessity for them to do so will be reviewed regularly by the relevant Project Manager or Chief Executive. Please see Spiral Sussex's Safeguarding and Health and Safety policies and procedures for relevant information.

This policy should be read in conjunction with "Lone Working" and "Safeguarding Adults and Children at Risk", and used alongside of risk assessments.

### Audit Guidance

Check	Evidence
Staff have received relevant training on providing personal care.	Check staff training records  Speak to staff
Care plans and risk assessments for service users who receive personal care support	Check care plans, activity plans and risk assessments  Check personal care plan arrangements  Ask Project Managers
Full and safely secured records on personal care are stored at Spiral Sussex	Check records are up to date, complete and agreed on by service users and/or their responsible carers
Is gender and culturally sensitive specific care being offered	Check personal care plans
Have there been any cases where service users were denied access to activities because of decisions around personal care?  Could anything have been done differently to enable the service user to participate in the activity?	Speak to Project Manager and/or Chief Executive  Check risk assessments  Check personal care plans