

## Personal Care & Support Policy

Griffiths Knight Case Management Ltd works to the definition of personal care, which is provided in the Health and Social Care Act 2008 and which is followed in the current 2014 regulations in terms of:

1. Physical help offered to a person overeating or drinking, toileting (including in relation to the process of menstruation), washing or bathing, dressing, mouth care or the daily care of skin, hair and nails; or
2. the prompting, together with supervision, of a person, in relation to the activities described above where that person is unable to make a decision for themselves (about carrying out these activities).

### Policy Statement

Every client receiving our service has the right to receive high-quality personal care and support from our staff that is flexible, consistent, reliable and above all responsive to their changing needs and personal goals.

This care service applies this basic principle in the following ways (the following list needs to be adapted to individual services in line with their provision).

1. Staff provide sensitive and flexible personal support to maintain client's privacy, dignity, independence, and control over their own lives.
2. Wherever practical, staff continuity is maintained in order to provide reliable, consistent care based on the relationship between client and their carers.
3. Staff make every effort to find out the preferences of people who have difficulty in communicating their needs. They will adhere to the Accessible Information Standards to ensure effective, person centred communication is provided.
4. Staff will always comply, wherever practical, with clients' preferences about their personal care needs, for example, times of waking and going to bed, choosing their own clothes, hairstyle, and makeup so that their appearance reflects their personality.
5. Staff will always comply wherever practical with clients' preferences about how they are guided, moved, supported, and transferred.
6. Any reasons for being unable to comply with clients' preferences will be explained and clearly recorded in the client's notes.
7. Where needed, guidance and support regarding personal hygiene (e.g. washing, bathing, shaving) is provided as a personal care service.
8. Personal support is provided in private wherever possible and with a person's need to retain their dignity in mind.



9. Intimate care is provided by a person of the same gender wherever possible, and in line with the client's preferences and wishes.
10. Clients receive the services associated with their personal care needs at times to suit them wherever this proves practical.
11. All agreements about services needed and how they are to be addressed are made clear on individual client care plans, which are regularly reviewed and updated.
12. Griffiths Knight Case Management Ltd will always respect the preferences and wishes of clients arising from their ethnic, religious, or cultural backgrounds and will make every effort to find the resources that enable it to meet individuals' requirements.
13. Staff always work in partnership with advocates, family, friends, and other professionals, including community nurses, physiotherapists, occupational therapists, and speech therapists, who might also be involved in addressing an individual's personal care and support needs.
14. The client's consent is obtained on all aspects of their care and support as is possible in terms of capacity.
15. Clients who are unable to give or communicate their consent are given help to do so as far as possible, before any 'best interests' decision is taken.
16. Griffiths Knight Case Management Ltd makes sure that all equipment/aids for which it is responsible are regularly serviced and maintained in line with the manufacturer's instructions and health and safety regulations. Clear maintenance schedules will be recorded, kept up to date and monitored.
17. Griffiths Knight Case Management Ltd makes sure that staff are trained and competent to operate any equipment and aids used to provide personal care and support.



## Training

New support workers receive training in all aspects of personal care and support as described in this policy as part of their induction.

**No staff new to care work will provide personal care on their own or without direct supervision unless they have been assessed as competent to do so.**

All staff are provided with further training in any aspect of personal care and support as determined by their identified training needs, roles and responsibilities.

Managers are also enabled to address personal care issues arising with clients through their own training, which includes the effective use of supervision to reinforce basic principles.

Date of Policy: 11 April 2022	Renewal Date: 11 April 2023
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