

Policy/Procedure/Guideline Review

Policy/Procedure/ Guideline:	Personal Care Policy
Senior Manager Responsible:	Associate Principal – Quality/Lancashire Adult Learning
Author:	Learner Support Manager
Approved By:	SLT
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Changes Made:	New Policy

Personal Care Policy

1. Introduction

Nelson and Colne College, including Lancashire Adult Learning, is committed to ensuring that all staff responsible for the personal care of students will undertake their duties in a professional manner at all times. We recognise there is a need to treat all students with respect when personal care is given. No student should be attended to in a way that causes distress, embarrassment or pain. The student's welfare and dignity is of paramount importance. Every student's right to privacy will be respected.

2. Purpose

The purpose of this policy is to:

- Safeguard the dignity, respect the rights and well-being of students
- Ensure students are treated consistently when they experience personal care in relation to their own wishes
- Provide guidance and reassurance to staff with regard to personal care expectations and safeguarding responsibilities
- Ensure parents/carers are involved in the planning of personal care and are confident any concerns and individual needs are taken into account
- 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.

3. Legislative/Quality Framework

- Human Rights Act, 2000
- Keeping Children Safe in Education, 2016

4. Scope

This policy applies to full time students studying at Nelson and Colne College (Main Site) and/or Lancashire Adult Learning (Northlight House), who require support with personal care, as identified through an Education Health Care (EHC) Plan or Additional Learning Support (ALS) Assessment. It should be read, understood and adhered to, by all managers and staff involved in the provision of personal care alongside the policies and procedures listed in Section 11.

5. Definitions

Personal care is any care which involves washing, touching or carrying out an intimate procedure that most people carry out for themselves, but which some are unable to do due to a physical disability, learning difficulty or medical condition. Care may involve help with drinking, eating, dressing, toileting and intimate hygiene.

6. Roles and Responsibilities

6.1 It is the responsibility of the **Learner Support Manager** to:

- Make reasonable adjustments to ensure facilities are fit for purpose and appropriate to the students' age and individual needs
- Ensure staff are provided with the appropriate guidance, training (including refreshers), supervision and reassurance to enable good working practices which comply with health and safety regulations, hygiene procedures and safeguarding procedures

6.2 It is the responsibility of the **Additional Learning Support (ALS) Team Leader** to:

- Ensure permission has been sought from parents/carers to support the student personal care routine,
- Liaise with parents/carers to establish specific care routines for each individual student
- Complete the relevant forms with parents/carers (see forms in Appendix 4)
- Ensure Learner Support Assistants (LSAs) are familiar with the personal care routines
- Ensure 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.

6.3 It is the responsibility of the **LSAs** to:

- Follow individual personal care routines by reading the care plans and liaising with the ALS Team Leader where necessary
- Report any general concerns to the ALS Team Leader using appropriate communication procedures
- Record the delivery of personal care, including the name of the student receiving such support, the time and date and any relevant comments or concerns.
- Report safeguarding concerns in line with the Child and Vulnerable Adult Protection and Safeguarding Policy
- Take part in training for aspects of personal care support.

6.4 It is the responsibility of the **Human Resources team** to:

- Ensure all college staff have DBS clearance before they engage in any personal care routines on college premises or college organised activities.
- Keep a record of all training undertaken by staff.

7. Staff Recruitment and Training

- 7.1 Parents/carers and students must feel confident that relevant staff have been carefully vetted and trained. Recruitment and selection of candidates for posts involving personal care should be made following the usual employment checks e.g. Disclosure and Barring Services (DBS).
- 7.2 Candidates should be made fully aware of what will be required and detailed in their job description before accepting a post involving personal care.
- 7.3 No employee can be required to provide personal care. Personal care can only be provided in college by those who have specifically indicated a willingness to do so, either as part of their agreed job description or other arrangements.
- 7.4 The following guidelines should be used in training key ALS staff and those identified to support personal care:
- Ensure that sensitive information about a student is only shared with those who need to know, such as parents, members of staff specifically involved with the student. Other personnel should only be given information that keeps the student safe.
 - Consult parents/carers about arrangements for personal care.
 - Ensure staff are aware of set procedures including the Child and Vulnerable Adult Protection and Safeguarding Policy
 - Ensure staff understand the needs of students from different racial and cultural backgrounds and specialist advice is sought when necessary.
 - Ensure staff know who to ask for advice if they are unsure or uncomfortable about a particular situation.
 - Ensure staff maintain confidentiality with students who discuss elements of their personal care, unless it is a safeguarding issue when concerns should be reported to in line with the Child and Vulnerable Adult Protection and Safeguarding Policy.

8. Complaints

If there is a complaint about the conduct of staff or any aspect of personal care, the normal college Complaints Policy will apply.

9. Dissemination

- 9.1 Nelson and Colne College Extranet
9.2 Nelson and Colne College and Lancashire Adult Learning Website

10. Monitoring and Review

The policy will be reviewed by Nelson and Colne College's Associate Principal – Quality/Lancashire Adult Learning, supported by the Director of Learner Services and Learner Services Manager.

11. Related Policies/Procedures

Documents related to the policy are:

- Safeguarding Children and Vulnerable Adults Policy, Procedures and Guidance
- Student Medication Policy

12. Management Responsibility

The Associate Principal – Quality/Lancashire Adult Learning has overall management responsibility for this policy. Day to day management responsibility for this policy is devolved to the Learner Support Manager.

13. Appendices

Appendix 1 - Writing a Personal Care Plan

Appendix 2 - Procedures for providing Personal Care – Toileting

Appendix 3 - Procedures for providing Personal Care – Feeding

Appendix 4a - Parent/Carer Permission Form

Appendix 4b - Personal Care Management Plan – Toileting

Appendix 4c - Personal Care Management Plan – Feeding

APPENDIX 1 Writing a Personal Care Plan

1. Where a routine personal care procedure is required, a care plan should be agreed by the ALS Team Leader in discussion with the student, parents/carers and the College Nurse (if appropriate).
2. The plan should be signed by all who contribute and reviewed on an agreed basis.
3. Where college staff are expected to provide any level of personal care, permission for them to do so should be gained (Appendix 4a) by the student and/or their parent/carer.
4. In developing the plan the following should be considered:

Whole college implications

- The importance of working towards independence
- Arrangements during trips, examinations etc.

Classroom management

- The student's seating arrangements in class
- A system for the student to leave class without disruption to the lesson
- Avoidance of missing the same lesson all year due to medical or care routines
- Awareness of a student's discomfort which may affect learning

5. All plans must be clearly recorded to ensure clarity of expectation, roles and responsibilities.
6. Where staffing allows, personal care for toileting will be provided by at least one member of staff of the same gender. In circumstances where this is not possible, care may need to be provided by staff of the opposite gender. This will be discussed and recorded.

APPENDIX 2 Procedures for Providing Personal Care - Toileting

Students who require support with toileting, as detailed in an EHC Plan or ALS assessment will be provided with the opportunity to negotiate an individual care plan (Appendix 4b), which details:

- The reason for support
- Frequency of support
- Required equipment
- Strategies to promote independence
- Arrangements for offsite trips and visits

Two staff members will be present when a student is toileted. This will be agreed and recorded in the Personal Care Management Plan.

Communication and Interaction:

Staff must:

- 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.
- Communicate with the student at all times during personal care procedures, ensuring the student is consulted about routines and kept informed at all times.
- Show awareness of and be responsive to the student's reactions, their verbal and non-verbal communication and signifiers.

Safety and Hygiene:

Staff must:

- Wear protective gloves and aprons when supporting personal care routines.
- Wrap up any soiled personal garments appropriately and tie securely.
- Clean the changing bed with antibacterial wipes after each use.
- Place soiled pads, wipes, gloves and aprons in a sealed plastic bag and dispose of them in the appropriate bin.
- Engage in hand-washing procedures before and after all personal care routines, and encourage students to do the same, creating an ideal opportunity to discuss the importance of hygiene.

Supplies of the following will be available to staff undertaking personal care:

- Suitable cleaning materials
- Hot and cold running water
- Anti-bacterial handwash
- Disposal bags and wipes
- Labelled bins for the disposal of wet/soiled nappies or pads

Students requiring pads and nappies must bring their own, as detailed in their Personal Care Management Plan.

In the event of a student soiling their clothing, staff are required to support the student to use appropriate facilities to wash and change in to a fresh set of clothes, which should be provided by the student as detailed in individual care plans. Soiled items will be placed into a sealed bag and returned home with the student, and a

record of such occurrences will be noted in the communication book so that parents/carers are aware.

Safeguarding:

Staff must:

- Follow the college Child and Vulnerable Adult Protection and Safeguarding Policy
- Report any concerns about physical changes in a student's presentation, e.g. marks, bruises, soreness etc. immediately to the College Safeguarding Team.

If a student becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into by the ALS Team Leader and Learner Support Manager and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution.

APPENDIX 3 Procedures for Providing Personal Care – Feeding

Students identified as requiring support with eating and drinking at lunchtimes and breaks, as detailed in an EHC Plan or ALS assessment will be provided with the opportunity to negotiate an individual care plan (Appendix 4c), which details:

- The reason for support
- Dietary requirements, including concerns and or allergies
- Required equipment
- Strategies to promote independence
- Arrangements for offsite trips and visits

In circumstances where specialist equipment or support is required to facilitate feeding, advice will be sought and provided by the College Nurse or another appropriate professional, who will work with the ALS Team to ensure they are fully informed of expectations and are supported to gain the relevant or required training.

The ALS Team and other relevant staff who will be working with and supporting the student have a responsibility to ensure they familiarise themselves with the content of the care plan, seeking clarification or raising any issues or concerns with their manager in a timely manner.

Staff Must:

- Follow health and safety guidance
- Wear appropriate personal protection equipment as detailed in care plans
- Model safe and best practice, respecting difference
- Promote healthy eating choices, respecting individual choice and dietary needs
- Complete records, sharing relevant information with parents/carers to ensure efficient and effective communication
- Consult with colleagues where any variation from agreed procedure/care plan is necessary and share this information with parents/carers

In the event of a student soiling their clothing while eating or drinking, staff are required to support the student to use appropriate facilities to wash and if necessary change in to a fresh set of clothes, which should be provided by the student as detailed in individual care plans. Soiled items will be placed into a sealed bag and returned home with the student, and a record of such occurrences will be noted in the communication book so that parents/carers are aware.

If a student becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into by the ALS Team Leader and Learner Support Manager and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution.

APPENDIX 4a

**PERMISSION FOR NELSON AND COLNE COLLEGE
TO PROVIDE PERSONAL CARE**

Student Forename		Student Surname	
ID Number		Male/Female	
Date of Birth		Age on 31 st August	
Course		Location	
Parent/Carer Name			
Address			
		Postcode	

I give permission to the college to provide the appropriate personal care support to my son/daughter/ward e.g. change soiled clothing, washing, feeding and toileting as detailed on the attached Care Management Plan.

I will advise of any medical complaint my child may have which affects issues of intimate care.

Parent/Carer Name **(PLEASE PRINT)**
 Signature
 Relationship to Student (If not Parent)
 Date

APPENDIX 4b

CARE MANAGEMENT PLAN: TOILET

Student Name: _____ DOB: _____ Student ID: _____

Course: _____ Tutor: _____

Area of need:	
Facilities, equipment and supplies needed: (clarify responsibility of provision of supplies)	
Location of suitable toilet facilities:	
Support required:	Frequency of support:
Arrangements for trips:	

Working towards independence:		
Student will try to:	Learning Support Assistant (LSA) will do:	Target Achieved:

A small team of staff trained to carry out personal care will be identified prior to the course start date. Students will be introduced to them on their first day.

Parent/Carer: _____

Student (if appropriate): _____

LSA Team Leader: _____

Date Completed: _____

Review Date: _____

Review:
Completed By:

APPENDIX 4c

CARE MANAGEMENT PLAN: FEEDING

Student Name: _____ DOB: _____ Student ID: _____

Course: _____ Tutor: _____

Area of need:
Equipment needed: (clarify responsibility of provision of supplies)
Support required:
Arrangements for trips:

Working towards independence:		
Student will try to:	Learning Support Assistant (LSA) will do:	Target Achieved:

A small team of staff trained to carry out support for feeding will be identified prior to the course start date. Students will be introduced to them on their first day.

Parent/Carer: _____

Student (if appropriate): _____

LSA Team Leader: _____

Date Completed: _____

Review Date: _____

Review:
Completed By: