

PERSONAL CARE GUIDANCE LORETO COLLEGE

Loreto College is committed to ensuring that all staff responsible for providing personal care support for students undertake their duties in a professional manner at all times.

The College recognises the need to treat all students with courtesy, dignity, and respect when personal care is given. No student should be attended to in a way that causes distress or pain.

The student's welfare and dignity are of paramount importance, every student has the right to privacy and to be respected.

The purpose of this guidance is to set out guidelines that safeguard students and staff by providing a consistent approach. Staff providing personal care must be aware of the need to adhere to good child protection and safeguarding practice in order to minimise the risks for both students and staff.

The purpose of this document is to set out a clear framework where all students with disabilities receive intimate and personal care, they require in order to participate fully in lessons and activities. As well as providing a clear guidance document to support students with disabilities, the document provides guidance for staff who provide intimate and personal care.

This Personal Care document has been developed to safeguard students and staff. It applies to everyone involved in the intimate care of students.

This guidance covers the responsibilities of all staff delivering personal care, either part time, agency, or full-time members of staff.

The Head of Inclusion, in consultation with the ESA 4 will be directly responsible for ensuring only trained staff deliver personal care.

The Governing Body is committed to ensuring that all staff responsible for the intimate care of students will undertake their duties in a professional manner at all times. It is acknowledged that these adults are in a position of great trust.

This procedure should be read with reference to Loreto College

- Equality and Diversity Guidance
- Safeguarding and Child Protection Guidance and Procedure

The aims of this guidance and procedures are:

- To safeguard the dignity, respect the rights and well-being of students.
- To ensure that students are treated consistently when they experience personal care in relation to their own wishes.
- To provide guidance on personal care expectations to staff and to provide clarity on the safeguarding responsibilities for staff and students concerning personal care.
- To ensure that parents/carers are involved in the planning of personal care and are confident that their concerns and the individual needs are considered.
- To ensure a successful transition from school staff to college staff.
- To ensure the student feel safe and confident with new staff involved in personal care.
- To 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.
- To ensure staff providing personal care are appropriately trained and all College staff and external staff have enhanced DBS clearance before engaging in any personal care routines on College premises or College organised activities.

Procedure

Definition of Personal Care

Personal care involves helping a person with aspects of personal care which they may not be able to undertake for themselves, either because of their age and maturity, and because of developmental delay and/or disability.

Students may require this care due to a disability or medical condition. Personal care is defined as those tasks which involve touching, which is more socially acceptable, and is nonpersonal and intimate, and usually has the function of helping with personal presentation and enhancing social functioning.

Intimate care can be defined as:

Tasks of an intimate nature associated with bodily functions and personal hygiene and any concerns that may arise of a personal nature. Intimate care is any care which involves washing, touching or carrying out an intrusive procedure to intimate personal areas.

Self-care is when a student may need some help or support to care for themselves and also guidance on the facilities available for storage or disposal of personal care materials.

College Responsibilities:

- To ensure permission has been sought from parents/carers for staff to support the student's personal care routines.
- To ensure all College staff and external staff have clearance by the DBS system before engaging in any personal care routines on college premises or College organised activities.
- To provide facilities appropriate to the student's age and individual needs on site.
- To provide appropriate guidance, training, supervision, and reassurance to staff to ensure safe.

Practice

- To ensure that staff receive ongoing training in good working practices, which comply with Health and Safety regulations, hygiene procedures, first aid and safeguarding procedures
- To keep a record of training undertaken by staff and to ensure that refresher training is provided where required.
- To provide an Induction programme for all nominated staff and to ensure that they are made fully aware of the personal care procedures for the individual students they are supporting.
- To ensure that 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.
- To ensure appropriate transition planning for continuity of personal care requirements.
- Key persons within the College will liaise with professionals and parents/carers to establish specific care routines for each individual.
- To ensure 2 members of staff are present at all time during personal care.

Inclusive Learning Personal Care Providers' Responsibilities:

- Staff must adhere to the College's Personal Care guidance and procedures.
- Staff must report any general concerns to their line manager, using appropriate College procedures, and any safeguarding concerns in accordance with the Child Protection and Safeguarding Guidance and Procedure.
- Staff must take part in training for aspects of personal care support and ensure all training is logged in accordance with College CPD procedures.
- Staff members are to make themselves aware of the personal care requirements of each individual by reading the care plan and liaising with line manager, student, and parents/carers.

Personal Care Procedures:

- Wherever possible, the student's personal care should be attended to by the nominated education support assistants.
- Staff must inform a colleague when leaving the room to support personal care routines.
- Students must be attended to in the designated changing areas and their wishes must be respected.
- Protective gloves and aprons must be worn when supporting personal care routines.
- Allow the student to care for themselves as far as possible and encourage them to carry out aspects of personal care to promote independence wherever possible.
- Staff should communicate with the student at all times during personal care procedures, ensuring the student is consulted about routines and kept informed at all times.
- Staff must respect the wishes of the student, with regard to dignity, privacy, choice, and safety as long as these are within the safeguarding guidelines and the personal care supporter is also comfortable with the arrangements.
- Staff must show awareness of and be responsive to the student's reactions, their verbal and non-verbal communication and signifiers.

- Soiled personal garments must be wrapped appropriately and tied securely
- The changing bed must be cleaned with an antibacterial wipe after each use.
- Soiled pads, wipes, gloves and aprons should be placed in a sealed plastic bag and disposed of in designated College facilities and agreed arrangements put in place with the Estates team for any particular disposal requirements.
- As staff engage in hand-washing procedures before and after all personal care routines, students must be encouraged to do the same, creating an ideal opportunity to discuss the importance of hygiene.
- If for whatever reason the College cannot provide personal care services, then the College will have the right to request that the student is taken home until such time as services are again available.
- All staff involved in personal care will receive either in-house or external training on delivering personal care and lifting and handling.
- Staff will work in close partnership with parent/carers, the students involved, and other professionals to share information and provide continuity of care.
- Where students with complex and/or long-term health conditions have a health care plan in place, the plan should, where relevant, consider the principles and best practice guidance in this Personal Care Guidance.
- There must be careful communication with each student who needs help with personal care in line with their preferred means of communication (verbal, symbolic, etc.) to discuss their needs and preferences.
- Where the student is of an appropriate level of understanding, permission should be sought before starting an intimate procedure.
- The religious views, beliefs and cultural values of students and their families should be considered, particularly as they might affect certain practices.
- Two members of staff will work together to deliver personal care in order to protect students and staff against allegations, and to support the development of best practice.

Dealing with complaints:

In the first instance, students are encouraged to speak to the Head of Hall or Head of Inclusion to see if a problem can be resolved. Students can also speak to the Assistant Principals of Upper or Lower Sixth as appropriate. If the concern is not resolved then students should follow the Complaints Procedure.