



Policy and Procedures - Personal Care

The need for personal care of a young person may occur from time to time during InterAct activities.

It is good practice to promote and permit the greatest level of self-care and independence for each young person, but some young people with a disability may require support with personal care.

InterAct staff will not take responsibility for providing personal care support on a regular basis. However, we acknowledge that young people may still require support of this kind on some occasions, e.g. where there is need for urgent assistance with cleaning up and/or change of clothing due to illness and/or toileting accidents.

Where regular or routine personal care support will be needed, this should be noted on the young person's Registration Form and Risk Assessment, so we can discuss confidentially the arrangements to be made, e.g. for appropriate carers/personal assistants to attend activities with them.

Personal care incorporates all those tasks of an intimate nature associated with personal hygiene, bodily functions and bodily products, including directly supporting or supervising:

- Dressing and undressing
- Toileting and incontinence care
- Menstrual hygiene
- Washing/bathing/showering other than to arms, face and legs below the knee
- Application of medical treatment other than to arms, face and legs below the knee
- Safe disposal of pads/waste into appropriate bins

General principles for personal care

- Needs vary between individuals, but personal care must always be provided sensitively – the young person's preferences should be considered, and their privacy, dignity and appropriate confidentiality seen as paramount
- Where possible provide the young person with supervision and guidance, only intervening where necessary or when the young person asks for help
- Where possible the young person should be asked to consent to the care being carried out
- Consider gender, cultural and religious issues
- Care should be provided at the point of need and undue delay should be avoided
- A confidential written record should be made of the personal care provided. This should be stored on the individual's personal file, and parents/carers notified in confidence

- There are no regulations that indicate that a second member of staff must be available to supervise this process to ensure that abuse does not occur

Dealing with toilet accidents or other unforeseen personal care needs:

Accidents, unexpected soiling or personal care needs due to sickness will sometimes occur. In some situations, and where the delay will not cause distress, phone permission can be sought (in a confidential manner) for providing the personal care support required. However, on occasions, it may be necessary for staff to act immediately to support the young person, in the interests of their wellbeing and dignity.

Young people, parents/carers and staff all have responsibilities linked to this:

- Young people must be taught strategies to make clear their need for the toilet, or to indicate that they are feeling unwell, either verbally or using a sign or symbol
- Staff will ensure that all young people have regular opportunities and encouragement to go to the toilet at suitable times during the activity
- All staff will ensure that any soiling incidents are dealt with quietly and respectfully to avoid any embarrassment for the young person
- Parents/carers must keep young people who are unwell away from activities to reduce the chance of stomach bugs from spreading. They must also come to the activity as quickly as possible when asked to collect a young person who has become unwell