

CLIENT PERSONAL CARE POLICY

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1. Purpose

- 1.1 This policy provides guidelines on the delivery of personal care to clients of JigsawPlus to ensure that all staff understand the importance of delivering personal care with a professional and sensitive approach in order to maintain the privacy, dignity and wellbeing of all clients.
- 1.2 It is imperative that staff recognise that clients may have sensory, physical or behavioural issues that make personal care challenging.

2. Definitions

- 2.1 “The Trust” means Jigsaw School, Jigsaw Plus, Jigsaw Trust and Jigsaw Trading 2013 Limited (Café on the Park)
- 2.2 ‘personal care’ means **either** physical assistance given to a person in connection with
 - eating or drinking (including the maintenance of established parenteral nutrition)
 - washing
 - dressing
 - oral care
 - the skin, hair and nails (with the exception of nail care provided by a chiropodist or podiatrist)

or the prompting, together with supervision, of a person, in relation to the performance of any of the activities listed above, where that person is unable to make a decision for themselves in relation to performing such an activity without such prompting and supervision.
- 2.3 ‘intimate care’ is the delivery of care that requires direct or indirect contact with or exposure of the clients’ genital area e.g. to provide support with toileting, bathing or with the management of menstruation.
- 2.4 A client’s ‘representative’ is a person who has a legally recognised responsibility for making decisions on behalf of a client e.g. a court appointed deputy.

3. Scope

- 3.1 This policy relates to all clients of JigsawPlus aged 18 years and over.

4. The Policy

- 4.1 Personal care guidelines will be carefully planned for all clients who require them.
- 4.2 Clients’ privacy will be respected at all times and their wellbeing and dignity will be of the utmost importance.
- 4.3 Clients will be supported and encouraged to express their wishes and priorities with regards to their own personal care.
- 4.4 All staff delivering personal care will have a clearance through and enhanced Disclosure and Barring Service (DBS) check. Staff awaiting clearance may not be left alone with a client.

- 4.5 Staff providing personal care will be given the necessary training and will remain supervised until they have demonstrated an appropriate level of knowledge and experience.
- 4.6 All clients will have Personal Care Guidelines completed as part of their Health Care Plan and Client Profile and signed off by a member of staff at Team Leader level or higher.
- 4.7 JigsawPlus will ensure that suitable equipment or facilities are in place to meet the personal care needs of all clients.
- 4.8 All clients will be supported and encouraged to achieve the highest levels of independence and their individually tailored curricula should reflect this with appropriate objectives relating to personal care.
- 4.9 All clients have a right to privacy which will be respected at all times. Careful consideration will be given to each client when determining the number of staff that need to be present and staff should be vigilant in maintaining the least intrusive presence possible.
- 4.10 Intimate care should be provided according to the preferences of the client recorded on the Client Health Care Plan and Profile (Personal Care Support Preferences) unless the unavailability of a preferred member of staff would result in negligence. In these cases, a gender chaperone should be used if possible. The needs and wishes of clients must be taken into account wherever possible within the constraints of staffing and equal opportunities legislation.
- 4.11 JigsawPlus will communicate and work with clients' other primary care givers in order to ensure a consistent and appropriate level of support.
- 4.12 Personal care guidelines will be reviewed on a continual basis and amended as necessary by the client's keyworker and signed off by a Team Leader or higher. The guidelines will be formally reviewed, and changes reported, at all client review meetings.

5. Responsibilities

- 5.1 The Learning Support Manager and Adult Services Manager are responsible for reviewing and updating this policy.
- 5.2 The Trustees of the Jigsaw Trust are responsible for authorising this policy.

6. Policy Review

- 6.1 This policy will be updated as necessary to reflect best practice and to ensure compliance with any changes or amendments to relevant legislation.
- 6.2 This policy was last reviewed in June 2017.

7. Version History

No.	Date	Amendment
1.1		

8. Related Legislation & Guidance

Document	Location
Health & Social Care Act 2008 (Regulated Activities) regulations 2014	

9. Related Internal Documentation

Document	Hard Copy Location	Electronic Copy Location
Client Personal Care Procedures		Operations / PAWS / POLICIES /
Safeguarding of Vulnerable Adults Policy & Procedures		Operations / PAWS / POLICIES /
Medication Policy		Operations / PAWS / POLICIES /
Administration of Medication Procedures		Operations / PAWS / POLICIES /
Health & Safety Policy		Operations / PAWS / POLICIES /
Infectious Disease Control Procedures		Operations / PAWS / POLICIES /