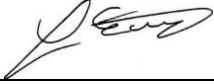


<b>Services covered by this policy:</b>	General Pre-school Children's Service	The Hamlet at Home Adult Services
<b>Post holder(s) responsible for this policy:</b>	Senior Management Team	
<b>Date approved:</b>	9 <sup>th</sup> October 2024	
<b>Approved by:</b>	Lorraine Ewing	
<b>Signed:</b>		
<b>To be reviewed:</b>	October 2026	

## A. Policy statement

Our belief is that everyone at The Hamlet should be happy and safe, is unique and valued, can explore choice and opportunities, is encouraged to unlock their potential, can communicate in their own way and is part of the wider community.

Every Hamlet User 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.

## B. Purpose of this policy and why we have it

The Hamlet works to the definition of personal care, in terms of:

- physical help offered to a person eating 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
- the prompting, or with support, 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).

This policy is based on the following principles:

Every individual has the right:

- to be safe
- to personal privacy
- to be valued as an individual
- to be treated with dignity and respect
- to be involved and consulted on their own intimate care to the best of their abilities
- to express their views on their own intimate care and to have such views taken into account
- to have levels of intimate care that are as consistent as possible

Our policy also aims to protect staff, volunteers and people on educational or work placements from unfounded allegations of harm, abuse or mistreatment against them.

Volunteers are not expected to provide personal care for Hamlet Users.

### **C. Scope of this policy**

- Hamlet Users
- Parents/carers/home support staff of Hamlet Users
- Staff
- Volunteers
- Educational or work placements e.g. Occupational Therapy or Nursing
- Visitors

### **D. Policy**

The Hamlet endeavours to provide high quality care in the following ways:

- Staff provide sensitive and flexible personal support to maintain Hamlet Users' privacy, dignity, independence and control over their own lives.
- Wherever practical, staff consistency is maintained in order to provide reliable, quality care, based on the relationship between Hamlet User and their carers.
- Within this, staff members providing intimate care will be rotated to ensure we work within our safeguarding policies / commitment
- Staff make every effort to find out the preferences of people who have difficulty in communicating their needs.
- End-of-life care is provided to the highest standards possible and in line with national guidelines.
- Staff will comply, wherever practical, with Hamlet Users' preferences about their personal care needs, for example, times of changing continence aids, choosing their own clothes, hairstyle and makeup so that their appearance reflects their personality.
- Staff will comply wherever practical with Hamlet Users' preferences about how they are guided, moved, supported and transferred.
- Any reasons for being unable to comply with a Hamlet User's preferences will be explained and notes made on their record if required.
- Personal support is provided in private wherever possible and with a person's need to retain their dignity in mind.
- Hamlet Users receive the support associated with their personal care needs at times to suit them wherever this proves practical

Name of policy:	Personal and Intimate Care Policy
Date approved:	9 <sup>th</sup> October 2024

- All agreements about support needed and how they are to be addressed are made clear in individual [support plan](#), which are regularly reviewed and updated.
- The Hamlet will respect the preferences and wishes of Hamlet Users arising from their ethnic, religious or cultural backgrounds and will make every effort to find the resources that enable it to meet individuals' requirements.
- Transgender (trans) and non-binary people may have specific needs and requirements which staff should respect and be sensitive to.
- Staff 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.
- The Hamlet User's consent (or that of their representative) is obtained on all aspects of their care and support. Hamlet Users 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.
- The Hamlet 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.
- The Hamlet makes sure that staff are always trained and competent to operate any equipment and aids used to provide personal care and support.
- Staff can request that they are supported by another staff member when delivering personal or intimate care.
- When staff carry out personal care for a Hamlet User under 18 within Children's Service's the door will not be locked. A privacy screen will be used.
- When staff carry out personal care for a Hamlet User under 18 in the community or within Adult Service's the door will be locked.
- When staff carry out personal care for a Hamlet User aged 18 or over, the door will be locked.
- **Preschool only:** Children attending preschool will be changed on a changing table in the main room, or at floor level in the toilet area. Whilst in the toilet area the door should be closed but not locked.

### Gender-related issues

The Hamlet is committed to meeting individual preferences as its resources allow and in line with our safeguarding practices. Where it is not possible to meet Hamlet Users' strong preferences for a worker of one gender or another, the situation will be carefully explained and a compromise will be sought where possible. All discussions and decisions are recorded on the Hamlet User's record.

Although recognising the need to take the Hamlet User's preferences into account The Hamlet is also mindful of its responsibilities to comply with equality and anti-

Name of policy:	Personal and Intimate Care Policy
Date approved:	9 <sup>th</sup> October 2024

discrimination legislation and will always explain to the Hamlet User the limits to their preferences.

In employing support staff who identify as male, female, or non-binary in line with equal opportunities policies, The Hamlet recognises that it has a duty of care to its staff as well as Hamlet Users. It recognises that it should not place them in situations where their professional integrity and abilities to work within well-defined professional boundaries are seriously put at risk.

The Hamlet recognises that all staff are exposed to some common risks from Hamlet Users, e.g. physical aggression, but there are also gender-related risks. Female workers are known to be more vulnerable to abuse, particularly sexual abuse, than their male colleagues. Males are known to be more vulnerable to allegations of sexual abuse; both sets of risks need to be well managed.

If a Hamlet User makes an allegation of abuse or harm, it must be investigated in line with The Hamlet's [Safeguarding Hamlet Users from Abuse or Harm policy](#), irrespective of whether they turn out to be with or without foundation.

## **E. Procedures and monitoring**

### **Training**

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

Staff will not provide personal care on their own or without direct supervision until they have been trained to do so.

Service managers have overall responsibility for ensuring that all staff have been trained to provide intimate care.

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.

## **F. Regulations (Health and Social Care Act) and other legal references**

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

**This policy should be read in conjunction with any other relevant Hamlet policies and accompanying procedures.**

Name of policy:	Personal and Intimate Care Policy
Date approved:	9 <sup>th</sup> October 2024