



New Leaf Triangle Personal Care Policy

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This policy outlines New Leaf Triangle's (NLT) approach to intimate personal care.

What is the meaning of intimate personal care?

'Intimate Care' can be defined as care tasks of an intimate nature, associated with bodily functions, bodily products and personal hygiene, which demand direct or indirect contact with, or exposure of, the sexual parts of the body.

Policy

Intimate personal care is always to be carried out in a way that gives as much dignity as possible to an individual and where possible by staff they are familiar with. It is to be carried out by NLT- employees who have had the necessary training. Volunteers do not carry out any intimate personal care, unless specifically trained and requested to do so. Two members of staff/carers must be present unless otherwise agreed with the Operations Support Manager or Operations Manager. This can be the person's parent/carer with one NLT staff. They **MUST** complete the personal care log after each personal care event.

Procedures

1.1 Intimate personal care in relation to any service user is to be carried out only in the following circumstances:-

- In accordance with the service users' referral information and has been agreed with the service user and/or their responsible parent/carer, where appropriate. A coordinator or manager must confirm that personal care is needed.
- In an emergency or other unforeseen circumstances and in the best interests of the service user, while also informing their responsible parent or carer on the day.

1.2 Intimate personal care will be carried out by NLT only in relation to:-

- the placement, removal or changing of nappies/incontinence pads
- the placement, removal or changing of sanitary pads
- toileting
- the changing of wet or soiled clothing

1.4 Staff will carry out intimate personal care with regard to the dignity and privacy of the service user. A prime aim of carrying out any intimate personal care should be, where possible, to develop the skills and abilities of the individual to enable them to become as independent in the task as possible.

1.5 If any intimate personal care has to be carried out in an emergency or in other unforeseen circumstances, this should be recorded and reported to a coordinator or manager, so that any relevant responsible parent/carer can be informed.

1.6 If, in carrying out intimate personal care, any signs of suspected abuse are detected the matter should be dealt with in accordance with NLT's safeguarding policy and procedure, including the completion of a body map chart. Under no circumstances should photos be taken of injuries or marks.

1.7 If, in carrying out intimate personal care, any matters which may require medical or other attention are detected, these should be recorded and reported to a coordinator or manager so that the service user and/or any relevant parent/carer can be supported to seek appropriate medical or other attention.

1.8 Staff should communicate effectively and respectfully to the service user by explaining each step and putting them at ease. Use language such as "Let's use the toilet", rather than "Let's change you". Gain consent. This can be given through verbal responses or body language, such as the person walking towards the toilet to move their body to help you when prompted.

1.9 Dispose of used personal care items in the bathroom bin only. Ensure this bin is emptied at the end of the day. Staff and service user to wash hands after personal care tasks.

1.10 NLT Managers and coordinators will ensure that all staff are aware of the need for confidentiality. Personal and sensitive information will only be shared with those who need to know.

Health and Safety in personal care

2.1 Any spillages or leakages should be cleaned immediately using the appropriate equipment and cleaning materials. All staff should aim for high standards of hygiene around the changing/medical facilities.

2.2 Some individuals with physical disabilities may require manual lifting and handling. All staff undertaking these duties should refer to New Leaf Triangle's manual lifting and handling policy and guidance.

2.3 NLT Staff should ensure their own hygienic practices are followed including; hand washing, sanitising and glove wearing.

