



**BRIDGWATER  
& TAUNTON  
COLLEGE**

# **PERSONAL CARE POLICY AND PROCEDURE**

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## Contents

<b>1</b>	<b>Introduction</b>	<b>3</b>
<b>2</b>	<b>Policy Statement</b>	<b>3</b>
<b>3</b>	<b>Scope</b>	<b>3</b>
<b>4</b>	<b>Procedure</b>	<b>4</b>
<b>5</b>	<b>Review of Policy</b>	<b>5</b>

## **1 Introduction**

- 1.1 Bridgwater and Taunton College is an inclusive College and as such has a number of students enrolled on courses across the campuses and academic ranges who require assistance with personal care.
- 1.2 The College recognises its duty and responsibility to ensure the welfare and safeguarding needs of students and vulnerable adults in receipt of personal care and to provide a service that promotes a safe and secure environment for both staff and students in accordance with the Equalities Act 2010.
- 1.3 Personal care can be defined as any care which involves washing, touching or carrying out a procedure to intimate personal areas which most people usually carry out themselves but some students are unable to do because of their physical difficulties or other special needs. Examples include care associated with continence and menstrual management as well as more ordinary tasks such as help with washing, toileting or dressing. Personal care can also include feeding students who are unable to manage this by themselves.

## **2 Policy Statement**

- 2.1 This policy seeks to respect the dignity of, and to provide a safe environment for, students and vulnerable adults who require personal care assistance.
- 2.2 This policy seeks to ensure there is a safe working environment for staff who deliver personal care to students.
- 2.3 The following are the fundamental principles upon which the Policy and guidelines are based:
  - Every student has the right to be safe
  - Every student has the right to personal privacy
  - Every student has the right to be valued as an individual
  - Every student has the right to be treated with dignity and respect
  - Every student has the right to be involved and consulted in their own intimate care to the best of their abilities
  - Every student has the right to express their views on their own personal care and to have such views taken into account; and
  - Every student has the right to have levels of personal care that are as consistent as possible.

## **3 Scope**

- 3.1 This Personal Care Policy has been developed to safeguard students and staff. It applies to everyone involved in the intimate care of students.
- 3.2 This policy covers the responsibilities of all staff delivering personal care, either part time, agency or full time members of staff.
- 3.3 The Head of Additional Learning Support, in consultation with Learning Support Manager and Senior LSA, will be responsible for ensuring only trained staff deliver personal care.

- 3.4 The College 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.
- 3.5 This procedure should be read with reference to the Bridgwater and Taunton College:
- [Equality and Diversity Policy](#)
  - [FE Additional Learning Support Policy](#)
  - [Health and Welfare Policy](#)
  - [Safeguarding and Child Protection Policy and Procedure](#)
  - [FE Admissions Policy](#)

#### **4 Procedure**

- 4.1 All staff involved in personal care will receive in-house training on delivering personal care. Staff will be made fully aware of best practice regarding following support plans, recording concerns and infection control, including the requirement to wear disposable gloves and aprons where appropriate.
- 4.2 All staff involved in hoisting students will undertake in-house “Moving and Handling of People” mandatory training which will be updated annually. The College will ensure that the hoists are regularly serviced and kept in good working order and Sanitising products and PPE will be provided by the College
- 4.3 Staff will work in close partnership with parent/carers, the students involved, and other professionals to share information and provide continuity of care.
- 4.4 Where students with complex and/or long term health conditions have a health care plan in place, the plan should, where relevant, take into account the principles and best practice guidance in this Personal Care Policy.
- 4.5 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.
- 4.6 All students in receipt of personal care will be involved in the creation of their individual personal care plan and to be encouraged to develop as much independence as appropriate. The student’s preferences should be recorded on the students Personal Care Plan and in their risk assessment.
- 4.7 Every effort should be should be made to ensure that support reflects the personal choices of the student and that any support given aids student independence.
- 4.8 The religious views, beliefs and cultural values of students and their families should be taken into account, particularly as they might affect certain practices or determine the gender of the carer.
- 4.9 In order to safeguard students and staff delivering support for personal care and to ensure best practice support should be on a 2 members of staff to 1 student ratio. However, if this level of staffing goes against the personal wishes of the student this should be respected and reflected in the student’s personal care plan and risk assessment.

**5 Review of Policy**

5.1 The policy is to be reviewed annually in line with each year's intake of students.