
Intimate Personal Care Policy and Procedure

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References

- 1 Guidance for Intimate and Personal Care Policies and Procedures – *Mencap 2007* (www.mencap.org.uk)
- 2 National Minimum Standards for Adult Care Homes – Standard 18 (*DOH 2002*)
- 3 National Minimum Standards for Children - Standard 8 (*DOH 2002*)
- 4 National Minimum Standards for Domiciliary Care – Standard 8 (*DOH 2002*)
- 5 The Royal Marsden Manual of Clinical Nursing Procedures, fifth ed 2000, Blackwell

Terminology

MBC	Metropolitan Borough Council
PCT	Primary Care Trust
DoH	Department of Health

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1 Introduction

1.1 Rationale

Bury PCT is committed to providing person centred support within its overnight services that provide 24 hour, 7 day week care and support (PCT Learning Disability Service and Bealey's Community Hospital). This involves providing intimate personal care that has been recognised as an assessed need that is clearly described in the individual's person centred support plan.

Good practice within this area is provided by Mencap (2007) and the requirements for providers to clarify how this will be achieved are detailed in the appropriate National Minimum standards (2002) and The Royal Marsden Manual of Clinical Nursing Procedures)

This policy and procedure has been developed in consultation with Adult and Children's Learning Disability Commissioners within Bury PCT and Bury MBC.

1.2 Key Aims

The purpose of this policy is to:

- Maintain the individual's dignity
- To be sensitive to their individual needs and preferences
- Maximise the individuals safety and comfort
- Protect the individual against intrusion and abuse
- Respect the individuals right to give or withdraw consent
- Encourage the individual to care for themselves and to be involved in their support.

1.3 Supporting Documentation

- Person Centred Support Plans (Policy Number LD 002)
- Risk Management Plans (Policy Number 001)
- Bury PCT Record Keeping Policy and Procedure

2 Intimate Personal Care Policy

Intimate personal care involves hands-on physical support in areas of personal hygiene, and a physical presence or observation during such activities.

Intimate personal care includes:

- Body bathing to areas other than arms, face and legs below the knee
- Support to use the toilet that involves the cleaning of genital and anal areas
- Support with incontinence aids and sanitary ware.
- Dressing and undressing
- Application of medical treatment by a suitably trained and competent practitioner, i.e. the administration of rescue medications such as rectal diazepam, other than to arms, face and legs below the knee

2.1 Scope

This policy applies to all staff undertaking intimate personal care within Bury PCT's Learning Disability Provider Service and Bealey's Community Hospital.

2.2 Roles & Responsibility

- Named Nurses/ Support Workers – Compliance with the policy and procedure
- Registered Manager/Team Leader – To ensure all Team Members are aware of policy and the planned audits take place.
- Residential Service Manager/Lead Nurse – To provide assurance to Provider Services Risks and Standards Group that the policy and procedure are implemented.

3 Procedure

3.1 Assessment Aims

Intimate personal care should always be provided sensitively and appropriately maintaining the privacy and dignity of the individual receiving the support.

A Person Centred approach will enable individuals to express a preference on how their personal and intimate care needs are met.

For individuals who are not able to clearly express their choice either verbally or non-verbally, attempts will be made to facilitate same gender support. It should however be noted that often individuals will choose support from people who know them, rather than solely same gender.

Although it may be preferable for individuals to receive support from a team member of the same gender this is not always possible. In such situations this is to be explained to the individual and recorded in their daily record. The best interests of the individual need to be considered when making such decisions.

Where an individual is known to have made unfounded allegations against team members this will also dictate the gender of the team member who provides the support and this will be clearly detailed in the individuals Risk Management Plan.

3.2 Client Care

The level of support an individual requires in relation to their intimate personal care needs being met will be detailed in their individual person centred support plan.

Where possible requests for same gender care will be made available to support individuals with their personal and intimate care.

All individuals must be encouraged to do as much for themselves as possible, intimate personal care must not be undertaken by staff simply because it's quicker or more convenient but only when an individual is not able to do it for themselves.

Team members must at all times explain to the individual what they are doing and continually communicate throughout the support they are providing.

3.3 Record Keeping

All intimate and personal care will be noted in the individual's daily notes by the person providing the support in line with Bury PCT Record Keeping Policy and Procedures. Specific incidents will be noted using Bury PCT's Incident reporting procedures.

3.4 Team Training

All team members will receive training in providing intimate personal care and in safeguarding procedures before undertaking the tasks described in the person centred plan.

4 Audit

4.1 Methodology

- The Team leader will be responsible for the audit of this policy.
- Initial audit to take place 6 months after ratification, policy review date 12 months after ratification with future audit and review to be determined at 12 months review according to urgent/soon/routine criteria.
- The following audit tool will be completed for each audit

4.2 Audit Tool

- The Team Leader will identify a 24 hour period for audit
- Clients who are receiving support during this period will be identified via Lorenzo
- Each clients daily record will be reviewed to ensure that entries detail who supported the client with their intimate personal care in line with the PCT Record Keeping Procedures.
- Information from the audit will be fed back to the Residential Service Manager/Lead Nurse and an appropriate action plan developed.

4.3 Responsibility for Dissemination, Implementation & Review of this policy

- Senior Manager will be responsible for dissemination
- Relevant Team Leader will be responsible for implementation
- Residential Service Manager/Lead Nurse will be responsible for review.