



A8	Appropriate Services	Providing Personal Care Policy
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What this policy aims to do	Provide guidance and requirements for staff providing personal care to MASS clients
Who this policy applies to	MASS staff and volunteers providing personal care to clients
Who is responsible for carrying out this policy	MASS Staff
What words used in this policy mean	<i>'Personal care'</i> is assistance with washing, dressing and other personal needs, provided by a staff member for somebody who is unable to manage alone.
Legislation this policy is based on	Working with Children Act 2005 Disability Act 2006 (Vic)
Other relevant policies	A2 Decision making and choice A3 Involvement of family and advocates A5 Communication Support HS1 Client Health Care Needs HS2 Medication Safety HS5 Freedom from abuse and neglect HS13 Duty of Care HS14 Child Safe HS15 First Aid

Version	Date	Author/Editor	File location	Approved by	Notes
1.0	3/4/19	D Stephenson			New policy
1.1	11/2/20	D Stephenson	Sharepoint>Staff Resources>P&P>A Appropriate Services	S Reeves	Transferred items from HS7 Privacy Policy

Providing Personal Care Policy

Personal care supports relate to assistance with daily personal activities including assistance with, or supervision of, personal tasks of daily life. For example:

- Personal hygiene, including showering, bathing, oral hygiene, dressing and grooming
- Toileting, bladder and bowel management and menstrual care
- Eating and drinking
- Attending appointments
- Use of aids and appliances, hearing and communication devices
- Mobility and transferring
- Application of splints, basic first aid due to injuries sustained as a result of the person's disability.

Personal care supports may be required across a variety of settings. For example, while the client attends a camp, attends a school as a day student or on a term residential placement, as a resident of long-term care, or when undertaking social, recreational or employment opportunities.

MASS staff and volunteers will provide all aspects of personal care support in a manner that maximise the client's safety, comfort, independence, dignity, privacy and learning. Adults and children will be encouraged and supported to be as independent as possible in their personal care

MASS will elicit a client's preference for the gender of the person to provide personal care support and document that so that any service respects the client's rights for choice, privacy and dignity.

MASS staff will report any incident involving a breach of privacy to their manager or Director, to enable the completion of an incident report and undertake any action required to manage the incident.

Providing Personal Care Procedures

MASS Clients

- ☑ Clients getting personal care support can choose what kind of support they will get, what time and where they get support
- ☑ Clients getting personal care support will be given the opportunity to purchase and use toiletries of their choice (such as toothpaste, soap, shavers, deodorant and hair products)
- ☑ It is important that staff only leave a person alone in the bath/shower if it is safe to do so, i.e. they can support themselves in the bath/shower, have a non-slip mat and accessible handrails, have the water at a comfortable level, do not have epilepsy and can call for help if they need it.
- ☑ MASS will provide hand wash and towels for all clients and staff in toilet facilities and food preparation areas
- ☑ MASS clients will receive hand hygiene education that includes the need to wash hands before, during and after preparing food, before and after eating, after using the toilet, after coughing, sneezing or blowing nose, after touching animals or pets, after handling rubbish and when hands are visibly soiled
- ☑ MASS clients will receive education and support for personal hygiene management that includes hand and face washing, blowing and wiping their nose, toileting and menstruation management for those who need assistance. A learning plan can be incorporated into the client's Health Support Plan.

Providing Gender Sensitive Care

MASS staff who work with a client should:

- ☑ Have a conversation with the person about personal care as early as possible during the support planning process
- ☑ Engage family members or an advocate in the conversation if the client wants them involved or if they are unable to make decisions due to age or cognitive ability
- ☑ Use appropriate communication methods for clients with a cognitive disability or complex communication
- ☑ Inform the client they can nominate a preference for a male or female support worker for personal care and that they have the right to change their preference by speaking to staff
- ☑ Document a client's gender preference for support workers in their support plan to assist with developing rosters
- ☑ Document a client's preferred course of action where the gender preference cannot be accommodated
- ☑ Ensure all support staff are aware of the client's gender preference for support workers

There may be situations where a preference cannot be accommodated and in these instances MASS will:

- ☑ Notify the client as soon as possible that their preference cannot be met and refer to the client's plan to determine the preferred action in these situations
- ☑ Document any instances where preferences cannot be accommodated in the client's file with an explanation.

MASS Staff

- ☑ MASS will respect the privacy of people who use MASS services and their right to choose if, when and how their personal spaces and activities are shared with others.
- ☑ In residential services, MASS staff will make sure people using the service have access to a space where they can be alone or spend time with other people in private if they want to.
- ☑ MASS will respect the privacy of people who use MASS services and their right to choose if, when and how their personal spaces and activities are shared with others
- ☑ MASS staff will not enter a person's personal space (such as their home, bedroom or bathroom) unless it is necessary to support them and the person has given permission, and will only stay as long as they need to
- ☑ MASS staff will not allow other people to enter the personal spaces of people who use MASS services unless it is necessary for their care and permission has been given
- ☑ People who want to enter the personal space of people using MASS services for other reasons (such as cleaning, maintenance, showing the space to a prospective resident) can only do so if the person is given 24 hours written notice in an accessible form
- ☑ Some other people can go into a person's personal space without notice - these include the person's invited guests, guardians (if they have authority), the Senior Practitioner, Community Visitors, WorkCover inspectors and specific people needing emergency access such as doctors, police, fire brigade and ambulance officers
- ☑ MASS staff will knock before they go into a person's personal space and explain why they want to come in
- ☑ In residential services, MASS will make sure people using the service are able to receive and make private telephone calls
- ☑ MASS staff will not touch a person who receives support unless it is necessary for their care and the person agrees. If staff do need to touch a person for their care, they will ask permission and ensure as much privacy and dignity as possible
- ☑ MASS staff will not touch any person's belongings unless the person asks them to, or unless the circumstances have been agreed in the person's individual support plan

- ☑ In residential services, MASS staff will make sure people using the service have access to enough space to store their belongings privately
- ☑ MASS staff can enter a person's room without permission where there is an emergency and staff reasonably believe the person or other/s are in danger of harm
- ☑ MASS staff will provide personal care support to children and young people and adults who choose to get that support, in ways that respect dignity and privacy
- ☑ MASS staff will ensure any lifting or hoisting techniques required are safe for both staff and the client (if staff believe there is a risk of injury, they will explain their concerns, reach agreement about what to do, and follow up about ways they might be able to help remove the risk in future)
- ☑ MASS staff will not put themselves at risk and seek assistance from another staff member if required
- ☑ MASS staff will help ensure each person's privacy. When MASS staff are directly assisting with personal care, they will explain what they will be doing next, and ask for permission as appropriate. If staff notice any bruising, abrasions, rashes, blisters, lumps or anything else of concern while they are giving personal care support, they will tell the person what they have seen, make a note in their file and follow up to get appropriate medical help and report injuries to Director or relevant manager
- ☑ MASS staff will maintain high standards of personal hygiene themselves when they provide personal care support. They will also help people receiving support to maintain high standards of hygiene, for example by disinfecting baths and shower chairs after use, and putting dirty clothes and towels in the laundry
- ☑ MASS staff will follow policy and procedures for cleaning and sanitising and infection and prevention control, and disposal of contaminated wastes (HS15 First Aid)
- ☑ Where possible MASS staff will ensure that there is a second staff member in the vicinity to ensure safety and appropriateness
- ☑ MASS staff will take safety precautions when they provide personal care support including:
 - removing their jewellery and watches
 - wearing non-slip footwear
 - following manual handling guidelines if physical support is needed
 - asking for help from a colleague if they need it
 - checking the temperature of bath or shower water.
- ☑ Report any incident involving a breach of privacy to their manager or the Director, to enable the completion of an incident report and undertake any action required to manage the incident.