

Merton Mencap

Dealing with Intimate Personal Care

Policy & Procedure

January 2018



Merton Mencap

DEALING WITH INTIMATE PERSONAL CARE POLICY & PROCEDURE

This policy and procedure has been adopted by Merton Mencap through its Executive Committee which remains responsible for its review.

Original signed version is kept at the Merton Mencap office.

Signed: _____ Date: _____

Name: _____

Chair of Executive Committee

Signed: _____ Date: _____

Name: _____

Chief Executive

Record of adoption and review of this policy and procedure:-

Adopted: 16 September 2009
Reviewed: 16 July 2013
Reviewed: 5 January 2018

Merton Mencap

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1. Definitions

In this policy and procedure “intimate personal care” means hands on physical care in areas of hygiene and physical assistance or observation during such activities.

2. Policy

2.1 Intimate personal care is to be carried out only by a paid member of staff who is expressly required to carry out personal care by Merton Mencap as part of their role. Volunteers should not carry out any intimate personal care, unless their role description expressly states this and they are accompanied by a paid member of staff who is also required to carry out these duties.

2.2 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’ care plan, risk assessments or similar plan which has been agreed with the service user and/or their responsible carer, where appropriate
- 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

2.3 Intimate personal care will be carried out by Merton Mencap only in relation to:-

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

2.4 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.

2.5 Merton Mencap reserves the right to decline to accept a service user on a project or activity or to exclude any service user from a project or activity where it is considered that concerns about intimate personal care make it impractical for the service user to take part in or continue to take part in that project or activity.

3. Procedure

3.1 Any intimate personal care needs of any service user wishing to take part in a Merton Mencap project or activity, and any risks associated with them, will be assessed in accordance with the relevant Merton Mencap policies and procedures. In this context, reference should be made in particular to the Personal Profile forms for each service user, and our care plans and risk assessments.

3.2 Where intimate personal care, in relation to any matters referred to at Section 2(3) above, is agreed to be carried out by Merton Mencap, a care plan or risk assessment detailing the relevant needs and the support to be provided to meet those needs, will be drawn up and agreed with the service user and/or their responsible carer. Such plans are reviewed regularly.

3.3 Where possible, intimate personal care should be carried out by a person of the same gender as the service user and cultural needs should also be taken into account, all of which should feature in the service users' care plan and risk assessment. Where it is not possible for intimate personal care to be provided by staff of the same gender, agreement must be obtained by the service user and/or their parent or responsible carer beforehand.

3.4 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 the relevant manager, so that any relevant responsible parent/carers can be informed.

3.5 If, in carrying out intimate personal care, any signs of suspected abuse are detected the matter should be dealt with in accordance with Merton Mencap's Safeguarding Children Policy and Procedure or Merton Mencap's Safeguarding Vulnerable Adults Policy and Procedure.

3.6 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 the project team leader, so that the service user and/or any relevant parent/carers can be supported to seek appropriate medical or other attention.

3.7 Service users should not be in the position of having their needs met by staff because appropriate aids or adaptations, which would enable them to meet their own needs, have not been made available to them. Every effort will be made to provide the facilities which would reduce the need for physical assistance or presence during intimate personal care.

Audit Guidance

Check	Evidence
Have staff received training in delivering personal care/infection control?	See training records at the office Speak to staff
Is there a care plan/risk assessment present for each person attending the activity	Check the file at the club for the care plan/risk assessment. Check whether personal care arrangements are properly shown Ask staff at the club what their understanding is of the procedures for providing personal care (i.e. risk assessment/care plan) and do they know where to find it.
Are records being stored safely at the club?	Check the procedures at the club which ensure the care arrangements are kept secure but are accessible to staff.
What evidence is there that gender-specific care is being offered?	Check gender of staff team – find out whether any provision has been made for gender-specific care. Check whether any care needs are being dealt with by a gender-specific carer.
Have any service users been refused access based on their care needs?	Speak to the Operations Manager If a person with complex needs arrived at the club, could we provide the appropriate care?