

# SCDHSC0218

## Support individuals with their personal care needs



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### Overview

This standard identifies the requirements when you support individuals with their personal care needs. This includes supporting individuals to access and use toilet facilities, to maintain their personal hygiene and to manage their personal appearance.

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### Performance criteria

*You must be able to:*

#### Support individuals to use toilet facilities

- P1 encourage the **individual** to **communicate** when they need to use **toilet facilities**
- P2 work in ways that promote **active participation** and dignity while supporting the individual to use toilet facilities
- P3 support the individual to select suitable toilet facilities from those that are available
- P4 support the individual to go to and return from the toilet safely
- P5 ensure that the individual knows how to call for help if they need it
- P6 make sure you are in a position to hear any requests for help while maintaining the privacy and dignity of the individual
- P7 respond immediately and appropriately if help is sought
- P8 support the individual to clean themselves using the most appropriate method
- P9 support the individual to wash their hands after using the toilet
- P10 ensure the toilet facilities are clean and ready to be used again
- P11 where necessary, move or dispose of bodily waste discreetly, in ways that minimise risk of cross infection and respect the individual's personal beliefs, preferences and dignity
- P12 wear appropriate protective clothing in line with work setting **policies and procedures** when you move or dispose of bodily waste
- P13 wash your hands and ensure your own cleanliness and hygiene after moving or disposing of bodily waste
- P14 record the measured output of bodily waste where this is required by the individual's care plan
- P15 report any **problems and significant changes** to the appropriate people in line with policies and procedures

#### Support individuals to maintain their personal hygiene

*You must be able to:*

- P16 support the individual to communicate their preferences about their **personal hygiene** care
- P17 resolve any differences between the individual's wishes, their **care or support plan** and the facilities available
- P18 support the individual to identify the degree of assistance they prefer with their personal hygiene
- P19 work in ways that promote active participation and dignity when assisting the individual to maintain personal hygiene
- P20 wear appropriate protective clothing in line with work setting policies and procedures

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- P21 support the individual to understand the reasons for your protective clothing
- P22 ensure that the room and water temperatures meet the individual's preferences
- P23 place toiletries, materials and equipment required for personal hygiene safely and within the individual's reach
- P24 ensure that the individual can reach equipment to enable them to call for help and knows how to use it
- P25 support the individual with potentially uncomfortable processes in ways which cause as little discomfort as possible
- P26 ensure that your own personal hygiene follows good hygiene practice in line with policies and procedures
- P27 report any problems and significant changes in the individual's personal hygiene to appropriate people in line with policies and procedures

#### **Support individuals to manage their personal appearance**

*You must be able to:*

- P28 support the individual to communicate their wishes and preferences about **managing their personal appearance**
- P29 support the individual to identify the amount and type of support they prefer for managing their appearance
- P30 work in ways that promote active participation when assisting the individual to manage their appearance
- P31 support the individual to attend to their personal appearance in ways that maintain their dignity and are consistent with their personal beliefs and preferences
- P32 support the individual to use dressing and other equipment and materials which are in line with their preferences and meet safety requirements
- P33 support the individual to keep their clothing and toiletries clean, safe and secure
- P34 support the individual to understand and overcome any concerns about the use of assistive technology and/or prostheses, orthoses and creams
- P35 seek additional support where necessary
- P36 ensure materials, equipment and facilities are left clean, tidy and ready for future use
- P37 wash your hands and ensure your own cleanliness and hygiene before and after supporting individuals with their personal appearance
- P38 report any problems and significant changes in how the individual manages their personal appearance to the appropriate people in line with policies and procedures

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### Knowledge and understanding

*You need to know and understand:*

#### Rights

- K1 work setting requirements on equality, diversity, discrimination and rights
- K2 your role supporting rights, choices, wellbeing and active participation
- K3 your duty to report anything you notice people do, or anything they fail to do, that could obstruct individuals' rights
- K4 the actions to take if you have concerns about discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

#### How you carry out your work

*You need to know and understand:*

- K6 codes of practice, standards, frameworks and guidance relevant to your work and the content of this standard
- K7 the main items of legislation that relate to the content of this standard within your work role
- K8 your own background, experiences and beliefs that may affect the way you work
- K9 your own roles and responsibilities with their limits and boundaries
- K10 who you must report to at work
- K11 the roles and responsibilities of other people with whom you work
- K12 how to find out about procedures and agreed ways of working in your work setting
- K13 how to make sure you follow procedures and agreed ways of working
- K14 the meaning of person centred working and the importance of knowing and respecting each person as an individual
- K15 the prime importance of the interests and well-being of the individual
- K16 the individual's cultural and language context
- K17 how to work in ways that build trust with people
- K18 how to work in ways that support the active participation of individuals in their own care and support
- K19 how to work in ways that respect individuals' dignity, personal beliefs and preferences
- K20 how to work in partnership with people
- K21 what you should do when there are conflicts and dilemmas in your work
- K22 how and when you should seek support in situations beyond your experience and expertise

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### Theory for practice

*You need to know and understand:*

- K23 the **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K24 how these affect individuals and how they may affect different individuals differently
- K25 the main stages of human development

### Communication

*You need to know and understand:*

- K26 factors that can have a positive or negative effect on the way people communicate
- K27 different methods of communicating

### Personal and professional development

*You need to know and understand:*

- K28 why it is important to reflect on how you do your work
- K29 how to use your reflections to improve the way you work

### Health and Safety

*You need to know and understand:*

- K30 your work setting policies and practices for health, safety and security
- K31 practices that help to prevent and control infection in the context of this standard

### Safe-guarding

*You need to know and understand:*

- K32 the duty that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K33 signs and symptoms of harm or abuse
- K34 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K35 what to do if you have reported concerns but no action is taken to address them

### Handling information

*You need to know and understand:*

- K36 legal requirements, policies and procedures for the security and confidentiality of information
- K37 work setting requirements for recording information and producing reports including the use of electronic communication
- K38 what confidentiality means

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- K39 how to maintain confidentiality in your work
- K40 when and how to pass on information

#### **Specific to this NOS**

*You need to know and understand:*

- K41 how your own values in relation to health and hygiene might differ from those of individuals and how to deal with this
- K42 the effects which personal beliefs and preferences may have on how an individual wishes to wash and to use toilet facilities
- K43 when and why measuring and recording output of bodily waste may be important

### Additional Information

#### Scope/range related to performance criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Note: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

**Active participation** is a way of working that regards individuals as active partners in their own care or support rather than passive recipients. Active participation recognises each individual's right to participate in the activities and relationships of everyday life as independently as possible.

**A care or support plan** is a formal plan that must be developed and agreed with the individual and/or those who are able to represent the individual's best interests. It addresses the holistic needs of the individual and contains information on all aspects of that person's care requirements. The care or support plan must underpin the individual's care and support within any health or social care setting.

To **communicate** may include using the individual's preferred spoken language, the use of signs, the use of symbols or pictures, writing, objects of reference, communication passports, other non verbal forms of communication, human and technological aids to communication.

The **individual** is the person you support or care for in your work.

**Managing personal appearance** may include dressing, care of clothing; care of hair, skin, teeth/dentures and nails; use of toiletries; use of assistive technology; use of prostheses and/or orthoses.

**Personal hygiene** may include oral hygiene and hygiene relating to hair, skin and nails

**Policies and procedures** are formally agreed and binding ways of working that apply in many settings. Where policies and procedures do not exist, the term includes other agreed ways of working.

**Problems and significant changes** could be changes in the individual's health; difficulties in going to the toilet; concerns about body waste; changes in individuals' skin condition; changes in motivation for personal hygiene and appearance

**Toilet facilities** may include toilet; commode; bedpan; urinal

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### Scope/range related to knowledge and understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

**All knowledge statements must be applied in the context of this standard.**

**Factors that may affect the health, wellbeing and development of individuals** may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse



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### Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

To be treated as an individual

To be treated equally and not be discriminated against

To be respected

To have privacy

To be treated in a dignified way

To be protected from danger and harm

To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them

To communicate using their preferred methods of communication and language

To access information about themselves

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