

# (NAME OF HOME)

## Procedures Manual

**Title: HELPING SERVICE USERS WITH PERSONAL HYGIENE**

### **1.0 Scope**

1.1 This procedure covers the support and assistance given by care staff to meet the personal hygiene needs of Service Users.

### **2.0 Aims and Values**

2.1 To assist Service Users to feel comfortable and at ease about their personal hygiene needs.

2.2 To ensure Service Users are provided with the necessary assistance to meet their requirements.

2.3 To ensure that the privacy and dignity of the Service Users are respected.

### **3.0 Contents**

- 6.0 Bathing.
- 7.0 Toileting.
- 8.0 Staff hygiene.

### **4.0 Referenced Documents**

- C4-079 Individual Service User Plan / Support Plan.
- C4-081 Service User's Daily Report Record.
- C4-144 Bath and Shower Temperature Recording Form.
- SD-19 Laundry Procedure.

### **5.0 Responsibilities**

5.1 Management and all care staff.

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## **This is the procedure to be followed**

### **6.0 BATHING**

#### **The member of care staff should:**

- 6.1 Offer Service Users the choice of a bath or a shower and be aware of the level of assistance required, from information that is recorded in the care plan.
- 6.2 Assist the Service User to their bedroom and:
  - Ask the Service User to choose toiletries and collect towels and any creams to be used.
  - Ask the Service User which clothing they wish to wear.
  - Assist the Service User to the bathroom.
- 6.3 Prior to the bath ask the Service User if they would like to use the toilet, following the procedure for toileting, see Section 7.0 of this procedure.
- 6.4 Run the bath (cold water first). Check with the thermometer to ensure water is not too hot and does not exceed 43°C. Staff must record the water temperature of the bath or shower in the Bath and Shower Temperature Recording Form, C4-144. This information must also be transferred to the Individual Service User Plan / Support Plan, C4-079.
- 6.5 Assist the Service User with undressing and provide appropriate assistance as detailed in the care plan.
- 6.6 Ensure the Service User's face is washed before going into the bath.
- 6.7 Assist the Service User into the bath, making sure the water is at a satisfactory temperature, reassuring the Service User at the same time.
- 6.8 Using a sponge or face cloth, assist with washing the Service User, encouraging the person to do as much as they can for themselves.
- 6.9 Give Service Users the choice of a reasonable amount of time they would like to be in the bath and only leave the Service User alone when it is safe to do so.
- 6.10. Make sure that the communication bell is within reach.
- 6.11 On completion of the bath, put towel around the Service User's shoulders and then provide assistance out of the bath.
- 6.12 Assist the Service User with drying, ensuring that delicate areas are dried, ask if they would like to use any toiletries and apply creams where required.

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- 6.13 Check the following for signs of redness, swelling, inflammation or other sign of discomfort requiring attention:
- Nails.
  - In between toes.
  - Under breasts.
  - Groin.
  - Other delicate areas.
- 6.14 Assist the Service User with dressing and check hearing aid, glasses and hair.
- 6.15 Assist the Service User to a place of their choice.
- 6.16 Dispose of any soiled items or waste products and attend to laundry, see procedure SD-19.
- 6.17 Ensure bathroom is left clean and tidy.
- 6.18 Any observation of or concerns about pressure sores, bruises, rashes etc. should be entered in the Service User's Daily Report Record, C4-081.

## **7.0 TOILETING**

- 7.1 Following a request from a Service User for assistance at the toilet, or where the Service User is unable to make a request, the member of care staff should ask the Service User in an appropriate manner and should:
- 7.2 Assist the Service User to the toilet.
- 7.3 Knock on the door to see if the toilet is vacant.
- 7.4 Provide appropriate level of assistance to access the toilet facilities.
- 7.5 Make sure safety handrails are in place.
- 7.6 Ensure toilet paper and buzzer are available and within easy reach of the Service User.
- 7.7 Ask the Service User to press the buzzer when they require assistance.
- 7.8 Ask the Service User if they would like the door locked.
- 7.9 Where requested, lock the door from the outside and, if not, close the door. Remain close at hand to prevent other Service Users from entering.
- 7.10 On hearing the buzzer, return to the toilet and assist the Service User where required.

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7.11 Ensure the Service User is clean and their hands have been washed, using protective clothing where appropriate.

## **8.0 STAFF HYGIENE**

8.1 The member of staff should ensure that they:

- Wash their own hands.
- Make sure the toilet is left clean and tidy.
- Attend to any laundry, see procedure SD-19.
- Safely dispose of protective clothing.

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