PERSONAL CARE POLICY AND PROCEDURE

Version 2.0: July 2026

PERSONAL CARE POLICY AND PROCEDURE

Purpose and Scope

This policy and procedure demonstrates Bilingual Care's commitment to providing safe and consumer-focussed personal care services. It applies to all staff and meets relevant legislation, regulations, and Standards.

Applicable Strengthened Aged Care Quality Standards

- *Standard 1. The Individual*
- *Standard 3. The Care and Services*
- *Standard 4. The Environment*
- *Standard 5. Clinical Care*

Definitions

Personal Care - a broad range of activities that support consumers with bathing/showering, personal hygiene and grooming, eating, dressing, ambulation/mobility, and toileting.

Personal Protective Equipment (PPE) – clothing or equipment worn by workers to protect them from possible harm or injury. PPE can include items such as eye and face protection (e.g., glasses, goggles, or face shields), gloves, masks, clothing (e.g., coveralls, aprons), and safety footwear.

Trauma aware and healing informed care – recognising that people may have experienced trauma at some point in their lives, and that these experiences can affect how they feel, communicate and respond to care. It involves understanding the impact of trauma, avoiding actions that may trigger distress or re-traumatisation, and creating a safe and respectful environment where the person maintains choice, control and dignity.

Policy

Bilingual Care respects each consumer's right to receive personal care services that are safe, of their choosing, and meet their needs and goals.

Bilingual Care staff must treat all consumers in receipt of personal care services respectfully and ensure their welfare and dignity is of paramount importance.

Only staff who meet the minimum qualifications and experience requirements (as per Bilingual Care's *Recruitment and Selection Policy and Procedure*) will be permitted to perform personal care services.

All staff assessing, planning for, and providing personal care services must follow Bilingual Care's four principles of personal care:

1. every consumer has the right to be safe

2. every consumer has the right to personal privacy
3. every consumer has the right to be valued as an individual and
4. every consumer has the right to be treated with dignity and respect.

Bilingual Care staff strive to provide personal care support and services to all consumers to optimise their health and wellbeing including improving a consumer's physical and mental state, spiritual and emotional life, and social life.

Procedures

Roles and Responsibilities

The Clinical Care Manager is responsible for:

- conducting assessments and planning with consumers to ensure *Care Plans* reflect the consumer's personal care goals and preferences, risks, equipment needs, and clinical directives, if applicable
- coordinating referrals and care transitions for the consumer, and
- providing relevant information/instruction/training to staff to create a calm, friendly and safe experience for the consumer.

The Clinical Care Manager is responsible for:

- providing clinical oversight of services and ensuring there are effective escalation pathways
- ensuring safe coordination of any medication tasks that occur during personal care, including guidance for staff
- monitoring how staff support consumers with their medications, ensuring safety, clarity and appropriate delegation

Support staff are responsible for:

- delivering care as per the consumer's *Care Plan*
- following and applying infection prevention control measures
- checking equipment before use
- escalating any incidents, deterioration and/or risks
- reporting incidents and equipment faults immediately

General

Bilingual Care supports consumers with the following types of personal care activities:

- showering or bathing
- dressing/undressing (and the use of dressing aids)
- toileting
- mobility and transfer
- personal assistance, including individual attention, individual supervision, and physical assistance with communication, including assistance:
    - to address difficulties arising from impaired hearing, sight or speech, or lack of common language,
    - with the fitting of sensory communication aids, checking hearing aid batteries, and cleaning spectacles and
    - using the telephone
- assistance with eating or drinking (e.g., chopping food, pouring liquids, using eating utensils and eating aids, and assistance with actual feeding, if necessary)
- the care of skin or hair (except for nail care provided by a podiatrist)

- assistance using continence aids and appliances, and managing continence
- oral care (e.g., brushing teeth, cleaning dentures, inserting dentures) and
- supervision of personal care activities.

In the first instance, consumers must be the person making informed decisions and choices about themselves and the services they receive. This applies in personal care services consumers choose and need, including how they are delivered and by whom.

During initial assessment, the Managing Director is responsible for discussing personal care needs and goals with consumers and their representatives in a sensitive way that respects their dignity and privacy. This includes assessing and including any additional information provided (with their consent) by consumers' healthcare providers or other stakeholders.

As per Bilingual Care's *Risk Management Policy and Procedure*, the required *Home* and *Consumer Risk Assessments* must also be completed to identify any potential risks to consumers or Bilingual Care staff during the delivery of personal care services. Bilingual Care staff must work with consumers and their representatives to address and resolve any risks prior to services commencing.

At the time of care planning, the Managing Director is responsible for recording consumers' preferences for the level of staff intervention or support they require, as well as any staff gender and other preferences they have for their personal care. This includes obtaining consent, obtained with the signing of *Care Plans*.

The Managing Director is responsible for ensuring these preferences are implemented and communicating with consumers should any alternative arrangements be required (with their agreement).

Given the intimate nature of personal care services, consumers' right to dignity and privacy must be respected when determining the number of staff they are allocated for personal care. Bilingual Care will aim to provide no more than 3 staff for each consumer, unless there is a substantial reason for having more than 3, in which case this will be communicated and agreed with the consumer or their representative prior.

Before commencement of a consumer's personal care support, the specific staff involved will be educated in relation to their preferences and needs and goals for personal care.

Bilingual Care staff must ensure each consumer is supported to maintain the highest level of autonomy that is possible, based on their preferences, health, and abilities. Staff must support consumers to do as much for themselves as they can (for example, while showering/bathing, staff wash the consumer's back, but they wash their genitalia themselves).

As per Bilingual Care's *Care Review Policy and Procedure*, personal care arrangements will be reviewed, updated and, where necessary, amended regularly, to ensure services are optimising consumers' health and wellbeing.

Performing Personal Care Services

Only staff who meet the minimum qualifications and experience requirements (as per Bilingual Care's *Recruitment and Selection Policy and Procedure*) are permitted to perform personal care services.

Throughout the service, staff are expected to apply trauma-informed care principles by

approaching the interaction with sensitivity, ensuring the consumer feels safe, in control, and able to decline or pause care at any time. Be aware that certain personal care tasks, levels of touch, environments, or past experiences may create discomfort or anxiety. Check in regularly, seek permission step-by-step, and avoid assumptions.

Staff are responsible for following the below steps when assisting consumers with any personal care tasks:

1. ***Communicate and Get Consent*** - communicate with the consumer at the commencement of each personal care service to ensure they understand the service being provided, and give consent to receiving that specific service. Be mindful of any cultural preferences, religious practices, gender sensitivities, and communication needs, and adapt your approach to honour the person's identity and values. Provide information in a way that is respectful and aligned with their cultural and linguistic background.

2. ***Implement Infection Prevention and Control*** - manage infection risks related to the setting or environment, equipment, and working practices. Refer to Bilingual Care's *Infection Control Policy and Procedure* for further guidance.

3. ***Ensure a Safe Environment*** - assess and prepare the consumer's environment to ensure:
    - sufficient space to perform the personal care activity safely,
    - the temperature of the space suits the consumer's needs and preferences and
    - the consumer's privacy can be maintained (for example, closing internal doors prior to assisting a consumer with dressing).

4. ***Prepare Equipment*** - ensure all resources, tools, materials, and personal protective equipment (PPE) are available, appropriate, prepared, and easily accessed during the activity. If the consumer will be using equipment or aids, check that it is clean, in good working order and safe to use.

5. ***Follow Guidance and Instruction*** - ensure any instructions noted in the consumer's *Care Plan*, as well as any provided by the consumer at the time of service provision, are noted and followed.

6. ***Re-confirm Consent*** - re-confirm the consumer understands the personal care service and consents to receiving support. Where a consumer is unable to verbally give consent due to cognitive or other limitations, staff are still responsible for communicating with them as stated above.

7. ***Commence Service*** - complete all required tasks involved in the consumer's individual personal care service. These tasks will vary depending on the type of personal care and the individual needs, goals, and preferences of each consumer.

8. ***Encourage Independence and Participation*** - encourage each consumer to remain as independent as possible. Ask and support the consumer to participate as much as possible, or as much as they prefer (for example, the consumer feeding themselves however staff chopping their meal into more easily scooped pieces, due to the consumer's poor vision).

9. ***Monitor for Changes*** - prior to commencement of, during and at the conclusion of the personal care service, note and monitor any changes in the consumer's health,

wellbeing, or physical appearance. Any changes must be documented and communicated with the consumer and the Managing Director. Depending on the nature of the change, this may trigger a review as per Bilingual Care's *Care Review Policy and Procedure*.

10. ***Complete Service*** - at the completion of all tasks ensure the comfort and safety of the consumer, prior to returning the personal care resources and environment to its original state.

11. ***Communicate with Consumer*** - check the consumer is satisfied by the personal care support provided and enquire whether any further personal care tasks are required.

12. ***Document/Report*** - as per Bilingual Care's *Consumer Case Notes Policy and Procedure*, document any notes relating to the consumer and the tasks performed, and escalate any changes or concerns in relation to the consumer or their environment to the Managing Director.

Equipment Required

Where staff support or perform personal care tasks, all appropriate PPE must be worn, including but not limited to, gloves. Please refer to Bilingual Care's *Work Health and Safety Policy and Procedure* and *Infection Control Policy and Procedure* for further information.

If the consumer requires equipment during the service (e.g. walkers, hoists, shower chairs), support staff must check that it is appropriate to the needs of the consumer, safe to use, clean and well maintained. If there is any concern with the equipment, it must be reported to the Managing Director to determine further action. See also Bilingual Care's *Work Health and Safety Policy and Procedure* and *Service Delivery Policy and Procedure.*

Incidents and Reporting

Incidents relating to personal care must be reported in accordance with Bilingual Care's *Consumer Incident Management* and *Open Disclosure* policies and procedures.

Care Plan Review

Where an incident is a result of a consumer's health deterioration, their *Care Plan* must be reviewed immediately, as per the *Care Review Policy and Procedure*.

Supporting Documents

Documents relevant to this policy and procedure include:

- *Recruitment and Selection Policy and Procedure*
- *Risk Management Policy and Procedure*
- *Care Review Policy and Procedure*
- *Infection Control Policy and Procedure*
- *Consumer Case Notes Policy and Procedure*
- *Service Delivery Policy and Procedure*
- *Work Health Safety Policy and Procedure*
- *Home Risk Assessments*
- *Consumer Risk Assessments*

Monitoring and Review

This Policy and Procedure will be reviewed at least annually by the Leadership Team. Reviews will incorporate staff, consumer, and other stakeholder feedback.

Bilingual Care's *Continuous Improvement Plan* will be used to record improvements identified and monitor the progress of their implementation. Where relevant, this information will be considered as part of Bilingual Care's service planning and delivery processes.

DOCUMENT CONTROL

Version No.	Issue Date	Document Owner
2.0	06/07/2026	MD
Version History		
Version No.	**Reviewed Date**	**Revision Description**