

Dementia Active Risk Assessment

Toilet Facilities, Continence Support, Personal Care and Capacity Management

Activity / area assessed: Use of toilet facilities, accessible toilets, continence support, toileting assistance, pad changes and personal care across Dementia Active centres.

Persons at risk: Members living with dementia; staff; volunteers; visiting carers; visitors; family members or professionals attending the centre.

Minimum control standard: All centres must maintain 1 toilet for every 12 members and at least one accessible / disabled toilet facility.

Hazard / Risk	Persons at Risk	Existing Control Measures	Risk Level	Further Action Required
Insufficient toilet provision for the number of members attending	Members, staff	Centres must maintain a minimum standard of 1 toilet per 12 members and at least one accessible / disabled toilet facility. Attendance levels are reviewed against this standard.	Medium	Review capacity annually and before increasing member numbers.
Queuing or delays causing distress, continence accidents or loss of dignity	Members	Staff monitor peak periods, encourage staggered toilet use, provide reminders and prioritise urgent needs.	Medium	Record repeated issues and review routines if delays occur.
Member unable to locate toilet due to dementia, confusion or anxiety	Members	Toilets are clearly identified where possible. Staff provide reminders, reassurance and discreet support.	Medium	Review signage and environmental prompts at each centre.
Falls while accessing or using toilet facilities	Members	Accessible toilets are available. Routes are kept clear. Staff assist members with mobility difficulties where appropriate.	Medium	Review falls incidents and consider additional equipment or support.
Accessible / disabled toilet unavailable when needed	Members requiring accessible facilities	Each centre must have at least one accessible / disabled toilet. Accessible toilets are prioritised for those who need them and must not be used for storage.	Low / Medium	Remind staff, volunteers and visitors about accessible toilet priority.
Loss of dignity during toileting or pad changes	Members	Personal care is provided discreetly by experienced staff or carers. Privacy, consent and respectful communication are required.	Medium	Use supervision and training to reinforce dignity in care.
Personal care provided by unsuitable or unchecked person	Members	Personal care is only provided by suitable, experienced staff or carers with appropriate DBS checks. Volunteers do not provide intimate care unless authorised, trained and DBS checked.	Low / Medium	Maintain DBS records and review safer recruitment procedures.
Infection control risk from continence accidents, pad changes or soiled areas	Members, staff, volunteers	PPE is used where required. Toilets are cleaned regularly. Continence products are disposed of safely. Hand hygiene is promoted.	Medium	Ensure all centres hold adequate PPE, cleaning supplies and disposal bags.
Member distress, embarrassment or refusal of support	Members, staff	Staff use calm, discreet communication and provide reassurance. Preferences are respected and family input is sought where needed.	Medium	Record recurring concerns and review individual support plans.
Personal care needs exceed centre capacity	Members, staff	Dependency levels are monitored. Staffing, attendance and support arrangements are reviewed when needs increase.	Medium / High	Review individual attendance suitability if needs cannot be safely met.
Safeguarding concern arising during personal care	Members	Staff follow safeguarding procedures and report concerns immediately to management or the designated safeguarding lead.	Medium	Ensure staff understand reporting procedures and escalation routes.
Toilet unavailable due to maintenance, cleaning or blockage	Members, staff	Cleaning and maintenance are scheduled to minimise disruption. Issues are reported promptly and alternative toilets used where available.	Medium	Record repeated maintenance issues and escalate to landlord or maintenance provider.
Inadequate supplies for toileting or personal care	Members, staff	Centres maintain toilet paper, soap, hand towels, gloves, aprons, cleaning materials and disposal bags.	Medium	Add supplies to daily or weekly centre checks.
Staff injury while assisting with toileting or transfers	Staff, carers, members	Staff provide support within safe limits, seek assistance where required and follow any manual handling guidance.	Medium	Review manual handling training where members require physical assistance.

Hazard / Risk	Persons at Risk	Existing Control Measures	Risk Level	Further Action Required
Increased pressure before transport collection	Members, staff, transport team	Staff encourage toilet use before transport collection and build toileting support into the end-of-day routine.	Medium	Monitor collection periods and adjust routines where needed.

Overall Risk Rating

Medium.

The risks are considered manageable where the minimum toilet provision standard, staffing levels, member dependency and personal care controls are maintained and regularly reviewed.

Additional Controls

- Maintain a minimum of 1 toilet per 12 members at each centre.
- Ensure every centre has at least one accessible / disabled toilet facility.
- Review toilet provision and personal care capacity annually.
- Review capacity before increasing member numbers.
- Keep toilet areas clean, accessible and free from obstruction.
- Ensure personal care is provided only by suitable, experienced, DBS-checked staff or carers.
- Maintain dignity, privacy and consent wherever possible.
- Monitor continence-related incidents or patterns.
- Liaise with families or carers where members have changing continence or personal care needs.
- Review individual attendance suitability where needs exceed what the centre can safely provide.

Review Frequency

This risk assessment will be reviewed annually or sooner following a significant toilet-related incident, continence-related safeguarding concern, increase in member numbers, increase in member dependency, change in building layout or toilet provision, change in staffing levels, or complaint or concern from a member, family member, carer, staff member or professional.

Responsible person: Centre Manager / Service Manager.

Date of review: To be completed by Dementia Active.