

# Dementia Active

## Toilet Facilities, Personal Care and Capacity Management Policy

**Minimum standard: 1 toilet per 12 members, with at least one accessible / disabled toilet facility at every centre.**

### 1. Purpose

This policy sets out how Dementia Active manages toilet facilities, continence support, personal care and capacity across all centres.

The aim is to ensure that toilet provision and personal care support remain safe, dignified, accessible and appropriate for the number and needs of members attending each day.

This policy applies to all Dementia Active centres, including Chipping Norton, Banbury and any future Dementia Active sites.

### 2. Policy Statement

Dementia Active recognises that people living with dementia may experience toileting, continence, mobility, communication and anxiety-related needs. Dementia Active is committed to supporting members in a way that protects their privacy, dignity, safety, independence and wellbeing.

- Urgency when needing the toilet.
- Anxiety around locating or accessing toilet facilities.
- Continence difficulties or reduced awareness of need.
- Reduced ability to communicate personal care needs.
- Mobility difficulties or increased falls risk.
- A need for discreet support with toileting, pad changes or other personal care.

### 3. Minimum Toilet Provision Standard

Dementia Active centres will operate a minimum toilet provision standard of 1 toilet for every 12 members, with at least one accessible / disabled toilet facility available at each centre.

This standard applies when setting or reviewing attendance numbers. Member numbers must not exceed the level that can be safely supported by the available toilet facilities, accessibility arrangements, staffing levels and member dependency needs.

Where a centre has more members, additional toilet provision must be available to maintain the 1:12 ratio. For example, 36 members require a minimum of 3 toilets, and 48 members would require a minimum of 4 toilets. Each centre must also have at least one accessible / disabled toilet facility.

### 4. Centre Capacity

Each Dementia Active centre will have a maximum daily attendance level based on a balanced assessment of the facilities available and the needs of the members attending. Attendance numbers must not be increased without reviewing toilet provision and confirming that the 1 toilet per 12 members standard can still be maintained.

- Available floor space.
- Staffing levels and volunteer support.
- Fire safety and emergency evacuation arrangements.

- Accessibility needs.
- Member dependency levels.
- Availability of standard and accessible toilet facilities.
- Ability to provide safe and dignified personal care.
- Transport arrival and collection arrangements.

## 5. Toilet Provision and Accessibility

Each centre must maintain suitable toilet provision for the number and needs of members attending. Accessible / disabled toilets should be prioritised for members who require them.

- Members who use mobility aids.
- Members requiring additional space.
- Members with mobility difficulties.
- Members requiring staff or carer support.
- Members needing assistance with toileting, clothing, continence products, transfers or pad changes.

## 6. Managing Peak Demand

Staff recognise that demand for toilets may increase at particular points in the day. Staff will manage these periods proactively to reduce congestion, distress and avoidable continence accidents.

- Encourage staggered toilet use.
- Offer discreet reminders throughout the day.
- Support members to access facilities before activities begin.
- Monitor queues and respond promptly to urgent needs.
- Prioritise members with known continence needs.
- Support members before transport collection.

## 7. Personal Care and Continence Support

Dementia Active may support members with personal care needs where this can be done safely, appropriately and with dignity.

Personal care support may include prompting, helping members locate toilets, assisting with clothing where appropriate, supporting toileting, supporting pad changes, responding to continence accidents, providing reassurance and liaising with families or carers about continence needs.

Personal care support will only be provided by suitable, experienced staff or carers who have the appropriate knowledge, confidence and competence to provide dignified care.

All staff or carers providing personal care support must have an appropriate DBS check in place. Dementia Active will follow safer recruitment procedures and will review staff suitability as part of ongoing management and supervision.

Where a member has regular or significant personal care needs, Dementia Active may request a care plan, continence plan or further information from family, carers or professionals to ensure support can be provided safely.

## 8. Dignity, Privacy and Consent

All toileting and personal care support must be delivered in a way that protects the dignity, privacy and rights of the member.

- Knock before entering toilet or personal care areas.
- Explain what support is being offered.

- Seek consent wherever possible.
- Use discreet and respectful language.
- Respect personal preferences.
- Provide privacy during toileting and changing.
- Avoid unnecessary exposure.
- Dispose of continence products safely and hygienically.
- Record concerns or incidents appropriately.
- Report any safeguarding concerns immediately.

## 9. Hygiene and Infection Control

Dementia Active will maintain appropriate hygiene standards in all toilet and personal care areas.

- Regular checking and cleaning of toilet areas.
- Handwashing facilities, soap and hand-drying facilities.
- Safe disposal of continence products.
- Use of gloves and aprons where required.
- Prompt cleaning following accidents.
- Reporting and responding to infection control concerns.

## 10. Accessible / Disabled Toilet Priority

Each centre must have at least one accessible / disabled toilet facility. Accessible toilets should remain available for members who require them wherever possible.

- Staff and visitors should avoid using member toilets unless necessary.
- Cleaning and maintenance should be scheduled to minimise disruption.
- Accessible toilets must not be used for storage.
- Access routes to toilets must remain clear at all times.

## 11. Monitoring Capacity and Need

Management will regularly review toilet capacity, member dependency and personal care requirements to ensure the 1:12 toilet standard remains appropriate and effective in practice.

- Number of toilet-related incidents.
- Waiting times or congestion.
- Member, family and carer feedback.
- Continence-related concerns.
- Changes in member dependency levels.
- Staffing levels.
- Number of members requiring personal care support.
- Suitability of toilet facilities.
- Safeguarding, dignity or infection control concerns.

## 12. Attendance Limits

The maximum attendance level for each centre is based on the facilities available, including toilet provision, accessibility, staff support and the ability to provide dignified care.

Any proposal to increase member numbers must confirm that the centre will continue to provide at least 1 toilet for every 12 members and at least one accessible / disabled toilet facility.

### **13. Responsibilities**

Management are responsible for setting safe attendance levels, reviewing toilet and personal care capacity, ensuring staff are appropriately recruited and DBS checked, and responding to concerns or incidents.

Staff and carers are responsible for supporting members with dignity and respect, reporting concerns, following infection control procedures, maintaining privacy, recording incidents and escalating safeguarding concerns.

Volunteers must not provide intimate personal care unless specifically authorised, trained, DBS checked and deemed appropriate by management.

### **14. Review**

This policy will be reviewed annually or sooner if there is a significant change in centre occupancy, toilet provision, member dependency levels, continence-related incidents, safeguarding concerns, infection control concerns, service delivery or building layout.

# Dementia Active Risk Assessment

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	Members	Staff follow safeguarding procedures	Medium	Ensure staff understand reporting

personal care		and report concerns immediately to management or the designated safeguarding lead.		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.
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.