

Personal Care Protocol for Unregistered Respite at Stavordale House

Purpose

To ensure a clear understanding that, as an unregistered respite service, **we are not authorised to provide regulated personal care as defined by the Care Quality Commission (CQC)**. Staff **must not** carry out any tasks that constitute regulated personal care. This protocol is to guide appropriate boundaries, support independence, and outline what support may be safely provided within the limits of non-registered care.

1. Scope

This protocol applies to all staff supporting individuals with personal care needs at the Stavordale and stABILITY Day Care provision.

2. Definition of Personal Care (CQC)

According to the Care Quality Commission (CQC):

“Personal care is the provision of support involving hands-on physical assistance, prompting, or supervision with activities such as eating or drinking, toileting, washing or bathing, dressing, oral care, and care of skin, hair and nails.”

3. Best Practice Principles (Health and Social Care Act 2008)

In line with the fundamental standards of care outlined in the Health and Social Care Act 2008 and associated regulations:

- Dignity and Respect: Individuals must be treated with dignity and respect at all times.
- Person-Centred Care: Care must reflect individual needs, preferences, and values.
- Consent: No care must be provided without valid consent (verbal, written or implied).
- Safety: Care must be provided in a way that prevents harm and protects from abuse or neglect.
- Safeguarding: Individuals must be protected from improper treatment and inappropriate behaviour.
- Privacy: Care must be given in private, unless the person chooses otherwise or risk assessments dictate.
- Record Keeping: Accurate, clear, and respectful records must be kept for all personal care provided (*N/A for stABILITY as we do not provide personal care*)
- Staff Competence: Only trained and competent staff must carry out personal care duties. (*N/A for stABILITY as we do not provide personal care*)

4. What Personal Care Includes

- Washing, bathing, or showering
- Hair washing and brushing
- Shaving and grooming
- Oral hygiene
- Dressing and undressing
- Applying creams and lotions
- Support with continence and toileting
- Menstrual care
- Support with choosing clothing
- Prompting and supervising hygiene routines

5. Emergency Support

If an incident occurs (e.g. fall, seizure, accident):

- Follow first aid procedures and the individual's support plan.
- Contact the On Call Manager immediately, who will advise.
- Record the incident clearly and accurately.