

Care Certificate assessment opportunity 6

Assisting client with personal hygiene

This will involve the new care worker:

- Checking the care plan
- Supporting the client with using the toilet
- Supporting the client with personal hygiene

Description of assessment activity

The new care worker will check the client's care plan before supporting the client with personal hygiene and support to use the toilet. The client must agree to the assessment taking place. The new care worker will check with the client they are happy and comfortable and go through what they will be doing. The new care worker will encourage the client to select any clothes, toiletries equipment necessary to perform the tasks. Dignity will be maintained and the client encouraged to do as much for themselves as possible.

The new care worker will ensure they have washed their own hands prior to assisting the client. If the client has time alone in the bathroom the new care worker will knock on the door and wait for a response before entering.

The new care worker will assist the client to wash themselves being mindful of any changes in the client that may require discussion and noting as part of their 'duty of care'.

When assisting with using the toilet the new care worker will assist the client to dispose of any waste safely and in line with health and safety requirements.

Communication throughout will be respectful.

After assisting the client the new care worker will ensure they are comfortable and leave the environment tidy and as the client wishes. Recording will be made as necessary in the client's notes.

Standard 1: Understand your role - Care Certificate Standards that could be demonstrated:
1.2d Demonstrate how to access full and up-to-date details of agreed ways of working that are relevant to their role
1.3a Describe their responsibilities to the individuals they support
1.4c Demonstrate behaviours, attitudes and ways of working that can help improve partnership working.

Standard 4: Equality and Diversity - Care Certificate Standards that could be demonstrated:

4.2b Demonstrate interaction with individuals that respects their beliefs, culture, values and preferences

Standard 5: Work in a person centred way - Care Certificate Standards that could be demonstrated:

5.5a Ensure that where individuals have restricted movement or mobility that they are comfortable.

5.5b Recognise the signs that an individual is in pain or discomfort. This could include:

- Verbal reporting from the individual
- Non-verbal communication
- Changes in behaviour

5.5c Take appropriate action where there is pain or discomfort. This could include:

- Re-positioning
- Reporting to a more senior member of staff
- Giving prescribed pain relief medication
- Ensure equipment or medical devices are working properly or in the correct position e.g. wheelchairs, prosthetics, catheter tubes

5.5d Remove or minimise any environmental factors causing pain or discomfort. These could include:

- Wet or soiled clothing or bed linen
- Poorly positioned lighting
- Noise

5.6b Demonstrate that their own attitudes and behaviours promote emotional and spiritual well-being

5.6c Support and encourage individuals own sense of identity and self-esteem

5.7a Demonstrate that their actions promote person centred values including:

- individuality
- independence
- privacy
- partnership
- choice
- dignity
- respect
- rights

Standard 6: Communication - Care Certificate Standards that could be demonstrated

6.5a Demonstrate the use appropriate verbal and non-verbal communication:

Verbal:

- Tone
- Volume

Non-verbal:

- Position/ proximity
- Eye contact
- Body language
- Touch
- Signs
- Symbols and pictures
- Writing
- Objects of reference
- Human and technical aids

Communication may take place:

- Face to face
- By telephone or text
- By email, internet or social networks
- By written reports or letters

Standard 7: Privacy and Dignity - Care Certificate Standards that could be demonstrated:

7.2a Demonstrate that their actions maintain the privacy of the individual

7.2b Demonstrate that the privacy and dignity of the individual is maintained at all times being in line with the person's individual needs and preferences when providing personal care. This could include:

- Making sure doors, screens or curtains are in the correct position
- Getting permission before entering someone's personal space
- Knocking before entering the room
- Ensuring any clothing, hospital gowns are positioned correctly
- The individual is positioned appropriately and the individual is not exposing any part of their body they would not want others to be able to see

7.2d Report any concerns they have to the relevant person. This could include:

- Senior member of staff
- Carer
- Family member

7.4a Demonstrate how to support individuals to make informed choices

7.4b Ensure any risk assessment processes are used to support the right of individuals to make their own decisions

7.4c Ensure their own personal views do not influence an individual's own choices or decisions

Standard 10: Safeguarding Adults - Care Certificate Standards that could be demonstrated:

10.1j Demonstrate the importance of ensuring individuals are treated with dignity and respect when providing health and care services

Standard 13: Health and safety - Care Certificate Standards that could be demonstrated:

13.3c Demonstrate how to move and assist people and objects safely, maintaining the individual's dignity, and in line with legislation and agreed ways of working

Standard 14: Handling Information - Care Certificate Standards that could be demonstrated:

14.1c Demonstrate how to keep records that are up to date, complete, accurate and legible

Standard 15: Infection prevention and control - Care Certificate Standards that could be demonstrated:

15.1b Demonstrate effective hand hygiene