



## INDIVIDUAL CARE POLICY

### POLICY STATEMENT

Truro and Penwith College are committed to achieving the best possible health and wellbeing outcomes for its students and as such, this policy seeks to ensure best practice in the provision of individual care for those students who require it.

This policy is intended for application at all Truro and Penwith College campuses.

The policy as outlined is in place to:

- Maintain a safe environment for all students
- Clarify areas of responsibility and provide clear guidance about situations where it is appropriate to provide intimate and/or physical support for students
- To ensure that students are safeguarded appropriately and to protect against intrusion and abuse.
- To ensure that students' voice and consent is captured and support is sensitive to their needs and preferences.
- That these are responded to specifically and appropriately, in a way which maintains dignity, respect, safety and comfort.
- Inform all staff members and parents/carers of the procedures in place in relation to the provision of and consent to intimate and/or physical care.
- To ensure that individuals are consistently encouraged to care for themselves as much as they are able to in preparation for adulthood.

This policy should also be read and considered in conjunction with the medication policy, safeguarding policy, SEND policy and positive behaviour support policy, the Health & Safety (First Aid) Regulations 1981 and the SEND Code of Practice 2014.

While the Designated Safeguarding Lead has overall responsibility for the implementation and monitoring of this policy, all staff have a professional duty to safeguard the health and safety of students, both when they are authorised to be on site and when they are engaged in authorised activities elsewhere. As such, all staff are responsible for following this policy and ensuring compliance with all procedures outlined.

### GUIDING PRINCIPLES AND EXPECTATIONS

Truro and Penwith College is committed to ensuring that all staff responsible for the care of at risk and/or students with high needs will undertake their duties in a professional manner at all times. Truro and Penwith College recognises that there is a need to treat all students with respect when care is given. No individual should be

attended to in a way that causes distress or pain.

The individual's dignity will be preserved, and a high level of privacy and choice will be provided to them.

- All students receiving individual care will be given opportunities to discuss/indicate/sign their needs and preferences.
- Staff will encourage learners to communicate these using their communication methods e.g. Verbally, using sign, Assistive Augmentative Communication Devices (AAC).
- Students will only attend college when they are well enough to do so. Parent/carer/next will be contact to collect their student if they present to college not well enough to attend and engage with their course.
- Learners should arrive to college ready for the day, we do not shower, dress or feed learners on arrival (with the exception of learners who require throughout the day enteral feeding as per their 'eating and drinking plan')
- Staff supporting with individual care should always act in accordance with this procedure
- Staff must have received the required training before undertaking any of the tasks detailed in the individual care plan.
- A risk assessment must be completed and subsequently followed by all staff involved with any manual handling.
- Staff should protect themselves and students by maintaining high levels of hygiene i.e. wiping areas down, handwashing before and after care and wearing personal, protective equipment where appropriate.
- The religious views, beliefs and culture of each individual student/staff member should be taken into account.
- Particular consideration will be given to determine how many staff are involved, with a view to keep 'the team around the young person' as small as possible i.e. many learners have individual care provided on a 1:1 basis.
- Every person's right to privacy and modesty will be respected at all times

## TYPES OF INDIVIDUAL CARE

By individual care, we are referring to any support where physical contact with a student is required or any care which involves assisting a student with washing, touching or carrying out a personal procedure that the student is unable to carry out independently e.g. intimate care, medication administration, support with physiotherapy programmes, feeding etc. There are many different ways in which a student may require support with individual care needs, and these should be planned for in advance and implemented on an individual basis. It is important for staff to support and encourage students to do as much as they can do independently, helping to maintain students' autonomy.

The types of individual care interventions that staff may be required to assist with during the student's time at the College include, assisting with:

- Support of an intimate nature, associated with bodily functions, body products and personal hygiene which demand direct or indirect contact with or exposure of the genitals. Examples include care associated with toileting, continence and menstrual management e.g. the changing of sanitary products. **Staff will not aid with the insertion of tampons, catheters, or the application of a convene.**

- Emptying/changing of urostomy/colostomy/ileostomy bags
- Changing or dressing e.g. after swimming, removing jumper when hot or out of soiled clothes.
- Maintaining personal hygiene e.g. hand washing, face wiping after food.
- Feeding, eating, drinking support e.g. enteral feeding - in cases where a PEG is removed / pulled or dislodged from Gastrostomy, staff who have had training to do so, are permitted to aid with the insertion of an ENPLUG – ENPLUGs must be supplied from home and stored at college.
- Administering of medication, creams, oxygen, dietary supplements
- Physical support with mobility aids e.g. hoisting to mat for physio, or pushing wheelchair.
- Guiding and supporting navigation or for reassurance – see the positive behaviour support policy.

## IDENTIFICATION

It is the responsibility of the student and/or parent/carer/next of kin to inform the College if assistance with individual care will be required (usually via transition activities, interview, application or disclosure during their enrolment) and if any changes occur thereafter.

This information is then verified with one or more of the following:

- Current education provider e.g. School SENCO
- Other professionals e.g. Occupational therapist, medical professionals treating their condition/s.
- Via their EHCP review or EHCP consultation.

On being made aware of a condition which requires support, the following process starts:

- Medical form/Action plan and other relevant forms sent home (including details regarding hoisting, enteral feeding as appropriate).
- These are returned alongside provision of paperwork from medical professionals (where appropriate). These documents are saved securely on staff advantage.
- Professionals supporting the young person may conduct site visits and audits to ensure that the environment and provision at college is suitable and where appropriate suggest further reasonable adjustments to meet need.
- Recommendations are compiled and collated into an Individual Care Plan (Appendix A) which determines the nature and level of individual support required. These are uploaded onto a shared file (accessible to those providing and overseeing the support, the Senior Manager overseeing support for learners with High Needs, the Designated Safeguarding Lead and safeguarding team) so that relevant colleagues are aware of a student's requirements.
- Training is provided to staff prior to them supporting the student.
- Risk Assessments are completed.

Where a specific personal care plan is not in place but support has been required to assist in meeting personal care needs following an unexpected incident (e.g. where a student has unexpectedly soiled themselves), endeavours will be made to contact parent/carers/next of kin to obtain consent and they will be informed of the care provided on the same day, this may then be added to the individual care plans.

All plans should be agreed by the Learning Support Team and shared with the safeguarding team and designated safeguarding lead (DSL).

## **CONSENT**

Consent to support with individual care is a requirement of college staff providing care. Consent is gathered in advance from both learners and parent/carer/next of kin.

### **2:1 UNDER 18's**

All students are asked if they consent via signature on paperwork (where appropriate). For students aged below 18, parent/carer/next of kin are also asked for consent.

### **2:2 OVER 18's**

For students over the age of 18 who have capacity to make their own decisions about physical support, the student themselves will be required to sign consent. They will be encouraged to consent for themselves but may also be supported by parent/carer/next of kin as appropriate.

Where a student is over 18 and has been assessed under the Mental Health Capacity Act as not being able to consent for themselves, the under 18's consent policy will apply.

The consent (Appendix A) is designed to inform all relevant staff of all details related to any individual care needs that students may have and the support that is required. Staff are trained to be vigilant in observing/listening to signs of consent.

All individual care plans detail signs for consent and non-consent and staff supporting with care are trained to be vigilant to these at each time support is provided. Learners reserve the right to withdraw their consent at any time and staff must respond to this promptly and safely.

## **SAFEGUARDING**

Child protection procedures and safeguarding adults at risk procedures will be accessible to staff and adhered to.

If a member of staff has any concerns about physical changes in an individual's presentation (e.g. marks, bruises, soreness etc) they will immediately report concerns to the appropriate manager and safeguarding team.

Truro and Penwith College only provide care that is required during the college day and could not otherwise be provided outside of college hours - that is when it would be detrimental to the student's health and/or well-being if the care were not provided during the college day. For example, all learners should arrive to college ready to learn, we do not shower, dress or feed learners on arrival (with the exception of learners who require throughout the day enteral feeding as per their 'eating and drinking plan'). A recurring expectation for us to do this or any other concerns related to welfare will be flagged to the safeguarding team and relevant agencies e.g. social care.

No member of staff is permitted to use a mobile phone or any other photographic device while assisting with personal care.

We reserve the right to refuse provision where it is, in our professional judgement or under the advice from other professionals, not required or in the best interests of the student.

In the interests of student dignity and privacy:

- we do not require that all toileting/changing support is provided on a 2:1 basis as for some learners needs 1:1 is appropriate and their preference.
- Staff should stand to the side and avert gaze wherever safe and possible.
- All staff providing support are trained, hold an enhanced DBS check and have received mandatory safeguarding training.
- 2:1 support requirements are determined on a case by case basis. Where the learner has needs that require a second member of staff e.g. hoisting, this will always be provided and staff will not provide this care until the correct ratios are in place.

All care provided is logged by the staff member/members and this is accessible to the DSL, safeguarding team and Learning Support managers. Staff behaviour/conduct is open to scrutiny and staff at Truro and Penwith College work in partnership with parent/carer/next of kin to provide continuity of care to students wherever possible. Any concerns related to the conduct/care of staff related to individual care must be reported immediately to a member of the safeguarding team.

If a student becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into and outcomes recorded. Parent/carer/next of kin will be contacted at the earliest opportunity as part of the process in order to reach a resolution. Staffing schedules will be altered until the issue(s) are resolved so that the individual's needs remain paramount. Further advice will be taken from outside agencies if necessary.

If a student makes an allegation against a member of staff, all necessary procedures will be followed.

## **MOVING AND HANDLING**

College staff are not trained or permitted to move or handle any person by use of physical force and we do not lift without appropriate equipment, 'catch' or carry learners.

It may be a requirement to support learners to use their wheelchair, standing frame etc. or to assist the student with 'transferring' from one place to another for personal care interventions. Only staff that have been trained and certificated in moving and handling people by use of hoists, lifting aids and evacu-chairs are permitted to perform these activities.

It is the responsibility of parent/carer/next of kin to ensure that slings are provided to college daily and are in clean, safe working order. College reserves the right to request parent/carers to drop these in where they have been forgotten and to send learners home where we cannot safely meet their care needs in the college day or where a parent/carer cannot reach college in a timely manner.

Where a learner has fallen and does not have a planned need for moving handling, first aid would be called and 999 where appropriate.

## **RISK ASSESSMENTS**

A specific risk assessment must be completed for the correct use of hoists and slings, enteral feeding and where there are physical risks with a particular care interventions e.g. feeding where there is a risk of choking. The risk assessment must be uploaded to staff advantage.

Personal Emergency Evacuation Plans (PEEPS) are completed for learners who require support with safely evacuating in the event of an emergency.

Staff members are required to declare any medical or physical needs that could impact on their safety and ability to complete personal care interventions; these will be referred to HR for reasonable adjustment consideration.

## **TRAINING**

Staff will be supported to adapt their practice in relation to the needs of the individual taking into account developmental changes such as the onset of puberty and menstruation and will be updated if any changes to care are required. Equally staff are encouraged to report where independence has been developed so that plans can be updated for consistency of care and continued preparation for adulthood.

All members of staff that assist with personal care interventions must have read the Personal Care Procedures document and completed training in:

- Personal Care
- Moving and handling of people by use of specific equipment.
- Wheelchair handling, including moving on and off of transport

Any staff members that are required to provide support for students in the emptying/changing of urostomy/ colostomy/ileostomy bags must complete appropriate training, provided by a qualified medical professional.

This training must be refreshed every 3 years (or earlier if required).

## **EQUIPMENT**

Truro and Penwith College will only use equipment that is owned and maintained by Truro and Penwith College or is provided and maintained by another service provider e.g. occupational therapist.

Where possible, arrangements should be made for this to be delivered shortly before enrolment. Equipment of any type should only be brought to educational sites when it is essential – that is when it would be detrimental to the student's health, access, equity if the equipment were not used during the college day.

Any equipment stored must be clearly labelled with:

- The student's ID number
- Date of last service
- Storage location.

Staff will not accept any equipment for storage that is not required for the college day or for learners who are not on roll.

## **EMERGENCIES**

The college reserves the right to determine what constitutes an emergency and staff making this determination will be supported by the College if it is their decision that an emergency is in progress.

In the event of an emergency, college staff should do no more than is necessary and appropriate to relieve extreme distress or prevent further and otherwise irreparable harm.

Medical treatment from qualified professionals should be secured in all emergencies at the earliest opportunity by calling 999 or 111 as appropriate.

Where circumstances warrant immediate medical attention, designated staff members may take a student into the nearest hospital Accident and Emergency department without delay.

It is parent/carer/next of kin responsibility to keep this information up-to-date and advise us of any in-year changes.

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