

## **HSC218 Support individuals with their personal care needs (Level 2)**

### **Elements of Competence**

<b>HSC218a</b>	Support individuals to go to the toilet
<b>HSC218b</b>	Enable individuals to maintain their personal hygiene
<b>HSC218c</b>	Support individuals in personal grooming and dressing

### **About this unit**

This unit applies to people who work directly with individuals to support washing, dressing and going to the toilet.

### **Scope**

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

**Appropriate people** could include: your line manager; professionals; specialists.  
**Communicate** using: the individual's preferred spoken language; the use of signs; symbols; pictures; writing; objects of reference; communication passports; other non verbal forms of communication; human and technological aids to communication.

**Problems** could be: changes in the individual's health; difficulties in going to the toilet; concerns about bodily waste; changes in the individual's skin condition; changes in motivation for personal hygiene and grooming.

**Toilet facilities** might include: toilet; commode; bedpan; urinal.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice applicable to your job; your work activities; the job you are doing (e.g. domiciliary, residential care, hospital settings) and the individuals you are working with.

### **Values underpinning the whole of the unit**

The values underpinning this unit have been derived from the key purpose statement<sup>1</sup>, the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. They can be found in the principles of care unit HSC24. To achieve this unit you must demonstrate that you have applied the principles of care outlined in unit HSC24 in your practice and through your knowledge.

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<sup>1</sup> The key purpose identified for those working in health and social care settings is "to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care"

## Key Words and Concepts

This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

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<b>Appropriate people</b>	Those people to whom you need to report according to legal and organisational requirements
<b>Active support</b>	Support that encourages individuals to do as much for themselves as possible to maintain their independence and physical ability and encourages people with disabilities to maximise their own potential and independence
<b>Individuals</b>	The actual people requiring health and care services. Where individuals use advocates to enable them to express their views, wishes or feelings and to speak on their behalf the term individual within this standard covers the individual and their advocate or interpreter
<b>Others</b>	Are other people within and outside your organisation that are necessary for you to fulfil your job role
<b>Personal clothing and grooming</b>	The individuals own clothing and toiletries
<b>Rights</b>	The rights that individuals have to: <ul style="list-style-type: none"><li>• be respected</li><li>• be treated equally and not be discriminated against</li><li>• be treated as an individual</li><li>• be treated in a dignified way</li><li>• privacy</li><li>• be protected from danger and harm</li><li>• be cared for in a way that meets their needs, takes account of their choices and also protects them</li><li>• access information about themselves</li><li>• communicate using their preferred methods of communication and language</li></ul>

## **HSC218a** Support individuals to go to the toilet

### **Performance Criteria**

You need to show that,

1. you encourage **individuals** to communicate when they need to use toilet facilities
2. you support individuals to:
  - understand which toilet facilities are available to them
  - select the toilet facilities they prefer
  - go to, and return from the toilet safely
3. you ensure that individuals can call for help and that it will be heard
4. you respond to calls for help immediately
5. you encourage individuals to find the most appropriate and acceptable method of cleaning themselves
6. you encourage individuals to wash their hands after using the toilet
7. you ensure the toilet facilities are clean before they are used again
8. you move and dispose of body waste discreetly, immediately and in ways that:
  - minimise the risk of cross infection
  - are respectful of the individual's personal beliefs and preferences
9. you follow organisational requirements and wear appropriate protective clothing when you move and dispose of body waste
10. you wash your hands and ensure your own cleanliness and hygiene after moving and disposing of body waste
11. you measure and record output and/or bodily waste where this is required by the individuals' care plans
12. you report any problems and significant changes to the appropriate people, within confidentiality agreements and according to legal and organisational requirements

## **HSC218b** Enable individuals to maintain their personal hygiene

### **Performance Criteria**

You need to show that,

1. you support individuals to communicate their preferences about their personal hygiene care and to resolve any differences between their wishes, the plan of care and the facilities available
2. you work with the individual to identify the degree of support they need with their personal hygiene, encouraging and enabling them to carry out activities for themselves, wherever possible
3. you wear appropriate protective clothing and support individuals to understand the reasons for this

4. you ensure that the room and water temperatures meet the individual's needs and preferences
5. you place toiletries, materials and equipment safely and within the individual's reach
6. you provide individuals with equipment to enable them to call for help
7. you support individuals in ways which cause as little discomfort as possible
8. your own personal hygiene follows good hygiene practice and minimises the risk of cross infection
9. you report any problems and significant changes in the individual's personal hygiene to the appropriate people

### **HSC218c** Support individuals in personal grooming and dressing

#### **Performance Criteria**

You need to show that,

1. you support individuals to communicate their wishes and preferences about personal grooming and dressing, and identify the amount and type of support they need
2. you provide **active support** and encouragement to enable individuals to dress and groom themselves
3. you provide active support to enable individuals to dress and groom in ways which:
  - maximise their independence
  - maintain their privacy
  - are consistent with their personal beliefs and preferences
  - meet safety requirements
4. you encourage and support individuals to:
  - use dressing and other equipment and materials that best meet their needs and are safe to use
  - keep their **personal clothing and grooming** items clean, safe and secure
5. you support individuals to understand and overcome their concerns about the use of sensory equipment and/or prostheses, orthoses and creams, seeking additional support, where necessary
6. you ensure materials, equipment and facilities are left clean, tidy and ready for future use
7. you wash your hands and ensure your own cleanliness and hygiene after supporting individuals with their personal grooming and dressing
8. you report any problems and significant changes in the individual's personal grooming and dressing to the appropriate people

## **Knowledge Specification for the whole of this unit**

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to show that you know, understand and can apply in practice:

### **Values**

1. legal and organisational requirements on equality, diversity, discrimination and **rights** when supporting individuals with their personal care
2. how your own values in relation to health and hygiene might differ from those of individuals and how to deal with this
3. conflicts which might arise between individual choice, good hygiene practices and the individual's plan for their care and how to deal with these
4. the effect which personal beliefs and preferences may have on cleansing and toileting for an individual
5. methods of providing the individual with toilet facilities which are consistent with their personal beliefs and preferences
6. how to provide active support and promote the individual's rights, choices and well-being when supporting them with their personal care

### **Legislation and organisational policy and procedures**

7. codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of **others** when supporting individuals with their personal care needs
8. current local, UK and European legislation, and organisational requirements, procedures and practices for:
  - accessing records
  - recording, reporting, confidentiality and sharing information, including data protection
  - health, safety, assessing and managing risks associated with supporting individuals with their personal care needs
  - the management of risk from infection
  - working intimately with individuals
  - supporting individuals with their personal care needs

### **Theories and practice**

9. key changes in the conditions and circumstances of individuals with whom you work
10. methods of preventing infection and why infection control is important

11. reasons for:
  - maintaining personal hygiene of the individual
  - toiletries and other personal materials not being shared
  - wearing protective clothing and why the use of this and other precautions should be fully explained to the individual
12. factors which affect:
  - the individual's ability to go to the toilet
  - the individual's personal beliefs and preferences on cleansing and toileting
  - the degree of assistance required
  - the individual's ability to maintain their personal cleanliness
13. why individuals should be encouraged (but not pressurised) to carry out activities themselves, wherever possible
14. why individuals need to be able to call for and get help immediately
15. why individuals should be offered the opportunity to:
  - select toilet facilities
  - dispose of her/his own body waste
16. actions to take if there are any problems or you have any concerns about the individual
17. why it is important to maintain you own cleanliness and hygiene prior to, during and following any activities involved in the personal care of individuals
18. when and why measuring and recording output and/or bodily waste is likely to be included in an individual's care plans