



Policy/Procedure/Guideline Review

Policy/Procedure/ Guideline:	Personal Care Policy
Senior Manager Responsible:	Assistant Principal – Learner Experience and Support
Author:	Additional Learner Support Manager, with contributions from the College Nurse.
Approved By:	SLT
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Changes Made:	<ul style="list-style-type: none">• Amended ‘students’ to ‘learners’• Amended definition – point 5• Updated job titles• Point 6 (b) - included health professionals• Appendix 4a – form amended to identify legal sex and gender identity• (Updated to include new College branding and name change September 2025)



Personal Care Policy

1. Introduction

East Lancashire Learning Group, which includes Nelson & Colne College, Accrington & Rossendale College and Lancashire Adult Learning, is committed to ensuring that all staff responsible for the Personal Care of learners always carry out their duties in a professional manner. We recognise there is a need to treat all learners with respect and dignity when Personal Care is provided.

No learner should be attended to in a way that causes distress, embarrassment or pain. The learner's welfare and dignity are of paramount importance. Every learner's right to privacy will be respected. Whilst East Lancashire Learning Group will make all practicable reasonable adjustments to ensure learners can access and succeed at College, the East Lancashire Learning Group will be unable to provide specialist nursing care support (i.e. specialist care that requires a trained nurse or other trained health professional).

2. Purpose

The purpose of the policy is to:

- Safeguard the dignity and respect the rights and wellbeing of learners
- Ensure learners are treated consistently when they are provided with Personal Care
- Provide guidance and reassurance to staff with regards to the expectations of providing Personal Care their Safeguarding responsibilities
- Ensure parents / carers are involved in the planning of Personal Care and are confident that any concerns and individual needs are taken into account
- Ensure that health and safety guidelines are adhered to at all times and that the needs of each individual, in relation to Personal Care, are met appropriately.

3. Legislative/Quality Framework

- Equality Act 2010
- The Health and Care Act 2022
- Keeping Children Safe in Education 2024
- Children and Families Act (2014)
- Special Educational Needs and Disabilities Code of Practice (2015)



4. Scope

This policy applies to learners studying at East Lancashire Learning Group who require support with Personal Care, as identified in an Education, Health and Care Plan, or via an Additional Learning Support Assessment. It should be read, understood and adhered to by all managers and staff involved in the provision of Personal Care alongside the policies and procedures listed in Section 11.

5. Definition

Personal care refers to assistance provided to individuals to support their personal hygiene, grooming and daily living activities. This includes tasks such as bathing, dressing, toileting, grooming, eating, drinking and mobility assistance whilst ensuring comfort and dignity. Personal care services are tailored to the needs of the individual, who have limitations due to a disability, illness or injury. These limitations may mean that they are unable to carry out some of these intimate activities themselves.

6. Roles and Responsibilities

(a) It is the responsibility of the **Head of Additional Learning Support & High Needs** to:

- Make reasonable adjustments to ensure facilities are fit for purpose and appropriate to the learners' age and individual needs liaising with relevant staff where appropriate such as the College Nurse and Estates Manager.
- Ensure staff are provided with the appropriate guidance, training (including refreshers), supervision and reassurance to enable good working practices which comply with health and safety regulations, hygiene procedures and safeguarding procedures

(b) It is the responsibility of **Additional Learning Support (ALS) Curriculum Leaders, alongside the College Nurse** to:

- Ensure permission has been sought from parents / carers / health professionals to support the learner's personal care routine
- Liaise with parents / carers / health professionals to establish specific care routines for each individual learner
- Complete the relevant forms with parents / carers / health professionals (see forms in Appendix 4)
- Ensure Learning Support Assistants (LSAs) are familiar with individual personal care routines when undertaking this
- Ensure staff are made aware of the sensitivities around personal care and that the inadvertent or deliberate use of mobile phones or recording equipment is prohibited.



- (c) It is the responsibility of **Learning Support Assistants** or external agency staff if providing personal care to:
- i. Follow individual personal care routines by reading care plans and liaising with the Additional Learning Support Curriculum Leader where necessary
 - ii. Report any general concerns to the Additional Learning Support Curriculum Leader using appropriate communication procedures
 - iii. Record the delivery of personal care, including the name of the learner receiving such support, the time and date and any relevant comments or concerns
 - iv. Report safeguarding concerns in line with the Child and Vulnerable Adult Protection and Safeguarding Policy
 - v. Take part in training for aspects of personal care support.
- (d) It is the responsibility of the **Human Resources team** to:
- vi. Ensure all college staff have DBS clearance before they engage in any personal care routines on college premises or college organised activities
 - vii. Keep a record of all training undertaken by staff

7. Staff Recruitment and Training

- (a) Parents / carers and learners must feel confident that relevant staff have been carefully vetted and trained. Recruitment and selection of candidates for posts involving personal care should be made following the usual employment checks e.g. Disclosure and Barring Services (DBS).
- (b) Candidates should be made fully aware of what will be required and detailed in their job description before accepting a post involving personal care.
- (c) Personal care can only be provided in college by those who have specifically indicated a willingness to do so, either as part of their agreed job description or other arrangements, and have had the relevant training. Training will include moving and handling, infection control, hoist training and other specific training from the College Nurse.
- (d) The following guidelines should be used in training key Additional Learning Support staff and those identified to support personal care:
- Ensure that sensitive information about a learner is only shared with those who need to know, such as parents and members of staff specifically involved with the learner. Other personnel should only be given information that keeps the learner safe.
 - Consult parents / carers about arrangements for personal care.
 - Ensure staff are aware of set procedures included in the Safeguarding Policy.
 - Ensure staff understand the needs of learners from different racial and cultural backgrounds and specialist advice is sought when necessary.
 - Ensure staff know who to ask for advice if they are unsure or uncomfortable about a particular situation



- Ensure staff maintain confidentiality with learners who discuss elements of their personal care, unless it is a safeguarding issue when concerns should be reported to in line with the Safeguarding Policy.
- Staff to be provided with appropriate personal protective equipment such as aprons and gloves.

8. Complaints

If there is a complaint about the conduct of staff or any aspect of personal care, the normal college Complaints Policy will apply.

9. Dissemination

- (a) East Lancashire Learning Group Staff Hub
- (b) College Websites

10. Monitoring and Review

The policy will be reviewed by Nelson and Colne College's Vice Principals - Quality and Curriculum, supported by the Assistant Principal for Learner Experience and Support and the Head of Additional Learning Support & High Needs.

11. Related Policies/Procedures

Documents related to the policy are:

- Safeguarding Policy
- Student Medication Policy
- NCCG SEND Strategic Statement
- Additional Learning Support Policy

12. Management Responsibility

Deputy Principal Quality and Curriculum has overall management responsibility for this policy. Day to day management responsibility for this policy is devolved to the Additional Learner Support Manager.

13. Appendices

- Appendix 1 - Writing a Personal Care Plan
- Appendix 2 - Procedures for providing Personal Care - Toileting
- Appendix 3 - Procedures for providing Personal Care - Feeding
- Appendix 4a – Parent / Carer Consent Form



- Appendix 4b - Personal Care Management Plan - Toileting
- Appendix 4c - Personal Care Management Plan - Feeding



APPENDIX 1: Writing a Personal Care Plan

1. Where a routine personal care procedure is required, a care plan should be agreed by the ALS Curriculum Leader in discussion with the learner, parents / carers and the College Nurse / other health professionals (if appropriate).
2. The plan should be signed by all who contribute and reviewed on an agreed basis.
3. Where college staff are expected to provide any level of personal care, permission for them to do so should be gained (Appendix 4a) by the learner and / or their parent / carer.
4. When developing the plan, the following should be considered:
 - Whole college implications
 - The importance of working towards independence
 - Arrangements during trips, examinations etc.
 - Classroom management
 - The learner's seating arrangements in class
 - A system for the learner to leave class without disruption to the lesson
 - Avoidance of missing the same lesson all year due to medical or care routines
 - Awareness of a learner's discomfort which may affect learning
5. All plans must be clearly recorded to ensure clarity of expectation, roles and responsibilities.
6. Where staffing allows, personal care for toileting will be provided by at least one member of staff of the same gender. In circumstances where this is not possible, care may need to be provided by staff of the opposite gender. This will be discussed and recorded.



APPENDIX 2: Procedures for Providing Personal Care - Toileting

Learners who require support with toileting, as detailed in an Education, Health and Care Plan or via an Additional Learning Support assessment will be provided with the opportunity to negotiate an individual care plan (Appendix 4b), which details:

- The reason for support
- Frequency of support
- Required equipment
- Strategies to promote independence
- Arrangements for offsite trips and visits

Two staff members will be present when a learner is toileted. This will be agreed and recorded in the Personal Care Management Plan.

Communication and Interaction

Staff must:

- Allow learners to care for themselves as far as possible and encourage them to carry out aspects of personal care to promote independence wherever possible.
- Communicate with the learner at all times during personal care procedures, ensuring the learner is consulted about routines and kept informed at all times.
- Show awareness of and be responsive to the learner's reactions, their verbal and non-verbal communication and signifiers.

Safety and Hygiene

Staff must:

- Wear protective gloves and aprons when supporting personal care routines.
- Wrap up any soiled personal garments appropriately and tie securely.
- Clean the changing bed with antibacterial wipes after each use.
- Place soiled pads, wipes, gloves and aprons in a sealed plastic bag and dispose of them in the appropriate bin.
- Engage in hand-washing procedures before and after all personal care routines, and encourage learners to do the same, creating an ideal opportunity to discuss the importance of hygiene.

Supplies of the following will be available to staff undertaking personal care:

- Suitable cleaning materials
- Gloves and aprons
- Hot and cold running water
- Anti-bacterial handwash
- Disposal bags and wipes



- Labelled bins for the disposal of wet/soiled nappies or pads

Learners requiring pads and nappies must bring their own, as detailed in their Personal Care Management Plan.

In the event of a learner soiling their clothing, staff are required to support the learner to use appropriate facilities to wash and change into a fresh set of clothes, which should be provided by the learner as detailed in individual care plans. Soiled items will be placed into a sealed bag and returned home with the learner, and a record of such occurrences will be noted in the communication book so that parents / carers are aware.

Safeguarding

Staff must:

- Follow the Safeguarding Policy.
- Report any concerns about physical changes in a learner's presentation, e.g. marks, bruises, soreness etc. immediately to the College Safeguarding Team.

If a learner becomes distressed or unhappy about being cared for by a particular member of staff, this will be addressed by the Head of Additional Learning Support and Additional Learning Support Curriculum Leader and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution.



APPENDIX 3: Procedures for Providing Personal Care - Feeding

Learners identified as requiring support with eating and drinking at lunchtimes and breaks, as detailed in an Education, Health and Care Plan or via an Additional Learning Support assessment will be provided with the opportunity to negotiate an individual care plan (Appendix 4c), which details:

- The reason for support
- Dietary requirements, including concerns and or allergies
- Required equipment
- Strategies to promote independence
- Arrangements for offsite trips and visits

In circumstances where specialist equipment or support is required to facilitate feeding, advice will be sought and provided by the College Nurse, or another appropriate professional, who will work with the Additional Learning Support team to ensure they are fully informed of expectations and are supported to gain the relevant or required training.

The Additional Learning Support team and other relevant staff who will be working with and supporting the learner have a responsibility to ensure they familiarise themselves with the content of the care plan, seeking clarification or raising any issues or concerns with their manager in a timely manner.

Staff must:

- Follow health and safety guidance
- Wear appropriate personal protective equipment as detailed in care plans
- Model safe and best practice, respecting difference
- Promote healthy eating choices, respecting individual choice and dietary needs
- Complete records, sharing relevant information with parents/carers to ensure efficient and effective communication
- Consult with colleagues where any variation from agreed procedure/care plan is necessary and share this information with parents/carers

In the event of a learner soiling their clothing while eating or drinking, staff are required to support the learner to use appropriate facilities to wash and, if necessary, change into a fresh set of clothes, which should be provided by the learner as detailed in individual care plans. Soiled items will be placed into a sealed bag and returned home with the learner, and a record of such occurrences will be noted in the communication book so that parents / carers are aware.

If a learner becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be addressed by the Head of Additional Learning Support and Additional Learning Support Curriculum Leader and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution.



APPENDIX 4a: Consent Form

PERMISSION FOR EAST LANCASHIRE LEARNING GROUP TO PROVIDE PERSONAL CARE

Learner Name:		ID Number:	
Date of Birth:		Legal Sex:	Male / Female
Gender Identity:			
Campus:		Course:	
Parent / Carer Name:		Address:	

I give permission to the college to provide the appropriate personal care support to my child / ward as detailed on the attached Personal Care Management Plan.

I will advise of any medical illness or concern my child / ward may have which affects issues of intimate care.

Parent / Carer Name:

Parent / Carer Signature:

Relationship to Learner:

Date:



APPENDIX 4b

CARE MANAGEMENT PLAN: TOILETING

Learner Name:		Date of Birth:	ID Number:
Campus:	Course:	Tutor:	
Area of need:			
Facilities, equipment and supplies needed: (clarify responsibility of provision of supplies)			
Location of suitable toilet facilities:			
Support required:		Frequency of support:	
Arrangements for trips:			
Working towards independence:			
Learner will try to:	Learning Support Assistant (LSA) will:	Target Achieved:	



A small team of staff trained to carry out personal care will be identified prior to the course start date.

Learners will be introduced to them on their first day.

Parent/Carer Signature:

Learner Signature:

ALS Curriculum Leader Signature:

Date Completed:

Review Date: _____

Review:
Completed By:



APPENDIX4c

CARE MANAGEMENT PLAN: FEEDING

Learner Name: _____

DOB: _____

Learner ID: _____

Course: _____

Tutor: _____

Area of need:
Equipment needed: (clarify responsibility of provision of supplies)
Support required:
Arrangements for trips:
Working towards independence:



Learner will try to:	Learning Support Assistant (LSA) will:	Target Achieved:
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