

# Harrow Shared Lives Scheme Policy & Procedure No. 15

## Personal Care

Some people require support to meet their personal care needs. The Harrow Shared Lives Scheme understands the importance of responding to their individual needs and preferences around this and of providing support in ways that maintain their privacy, dignity and self-respect.

### How would this happen?

Before providing any Shared Lives (SL) arrangements SL Carers receive information and training that enables them to provide personal care safely and sensitively. This includes the following practices:

- closing doors and knocking before entering wherever possible to provide privacy
- allowing the person time on their own in the bathroom or toilet, wherever possible
- explaining clearly to the person what they are doing
- using respectful language
- being flexible about the times of bathing, getting up, going to bed, etc (within normal family schedules)
- enabling the person to do as much as possible for themselves

Your SL Carers will be aware of your individual needs and preferences around personal care as these will be explained in your Service User Plan and regularly reviewed as part of this. When you express a preference this will be respected. If you are not able to express a preference or make choices for yourself, we will ask your family or representative or try to work out your preferences in other ways (such as Essential Lifestyle Planning). As you and your SL Carer get to know each other this can lead to increased trust and confidence and you may be able to communicate in different ways at a later stage, even if not at first.

If your cultural or religious customs have implications for your personal care, your SL Carer will be properly informed about these. Wherever possible and when you request it the SL Carer providing intimate care will be of your preferred gender.

If you require support with moving and handling your SL Carer will be provided with specialist training and/or equipment to enable them to undertake this. These will be provided after assessment by an appropriate professional as will any technical aids or equipment to enable you to do as much as possible for yourself. The use of aids and equipment will be kept under review as part of your Service User Plan and reassessments arranged when necessary.

When your care is shared between your Shared Lives arrangement and your family and/ or other service provider, or between two different Shared Lives arrangements, your SL Carer will work in partnership with your family or other supporters or SL Carers in order to ensure that there is consistency and continuity of care for you.

**See these other policies and procedures and documents for further information on:**

- Standards of conduct and practice
- Making choices and decisions
- Communication
- Joint working and information sharing
- Training and development
- Health and safety
- Safe working practices (including moving and handling)
- Cultural and religious customs
- Intermediate care
- Service User Plan
- Individual planning, monitoring and review