

SOP Template: Personal Care and Hygiene Support Guidelines

This SOP provides comprehensive **personal care and hygiene support guidelines**, covering essential practices for maintaining individual cleanliness, assistance with bathing, grooming, oral care, dressing, toileting, and skin care. It emphasizes the importance of respecting privacy, promoting dignity, and ensuring comfort during personal care routines. The guidelines also address infection control measures, proper use of personal protective equipment, and effective communication with care recipients to support their physical and emotional well-being.

1. Objectives

- Provide high-quality personal care and hygiene support to individuals.
- Promote dignity, respect, and independence during all care activities.
- Maintain infection prevention and control measures.
- Offer emotional support and effective communication throughout care routines.

2. Scope

- All staff providing personal care and hygiene assistance.
- Applicable to bathing, grooming, oral care, dressing, toileting, and skin care tasks.
- Relevant in residential, community, and home care settings.

3. Responsibilities

- All care staff must adhere to these guidelines and report any concerns.
- Supervisors ensure compliance and provide ongoing training.
- Care recipients are involved in decision-making regarding their personal care preferences and routines.

4. Procedure Guidelines

1. Preparation

- Wash hands thoroughly and wear appropriate personal protective equipment (PPE).
- Prepare the environment for safety, privacy, and comfort (close doors, curtains, and ensure supplies are ready).
- Communicate with the care recipient about the care activities and gain consent.

2. Bathing/Showering

- Choose a method (bath, shower, bed bath) based on individual needs and preferences.
- Check water temperature to ensure safety.
- Support physical assistance as necessary while encouraging independence.
- Gently cleanse the skin, paying attention to skin folds and areas prone to infection.

3. Grooming and Oral Care

- Assist with hair care, shaving (as needed), nail care, and oral hygiene.
- Use individual grooming equipment for each care recipient to prevent cross-infection.
- Ensure oral hygiene is performed at least twice daily or as required.

4. Dressing and Undressing

- Encourage choice of clothing and support independence where possible.
- Provide assistance according to individual needs, respecting privacy at all times.

5. Toileting and Continence Care

- Assist with toileting using appropriate aids and maintaining the individual's dignity.
- Help with cleaning and changing incontinence products as needed, ensuring skin is dry and intact.

6. Skin Care

- Inspect the skin regularly for pressure areas, sores, or injuries.
- Apply moisturizers if required and follow care plans for skin conditions.

7. Finishing and Documentation

- Ensure the individual is comfortable and has all necessary items within reach.
- Dispose of used PPE safely, clean and disinfect any equipment and surfaces.
- Document all care activities and report concerns to supervisors as necessary.

5. Infection Control

- Use proper hand hygiene before and after personal care tasks.
- Wear PPE such as gloves and aprons according to task risk assessments.
- Clean and disinfect equipment after each use.
- Follow facility-specific protocols for the disposal of waste, laundry, and contaminated materials.

6. Communication and Emotional Support

- Explain each step of care to the recipient in advance and seek their consent and preferences.
- Be attentive to verbal and non-verbal cues, adjusting care to meet their physical and emotional needs.
- Encourage questions and feedback to foster trust and person-centred care.

7. Privacy and Dignity

- Always knock and identify yourself before entering a private space.
- Cover body parts not being washed or exposed to maintain modesty.
- Respect the individual's cultural, religious, and personal values around care and hygiene.

8. Review and Continuous Improvement

- Regularly review care procedures and adapt guidelines based on feedback and updated best practices.
- Engage staff in training and encourage reporting of incidents, concerns, or suggestions.

Note: All staff must complete and sign off on annual training in personal care, infection control, and safeguarding as part of ongoing professional development.