

Company Policies & Procedures



Personal Care Policy

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Company Statement

KTM Care Ltd is a specialist Care Service for All, providing a range of services to support children, young people, and adults from 4 years of age onwards who have neurodiversity and additional support needs, including autism, social communication difficulties, and complex learning difficulties.

We are committed to providing high quality, person-centred care and support that promotes dignity, privacy, independence, choice, and wellbeing. We strive to ensure that every individual is always treated with respect and compassion and they are supported in a manner that reflects their personal preferences, wishes, culture, beliefs, and assessed needs.

Our comprehensive assessments, Care and Support Plans are person centred and designed to meet the unique needs and aspirations of each individual. We work collaboratively with parents, carers, advocates, commissioners, and other professionals to ensure the individuals we support receive safe, consistent, and effective care.

Personal care is a fundamental aspect of supporting an individual's health, wellbeing, dignity, and quality of life. KTM Care recognises that assistance with personal care can make individuals particularly vulnerable and therefore requires the highest standards of professionalism, respect, and safeguarding.

This policy outlines the principles and procedures for providing safe, respectful, and appropriate support with personal care. It applies to all children, young people, and adults supported by KTM Care, regardless of age, ability, gender, culture, religion, sexual orientation, or any other protected characteristic. It should be read in conjunction with Individual Care and Support Plans, Risk Assessments, Safeguarding Policies, and all other relevant organisational procedures.

1. Policy

KTM Care Ltd is committed to ensuring that all personal care is delivered in a way that promotes dignity, privacy, choice, independence, and wellbeing. We recognise that personal care is a highly individual aspect of support and that the way assistance is provided can have a significant impact on an individual's confidence, self-esteem, health, and quality of life.

The aims of this policy are to:

- Safeguard the rights, dignity, wellbeing, and welfare of all individuals supported by KTM Care.
- Provide a clear, consistent, and transparent framework for the delivery of personal care.
- Ensure that all personal care is delivered safely, respectfully, and in accordance with individual needs, wishes, and preferences.
- Promote privacy, dignity, choice, independence, and control in all aspects of personal care.
- Ensure that individuals are treated with compassion, respect, and sensitivity at all times.

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- Support staff to understand their roles and responsibilities when providing personal care.
- Ensure personal care is delivered in accordance with legislation, CQC Fundamental Standards, safeguarding requirements, and best practice guidance.
- Work in partnership with individuals, families, carers, advocates, commissioners, and other professionals to promote positive outcomes and continuity of care.
- Promote a person-centred approach that recognises the individual's culture, beliefs, protected characteristics, communication needs, and right to make choices about their care and support.

Personal care may include support with:

- Washing, bathing, showering, and personal hygiene.
- Oral care and dental hygiene.
- Dressing and undressing.
- Toileting and continence care.
- Menstrual care and intimate hygiene.
- Skin care and pressure area care.
- Hair care, nail care, and grooming.
- Supporting individuals to maintain their appearance and personal preferences.
- Any other activity identified within an individual's Care and Support Plan.

All personal care will be provided in accordance with the individual's assessed needs, Care and Support Plan, Risk Assessments, communication needs, cultural requirements, religious beliefs, personal preferences, and mental capacity.

Staff will always seek to promote and encourage independence by supporting individuals to do as much for themselves as possible. Assistance will only be provided to the extent required to meet the individual's identified needs and desired outcomes.

Personal care must never be delivered in a manner that is degrading, discriminatory, hurried, punitive, or contrary to the wishes, rights, or best interests of the individual.

KTM Care is committed to ensuring that all staff providing personal care are appropriately recruited, trained, supervised, and competent to carry out their duties safely and effectively. Staff must work within the requirements of:

- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- The Care Quality Commission (CQC) Fundamental Standards.
- The Mental Capacity Act 2005.
- Equality legislation.
- Safeguarding legislation and guidance.
- KTM Care Ltd policies and procedures.

Where concerns arise regarding an individual's health, wellbeing, hygiene, skin integrity, mobility, continence, personal presentation, or ability to manage personal care independently, staff must record and report their concerns in accordance with the individual's Care and

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Support Plan and the organisation's reporting procedures (via Sekoia) and raise with Designated or Deputy Designated Safeguarding Lead.

Personal care records must be completed accurately and promptly to ensure continuity of care, accountability, and effective communication between staff, families, advocates, and relevant professionals.

2. Principles of Personal Care

Personal care at KTM Care is delivered in a way that is person-centred, safe, respectful, and responsive to the individual needs of those we support. Personal care should promote wellbeing, maintain dignity, maximise independence, and support positive outcomes for each individual.

When providing personal care, staff will:

- Recognise and respect each individual as a unique person with their own wishes, preferences, beliefs, culture, and routines.
- Promote independence by encouraging individuals to do as much for themselves as possible and providing support only where required.
- Deliver care in accordance with the individual's assessed needs, Care and Support Plan, Risk Assessments, and any relevant professional guidance.
- Communicate in a way that is appropriate to the individual's age, level of understanding, communication style, and sensory needs.
- Respect each individual's right to make choices and be involved in decisions about their care and support.
- Ensure that personal care is provided safely and in accordance with safeguarding, infection prevention and control, health and safety, and moving and handling requirements.
- Promote equality, diversity, and inclusion, ensuring individuals are not disadvantaged because of age, disability, gender, race, religion, sexual orientation, or any other protected characteristic.
- Work collaboratively with families, carers, advocates, commissioners, and other professionals where appropriate to achieve positive outcomes.

KTM Care recognises that the needs of children, young people, and adults differ significantly. Staff must therefore adapt their approach to reflect the individual's age, developmental stage, communication needs, capacity, personal preferences, and assessed risks.

This approach helps ensure that personal care remains supportive, empowering, and focused on improving the health, wellbeing, and quality of life of the individual.

3. Dignity, Privacy and Respect

At KTM Care we recognise that personal care is one of the most personal aspects of the support we provide. The way personal care is delivered can have a significant impact on an individual's dignity, self-esteem, independence, confidence, and overall wellbeing.

All personal care must be delivered in a manner that promotes trust, safety, dignity, privacy, and respect. Staff must recognise that each individual has their own preferences, routines, beliefs, communication style, and level of support need. Personal care should never be task-

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focused; it should be delivered through positive relationships, communication, and a person-centred approach.

When providing personal care, staff will:

- Use communication methods that are appropriate to the individual's needs, including visual supports, simple language, additional processing time, or other agreed communication strategies.
- Ensure privacy is maintained during all aspects of personal care.
- Knock before entering private spaces wherever appropriate.
- Ensure doors, curtains, screens, and other privacy measures are used appropriately.
- Maintain professional boundaries at all times.

KTM Care Ltd recognises that some individuals may find aspects of personal care uncomfortable, embarrassing, anxiety provoking, or difficult to understand. Staff must approach personal care sensitively and adapt their approach to meet the individual's communication, sensory, emotional, and developmental needs.

Individuals must never be treated in a manner that is degrading, humiliating, rushed, discriminatory, or contrary to their wishes and best interests. Any concerns regarding dignity, privacy, respect, or the quality of personal care provided must be reported immediately in accordance with organisational procedures.

4. Staff Role and Responsibilities

All staff providing personal care are responsible for ensuring that support is delivered safely, consistently, and in accordance with the individual's Care and Support Plan, Risk Assessments, and organisational policies and procedures.

Staff must:

- Read and follow the individual's Care and Support Plan and any associated Risk Assessments as outlined on Sekoia.
- Report any changes in an individual's health, wellbeing, mobility, continence, skin integrity, presentation, or support needs without delay.
- Record personal care provided in accordance with organisational procedures.
- Escalate concerns relating to safeguarding, health, welfare, or wellbeing without delay.
- Follow infection prevention and control procedures, including the appropriate use of Personal Protective Equipment (PPE) where required.
- Maintain professional boundaries at all times.
- Work within the limits of their training, competence and role.
- Attend training, supervision, and competency assessments as required by the organisation.
- Seek guidance from senior staff where they are unsure how to safely support an individual.

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Senior staff are responsible for ensuring that:

- Personal care needs are appropriately assessed.
- Care and Support Plans remain accurate and reflective of an individual's needs.
- Staff receive appropriate training, supervision, and support.
- Concerns, incidents, and complaints relating to personal care are investigated and addressed.
- Quality assurance processes are in place to monitor the standard of personal care delivered.

5. Consent, Choice and Refusal of Personal Care

KTM Care recognises that every individual has the right to make choices about their own care and support. Personal care should be delivered in a way that promotes autonomy, dignity, independence, and control. Consent must always be sought before providing personal care and staff must communicate in a way that is appropriate to the individual's age, development, communication style, and level of understanding.

We recognise that consent and refusal may be communicated in many different ways. Individuals may communicate verbally, through behaviour, body language, facial expressions, gestures, communication aids, or other forms of expression. Staff must understand the individual's preferred methods of communication and respond accordingly.

Individuals Who May Lack Capacity to Consent

KTM Care recognises that some individuals may lack capacity to make specific decisions about their personal care. Staff must always work in accordance with the Mental Capacity Act 2005 and its core principles.

Staff must begin with the presumption that an individual has capacity unless it is established otherwise. Capacity is decision specific and may fluctuate depending on the individual's circumstances, health, communication needs, anxiety levels, sensory environment, and the complexity of the decision being considered.

Where there are concerns regarding an individual's ability to understand, retain, weigh, or communicate a decision relating to personal care, staff must seek guidance from senior staff and refer to the individual's Care and Support Plan and any capacity assessments in place.

All practicable steps must be taken to support the individual to make their own decision. This may include:

- Using clear and accessible communication.
- Providing visual supports, social stories, photographs, or objects of reference.
- Allowing additional time for processing information.
- Choosing an appropriate time and environment.
- Reducing sensory distractions and unnecessary demands.
- Breaking tasks into smaller, manageable steps.
- Using familiar staff who have established positive relationships with the individual.

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If an individual is assessed as lacking capacity to make a specific decision regarding personal care, any action taken must be in their best interests and be the least restrictive option available.

Best interest decisions should consider:

- The individual's known wishes, feelings, values, and preferences.
- Information provided by parents, carers, advocates, or those who know the individual well.
- The views of relevant health or social care professionals.
- The potential risks of providing or not providing the care.

Even where an individual lacks capacity, staff must continue to involve them as much as possible in decisions affecting them. A lack of capacity must never be interpreted as a reason to disregard the individual's wishes, communication, distress, or emotional wellbeing.

Positive Behaviour Support and Non-Coercive Practice

At KTM Care, positive behaviour support, relational practice, and non-coercive approaches are fundamental principles that underpin all aspects of personal care.

Personal care must never be forced upon an individual because it is convenient, expected, or part of a routine. Restrictive practices, physical intervention, or attempts to compel compliance with personal care are strictly prohibited except where there is an immediate safeguarding concern and a catastrophic risk to life or serious injury that cannot be safely managed through any other means.

Staff must recognise that refusal of personal care is often a form of communication. Refusal may indicate anxiety, sensory discomfort, fear, illness, pain, communication difficulties, previous trauma, loss of control, environmental stressors, or other unmet needs. The focus should therefore be on understanding the reason for the refusal rather than securing compliance.

Where personal care is refused, staff should utilise positive behaviour support strategies, including:

- Remaining calm and maintaining a low arousal approach.
- Reducing demands and removing immediate pressure.
- Providing space and allowing the individual time to regulate.
- Validating feelings and acknowledging distress.
- Using visual schedules, social stories, sequencing cards, or other personalised communication tools.
- Reducing verbal input where this may contribute to overwhelm.
- Using distraction, engagement, and preferred activities where appropriate.
- Introducing preferred sensory resources, including visual, auditory, tactile, or calming items.
- Supporting the individual through familiar routines and predictable approaches.
- Considering a change of face where appropriate, as an alternative member of staff may reduce anxiety and support engagement.

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Staff should recognise that every interaction is an intervention and that preserving trust and maintaining positive relationships is often more important than completing the personal care task immediately.

Dynamic Risk Assessment

Where personal care is declined, staff must undertake a dynamic assessment of risk.

This includes balancing the immediate risks associated with the refusal, such as discomfort, reduced hygiene, or delays in care, against the potential long-term emotional and psychological impact of escalating the situation unnecessarily.

KTM Care recognises that the trauma, distress, and loss of trust caused by coercive or restrictive responses can, in many circumstances, present a greater risk to an individual's wellbeing than a temporary delay in personal care.

Where concerns persist, staff must seek advice from senior staff and follow the individual's Care and Support Plan and Risk Assessments.

Recording and Review

All refusals of personal care must be accurately recorded in accordance with organisational procedures.

Recording should include:

- The care that was offered.
- The manner in which the refusal was communicated.
- Any known triggers or contributing factors.
- Strategies attempted to support engagement.
- The outcome.
- Any actions taken or concerns escalated.

KTM Care view refusals of personal care as valuable information. Recording and reviewing these episodes allows senior staff to identify patterns, understand triggers, evaluate the effectiveness of support strategies, and amend Care and Support Plans where required to better meet the individual's needs.

6. Intimate Personal Care

KTM Care Ltd recognises that some aspects of personal care involve intimate support and require additional sensitivity, professionalism, and safeguarding considerations.

Intimate personal care may include:

- Toileting and continence support.
- Changing clothing following incontinence.
- Menstrual care.
- Assistance with bathing or showering.
- Support involving intimate areas of the body.
- Supporting individuals with personal hygiene following accidents or illness.

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Staff must ensure that:

- The individual's dignity and privacy are maintained at all times.
- Personal care is explained before assistance is provided.
- The individual's views, preferences, and communication needs are respected.
- Care is delivered in the least intrusive manner possible.
- Appropriate PPE is used where required.
- Any concerns regarding injury, skin integrity, unexplained marks, pain, discomfort, or safeguarding are reported immediately.
- Professional boundaries are maintained at all times.

Where an individual has a preference regarding the gender of staff providing intimate care, KTM Care will seek to accommodate those wishes wherever reasonably practicable, whilst ensuring the individual's care, safety, and wellbeing are not compromised.

7. Safeguarding, Recording and Reporting

KTM Care recognises that personal care places staff in a position of trust and that individuals may be particularly vulnerable when receiving support with intimate and personal tasks. The safety, welfare, dignity, and rights of the individual must remain central to all aspects of personal care delivery.

Personal care may provide opportunities for staff to identify concerns that might otherwise go unnoticed. This may include changes in presentation, unexplained injuries, deterioration in health, changes in behaviour, signs of neglect, distress, poor hygiene, skin integrity concerns, or disclosures of abuse.

Staff must remain professionally curious and report any concerns in accordance with the organisation's Safeguarding Children, Safeguarding Adults, and Whistleblowing Policies.

Where concerns are identified, staff must:

- Take all concerns seriously.
- Prioritise the immediate safety and wellbeing of the individual.
- Report concerns without delay to the Designated Safeguarding Lead (DSL), Deputy Designated Safeguarding Lead (DDSL), Registered Manager, or On-Call Officer as appropriate.
- Follow safeguarding procedures and escalation pathways.
- Record concerns factually and accurately.
- Maintain confidentiality and share information only on a need-to-know basis.

Staff must never ignore, minimise, or dismiss concerns identified whilst providing personal care. Non-action is not an option where an individual's welfare may be at risk.

Recording Personal Care

Accurate record keeping is essential to ensure continuity of care, effective communication, accountability, and ongoing review of an individual's needs.

All personal care delivered must be recorded in accordance with organisational procedures and documented on Sekoia where applicable.

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Records should include:

- Personal care offered and provided.
- The level of support required.
- Any refusal of personal care and the strategies used to support engagement.
- Any changes in health, wellbeing, mobility, skin integrity, continence, presentation, or behaviour.
- Any accidents, incidents, injuries, or safeguarding concerns identified.
- Actions taken and any concerns escalated to senior staff or other professionals.

All recording must be:

- Clear.
- Accurate.
- Factual.
- Timely.
- Professional.

Staff should record what they observed, what was said, and what actions were taken. Personal opinions, assumptions, or judgements must not be included within care records.

KTM Care recognises that accurate recording supports effective safeguarding, enables senior staff to identify patterns and emerging concerns, informs reviews of Care and Support Plans, and ensures support remains responsive to the individual's changing needs.

Records form an important part of the organisation's governance, quality assurance, and safeguarding arrangements and may be used to inform audits, reviews, investigations, and multi-agency working where required.

8. Related Policies

This policy should be read in conjunction with:

- Safeguarding Adults Policy
- Safeguarding Children Policy
- Behaviour, Relationships and Communication Policy
- Infection Prevention and Control Policy
- Equality, Diversity and Inclusion Policy
- Whistleblowing Policy
- Health and Safety Policy
- Moving and Handling Policy

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9. Related Guidance

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Care Quality Commission Fundamental Standards
- Mental Capacity Act 2005
- Equality Act 2010
- Human Rights Act 1998
- NICE Guidance: People's Experience in Adult Social Care Services
- Skills for Care Guidance: Personal Care

10. Training Statement

All staff receive training, supervision, and support appropriate to their role. Staff providing personal care must be competent to carry out their duties safely and in accordance with the individual's Care and Support Plan, Risk Assessments, organisational policies, procedures, and current legislation.

KTM Care assesses staff knowledge, skills, and competencies through observation, supervision, competency assessments, and ongoing professional development. A variety of training methods are utilised, including one-to-one support, online learning, team meetings, and practical observations. External training courses and development opportunities are sourced where required to ensure staff remain competent and confident in delivering high-quality personal care.

11. KTM Care Ltd Contact Details

Head Office – Opening Hours: 9am – 4pm, Monday – Friday

Out-of-Hours: 4.00pm - 9.00am Monday – Friday, all Weekend and Bank Holidays

Telephone: 01376 571152 **On Call Mobile:** 07928 860086 **Email:** info@ktmcare.co.uk