

Support individuals with their personal care needs

Overview

This standard identifies the requirements when you support individuals with their personal care needs. This includes supporting individuals to maintain their personal body, nail and dental hygiene and to manage their dressing and personal appearance.

Performance criteria

You must be able to:

1. identify and agree the roles and responsibilities of yourself and others to support individuals with their personal care needs
2. work in partnership with individuals and others to confirm what the individual can do independently and what support is required
3. work in partnership to agree how personal care will be carried out in line with the needs, preferences and care or support plan of individuals
4. ensure infection prevention control methods and personal protective equipment are used
5. support individuals to gather all required resources for personal hygiene and dressing, and position them within reach
6. support individuals to check the room and water temperatures meet their preferences
7. encourage and support the independence of individuals with their body hygiene
8. encourage and support the independence of individuals with their hand, feet and nail care
9. encourage and support the independence of individuals with teeth and gum care
10. encourage and support the independence of individuals with their dressing and appearance
11. support individuals to check their personal hygiene and appearance meets their needs and preferences
12. support individuals to clean, return, and store their personal items
13. ensure the environment is left ready for next use
14. contribute to records and reports required for supporting individuals with their personal care needs
15. reflect on how you carried out your roles and responsibilities to support individuals with their personal care needs, with feedback from others

Knowledge and understanding

You need to know and understand:

1. how to access and review information about individuals and their personal care needs
2. how to apply trauma informed principles to support individuals with their personal care needs
3. how to encourage and support the independence of individuals with personal care and why this is important
4. the importance of dignity, kindness and compassion when supporting individuals with their personal care
5. how to support emotional regulation during personal care activities
6. how changes to individual preferences, conditions and circumstances can impact on personal care needs
7. the influence of neurodivergence and additional needs on the support required for personal care
8. the influence of culture, background and spirituality on the personal care needs of individuals
9. different types of toiletries, materials, and equipment used for personal care, and importance of sustainable practices
10. types of digital tools and devices that can support individuals with their personal care needs
11. how to support individuals to call for help if needed
12. the importance of checks on room and water temperatures
13. why body hygiene is important and the impact on wellbeing and health
14. how to support healthy skin and signs that indicate changes or deterioration
15. how to support individuals to look after their teeth and gums and signs that indicate changes or deterioration
16. the impact of irregular dental care on the individual's nutrition, communication, appearance, health, and quality of life
17. how to support hand, feet and nail care and signs that indicate changes or deterioration
18. how to support the preferences of individuals to manage unwanted facial or body hair
19. how to support the preferences of individuals to wash, comb, dry and style hair
20. the importance of individuals clothing and appearance on their identity

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21. different types of prosthetics and cosmetic aids individuals may use
22. how to carry out effective hand hygiene and use personal protective equipment during personal care, and why this is important
23. the importance of ensuring the environment is left clean and ready for next use
24. the records and reports required for supporting individuals with their personal care needs
25. the relevant legal requirements, standards of practice, frameworks and guidance for supporting individuals with their personal care needs
26. the workplace requirements on equality, diversity, inclusion, and rights when supporting individuals with personal care
27. how to work in partnership with others to support individuals with their personal care needs
28. how to respond to issues and concerns that may occur during personal care
29. how your personal experiences and unconscious bias may impact when supporting individuals with their personal care needs, and how to address this
30. the role of supervision, reflective practice and learning and development in supporting individuals with their personal care needs

Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

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