



## Care Certificate assessment opportunity 6

# Assisting client with personal hygiene

### This will involve the new care worker:

- Checking the care plan
- Supporting the client with using the toilet
- Supporting the client with personal hygiene

### Description of assessment activity

The new care worker will check the client's care plan before supporting the client with personal hygiene and support to use the toilet. The client must agree to the assessment taking place. The new care worker will check with the client they are happy and comfortable and go through what they will be doing. The new care worker will encourage the client to select any clothes, toiletries equipment necessary to perform the tasks. Dignity will be maintained and the client encouraged to do as much for themselves as possible.

The new care worker will ensure they have what they need to assist the client with personal hygiene.

**Standard 4: Equality and Diversity - Care Certificate Standards that could be demonstrated:**

**4.2b** Demonstrate interaction with individuals that respects their beliefs, culture, values and preferences

**Standard 5: Work in a person centred way - Care Certificate Standards that could be demonstrated:**

**5.5a** Ensure that where individuals have restricted movement or mobility that they are comfortable.

**5.5b** Recognise the signs that an individual is in pain or discomfort. This could include:  
Verbal reporting from the individual  
Non-verbal communication  
Changes in behaviour

**5.5c** Take appropriate action where there is pain or discomfort. This could include:  
Re-positioning  
Reporting to a more senior member of staff  
Giving prescribed pain relief medication  
Ensure equipment or medical devices are working properly or in the correct position e.g. wheelchairs, prosthetics, catheter tubes

**5.5d** Remove or minimise any environmental factors causing pain or discomfort. These could include:  
Wet or soiled clothing or bed linen  
Poorly positioned lighting  
Noise

**5.6b** Demonstrate that their own attitudes and behaviours promote emotional and spiritual well-being

**5.6c** Support and encourage individuals own sense of identity and self-esteem

**5.7a** Demonstrate that their actions promote person centred values including:  
individuality  
independence  
privacy  
partnership  
choice  
dignity  
respect  
rights

**Standard 6: Communication - Care Certificate Standards that could be demonstrated**

**Standard 10: Safeguarding Adults - Care Certificate Standards that could be demonstrated:**

**10.1j** Demonstrate the importance of ensuring individuals are treated with dignity and respect when providing health and care services

**Standard 13: Health and safety - Care Certificate Standards that could be demonstrated:**

**13.3c** Demonstrate how to move and assist people and objects safely, maintaining the individual's dignity, and in line with legislation and agreed ways of working

**Standard 14: Handling Information - Care Certificate Standards that could be demonstrated:**

**14.1c** Demonstrate how to keep records that are up to date, complete, accurate and legible

**Standard 15: Infection prevention and control - Care Certificate Standards that could be demonstrated:**

**15.1b** Demonstrate effective hand hygiene