



Team Name: Regional Home Care Leadership Team Team Lead: Regional Director - Home Care Approved by: Executive Director - East	Reference Number: CLI.5411.SG.009 Program Area: Home Care Policy Section: Service Delivery
Issue Date: September 29, 2018 Review Date: Revision Date:	Subject: Home Care Services: Personal Care and Hygiene

STANDARD GUIDELINE SUBJECT:

Home Care Services: Personal Care and Hygiene

PURPOSE:

To facilitate safety and continuity of care in meeting personal care needs while promoting independence, well-being and optimal level of client functioning in as safe a manner as possible. Home Care clients who meet eligibility requirements may receive personal care.

To outline the eligibility criteria and frequency of service for personal care.

DEFINITIONS:

Personal Care Services - Assistance with activities of daily living that may include help with bathing, dressing, grooming and toileting.

Unable to arrange – There are no alternative services available. Client is physically and/or mentally unable to contact and manage the community services.

Unable to Afford – A client does not have enough money to purchase needed service. Home Care does not conduct a formal means test to identify a client’s available financial resources. To assist in determining the client’s ability to purchase service without a formal means assessment, the Case Coordinator will explore with the client the following in a respectful manner:

- How the purchase of service would impact their ability to:
 - Pay rent, hydro, telephone
 - Purchase medications
 - Cause financial burden

The Case Coordinator will accept the clients accounting of their financial status and ability to pay in good faith. Home Care will not deny services where the client has indicated an inability to pay.

IMPORTANT POINTS TO CONSIDER:

➤ Eligibility Requirements

- The person must be eligible for Home Care (Eligibility for Home Care CLI.5410.PL.004).
- The environment is assessed as safe for client and staff for this activity.
- The client is unable to perform personal care – hygiene and dressing tasks and/or is so frail that doing so may pose a safety risk.
- Client/family/caregiver is unable to arrange or afford services (third party funder) which could be provided through a community resource.
- Client has no family/caregiver who can assume responsibility for providing and/or arrange the provision of services.

➤ Guidelines for Frequency

- The minimum amount, type and frequency of service required to meet personal care needs shall be assessed by a Case Coordinator and implemented based on best practice and available resources:
 - Complete shower, tub bath or sponge bath once (1) per week. A maximum of two (2) times a week may be provided to manage the needs of the client with respect to incontinence, skin integrity and body odor.
 - Partial sponge bath once per day; a maximum of two (2) times per day may be provided to manage body odor and to maintain skin integrity.
 - Perineal care up to a maximum of four (4) times per day if client is incontinent.
 - Shaving of legs and underarms once (1) a week with electric razor in combination with personal care.
 - Shaving of face one time per day with electric razor.
 - Hair care – brush or comb daily. Home Care Attendants may assist with shampooing, blow-drying (medium or low settings only) a maximum of two (2) times a week.
 - Mouth and denture care up to a maximum of two (2) times per day in combination with hygiene tasks.
 - Nail care [filing only] once per week in combination with bath.
 - Skin care [non-prescription moisturizer] up to two (2) times per day in combination with hygiene tasks.
 - Foot washing/soak/skin care one time (1) per week.
- Wherever possible, in order to enhance and promote health and independence, clients and/or caregiver(s) shall be taught new ways of performing activities of daily living.
- Determining eligibility for Home Care includes assessing the client’s available support system. Family and community resources shall be considered prior to Home Care provision of personal care services.

- Client is responsible to provide personal care products, supplies and appropriate equipment such as a bath bench.
- When personal care assistance is provided by Home Care, Home Care Attendants clean and tidy up after assigned tasks (e.g. clean tub after bath).
- Where supplies are unavailable and/or equipment is unsafe, personal care and hygiene services may be delayed or modified. In situations where it is determined that ongoing provision of services are not safe for client and/or Home Care Attendants, services may be placed on hold until the situation is resolved by the client or family.

PROCEDURE:

1. The Case Coordinator is responsible to:
 - Complete a comprehensive care assessment Home Care Case Coordination Service Assessment: Personal Care (CLI.5411.SG.009.SD.01).
 - Assess the availability and capability of family/caregiver supports to assist with client’s personal care and hygiene needs.
2. The Case Coordinator determines if personal care and hygiene services required are in accordance with “Eligibility Criteria” and “Guidelines for Frequency”.
3. When personal care and hygiene are provided to those Home Care clients assessed as requiring these, the care plan will:
 - Be discussed/developed in collaboration with the client/family/caregiver.
 - Clearly identify the tasks, Home Care and client/family/caregiver responsibilities.
 - Include the frequency of service and supplies/equipment to be provided/required.
4. The Case Coordinator:
 - Registers client to Home Care Attendant department in Procura.
 - Reviews and signs the Home Care Client Information Sheet: Personal Care and Hygiene (CLI.5411.SG.009.FORM.01) with client/family/caregiver (leave with client/family/caregiver).
 - Documents on the Manitoba Health, Seniors & Active Living - Care Plan Information MG-1840 form the information sheets reviewed and left with client/family/caregiver and the services provided.

SUPPORTING DOCUMENTS:

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| <u>CLI.5411.SG.009.SD.01</u> | Case Coordinator Service Considerations: Personal Care & Hygiene |
| <u>CLI.5411.SG.009.SD.02</u> | Home Care Client Information Sheet: Personal Care and Hygiene |

REFERENCES

- Eligibility for Home Care ([CLI.5410.PL.004](#))
 Manitoba Health, Seniors and Active Living - *Personal Care Services. HCS 207.14, October 2009*
 Manitoba Health, Seniors & Active Living - [Care Plan Information MG-1840 form](#)
 Home Care Direct Service Protocols (WRHA) based on *Manitoba Health Direct Service Protocols, September 2009*