



CARE AND SUPPORT FOR ADULTS WITH A LEARNING DISABILITY AND/OR AUTISM

2019-2024

Appendix 8

Care and Support Tasks

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1.1 **Personal care tasks** must be undertaken with great sensitivity; Provider staff must have an awareness of the importance of the preservation of the individual's dignity and improving where possible their quality of life. By way of example, these tasks may include:

- (a) Dressing/undressing.
- (b) Assisting with transfers from or to bed/chair/toilet.
- (c) Assistance with feeding.
- (d) Promotion of personal hygiene by encouraging regular washing and changing of clothes.
- (e) Washing and trimming hair.
- (f) Assisting with personal washing.
- (g) Assisting with bathing/showering.
- (h) Assisting with shaving.
- (i) Assisting with cleaning teeth.
- (j) Assisting with toileting.
- (k) Assisting with washing feet.
- (l) Cutting and filing of fingernails.
- (m) Assisting user in preparation for trips or visits outside their own home
- (n) Administration of medication in accordance with the medicines policy and medicines procedure guidelines attached at Appendix 2 and 3.

This list is not exhaustive and is intended to be illustrative only.

1.2 **Enabling tasks** involve assisting individuals by supporting and encouraging them to participate in housework and living skills, to restore lost confidence, regain lost skills, gain new skills and achieve and maintain maximum independence and self-reliance. Enabling tasks may include:

- (a) Supporting and guiding the individual to maintain a healthy balanced diet through provision of advice in relation to fluids and nutrition, menu planning and preparation of meals;
- (b) Supporting and guiding the individual with household budgeting;
- (c) Supporting and guiding the individual in carrying out household functions in so far as they enable the individual's outcomes to be achieved, for example in relation to maintaining a clean and comfortable house and/or garden;
- (d) Escorting individuals on shopping trips or to attend specific appointments, i.e. hospital, dentist optician. (Subject to suitable insurance if a motor vehicle is used).
- (e) Providing information about opportunities for involvement in local community activities, encouraging the continuation of interests and social activities and/or developing the opportunity for involvement in new activities.

- (f) Encouraging and assisting in development or maintenance of a healthy lifestyle including the continuation of any exercise prescribed.
- (g) Encouraging the use of aids provided, following professional training.
- (h) Enabling and encouraging the individual in the self-administration of medication.
- (i) Escorting individuals to place of education/school?

This list is not exhaustive and is intended to be illustrative only.

1.3 **Domestic care** is the provision of domestic services identified as appropriate to meet the individual's specified outcomes and due to the individual's inability to carry out these tasks on their own or with support. Where domestic duties have been identified as part of the Support Plan the Provider will work with the individual and / or the Council to ensure that the timing of the Service provision meets the individual user's needs and is also conducive to the Provider's responsibilities regarding the delivery of personal care tasks for other individuals. Domestic Tasks may include:

- (a) Benefit/Pension collecting, bill paying and banking money on the Individual's advice.
- (b) Bed-making, including cleaning up after incontinence.
- (c) Emptying and cleaning commodes.
- (d) General internal domestic cleaning.
- (e) General tidying.
- (f) Washing up.
- (g) Laundry.
- (h) Internal window cleaning.
- (i) Fire lighting and managing solid fuel.
- (j) Managing central heating and other systems.
- (k) Dealing with household refuse.
- (l) Coping with pets (including difficult pets).
- (m) Shopping.
- (n) Cooking and meal preparation.
- (o) Assisting with household emergencies and their consequences (fire, burst pipes etc).
- (p) Transporting individuals (e.g. taking them shopping) subject to suitable insurance if motor vehicles are used.
- (q) Assisting with garden maintenance (which may include assisting with contacting an appropriate organisation to carry out this function).

This list is not exhaustive and is intended to be illustrative only.

Domestic Care may include enabling tasks and domestic tasks, but will not include personal care tasks.

1.4 **Housing Related and Finance Tasks** – refer to any task that supports the individual in identifying, securing and maintaining the tenancy/place where they live. This might include ensuring rent is paid on time, that the property is maintained and any faults reported, supporting the individual to explore alternative housing options if required.

This list is not exhaustive and is intended to be illustrative only.

1.5 Night Care – For the purposes of this Contract the provision of Sleep-In Night Care or Waking Night Care services are as follows:

- 1.5.1 **Sleep In Night Care** - This may include a mixture of personal care tasks, enabling tasks and domestic tasks provided between the hours of 10.00 pm and 7.00 am. This service will be provided by a care assistant who will sleep in the individual's home, and be on hand to provide help and support during the night as required. Care Workers can expect to be provided with a bed in a separate room and to be able to go to bed by midnight.
- 1.5.2 Sleep-in hours will be between 10pm and 7am (9 hours) and paid at the agreed rate.
- 1.5.3 The agreed rate will be inclusive of travel time and mileage incurred by staff to and from visits and any handover time required between staff.
- 1.5.4 **Waking Night Care** - This may include a mixture of personal care tasks, enabling care tasks and quiet domestic tasks provided between the hours of 10.00 pm and 7.00 am and will be provided by a care assistant who will remain awake throughout the night.
- 1.5.5 Waking night hours will be between 10pm and 7 am, and paid at the agreed rate.
- 1.5.6 The agreed rate will be inclusive of travel time and mileage incurred by staff to and from visits and any handover time required between staff.

1.6 Community Activities – Accessing the community on an individual or small group basis, such as:

- a Swimming or other sporting activities
- b Music and other cultural events
- c Shopping and leisure activities
- d Engagement with learning, volunteering and employment preparation services
- e Engaging in wider community activities and accessing universal services
- f Meeting with family and friends and attending social events
- g Development of independent travel training skills, such as route planning or following, using public transport or enabling the individual to develop greater independence in their ability to use available transport

This list is not exhaustive and is intended to be illustrative only.