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## Overview

This standard covers undertaking personal hygiene for those individuals who require additional support to care for themselves. This includes care of the skin, mouth, nose, eyes and ears.

This may occur in hospital intensive care and high dependency situations but would also apply in care/residential homes, hospices and the individual's own home.

On occasions you may be required to carry out these activities under aseptic conditions and you will need to follow organisational guidelines and procedures.

Users of this standard will need to communicate effectively to meet individuals' needs and wishes and work in line with health and safety legislation, policy and practices.

## Performance criteria

### *You must be able to:*

- P1. identify and agree the roles and responsibilities of yourself and/or others in undertaking personal hygiene for individuals who require additional support to care for themselves
- P2. provide support to the individual, ensuring that you respect their rights and wishes relating to their privacy, beliefs and dignity
- P3. where applicable to the situation, use aseptic technique following organisational procedures
- P4. check the individual's identity and confirm the planned activity
- P5. give the individual relevant information, support and reassurance in a manner which is sensitive to their needs and concerns
- P6. establish consent and prepare to undertake the personal hygiene activity
- P7. confirm all equipment and materials for personal hygiene are:
  - a. as prescribed/detailed in the individual's plan of care
  - b. appropriate to the procedure
  - c. fit for purpose
- P8. carry out the personal hygiene:
  - a. at an appropriate time according to the individual's plan of care
  - b. using appropriate techniques
  - c. in a manner which optimises the comfort, privacy and dignity of the individual and minimises pain and trauma
- P9. observe and support the individual throughout the personal hygiene
- P10. complete all relevant documentation, if required, for undertaking personal hygiene for individuals who require additional support to care for themselves

## Knowledge and understanding

### *You need to know and understand:*

- K1. how to access and interpret all relevant work instructions, legislation, guidelines, policies, procedures and protocols needed to undertake personal hygiene for individuals who require additional support to care for themselves
- K2. the scope and limitations of your own competence, responsibilities and accountability as it applies to your job role
- K3. specific procedures for reporting issues which are beyond your competence, responsibilities and accountability
- K4. the principles, practice and procedures associated with informed consent
- K5. the needs of individuals including issues relating to dignity, confidentiality, and privacy
- K6. the importance of applying standard infection control precautions to undertaking personal hygiene and the potential consequences of poor practice
- K7. why individuals should be supported and informed about the activity or procedure
- K8. why resources should be prepared before you start the activity
- K9. why your personal beliefs may cause you difficulties with certain procedures and how you manage this conflict in practice
- K10. the concerns and worries which individuals may have in relation to some personal hygiene activities
- K11. the adverse reactions which may occur during and following personal hygiene activities and how to identify and deal with these
- K12. the anatomy and physiology relevant to cleansing the skin, nose, mouth, eyes and ears
- K13. the equipment and materials required for the procedure
- K14. the importance of undertaking personal hygiene activities for individuals
- K15. how to complete and safely store all relevant documentation in accordance with organisational requirements

SFHCHS11

Undertake personal hygiene for individuals who require additional support to care for themselves



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