



PEOPLE OF PEONY'S PERSONAL CARE POLICY AND PROCEDURE

What is Personal Care?

Personal care means helping you with things like:

- Having a shower or bath 🚿
- Getting dressed 👕
- Going to the toilet 🚽
- Moving around safely ♿
- Brushing teeth or hair 🪥 👤
- Eating or drinking 🍴

Our Promise To You

- Feel safe
- Have privacy
- Be treated kindly and with respect
- Choose who helps you and how you are helped
- Be involved in making all decisions
- Say no at any time
- Get help in ways that suit your body, culture, and needs



How We Help

Before we start, we talk to you (or someone you trust) about:

- What kind of help you need
- How you want it done
- What makes you feel comfortable
- If you have any preferences (like the gender of your support worker)

You can also tell us if things change. We'll update your care plan with you.

Our Support Workers Will

- Ask you before helping
- Wear protective gear like gloves (for safety)
- Make sure doors are closed for your privacy
- Follow your care plan
- Keep everything clean and safe
- Write down what they did (to keep records and help you get good care)

We Encourage You To

- Do as much for yourself as you can
- Speak up if you feel uncomfortable
- Tell us how you're feeling
- Ask for help in a way that works for you



We Will Always

- Check if you're happy with your support
- Change things if you want them different
- Support you with kindness, patience, and dignity

You Can Ask Us About

- What's in your support plan
- Who your workers are
- What kind of help you will get
- Anything that worries you

Let us know if you want this printed or if you need help reading it together.

DOCUMENT CONTROL

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