

Title of Document	Nail Care
Name of Department	Quality Assurance

What type of document is this?	Work Instruction (WI)	This is a simple guide to follow in order to complete a particular task	
Which Helping Hands policy/SOP does this WI relate to?	NA	Index number of policy/SOP	NA

Which Operational Priority/Priorities does this document link to?	Governance Framework	Superior Client Care	People, Performance & Culture	

Custodian of document	Quality Director	Committee/Group responsible for this document	Quality & Governance Committee
Approval date and committee chairperson signature	18.12.2023	When is its next scheduled review?	18.12.26

Who does it apply to?	All staff working with clients					
	Does it apply to bank workers?	Yes	Does it apply to agency staff?	No	Does it apply to third party contractors?	No

Purpose of the Work Instruction	To give clear direction and understanding with regards to the nail care for customers
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## **Nail Care Work Instruction**

### **1.0 Fingernail Care**

- 1.1 All fingernail care activities will be carried out under the applicable health and safety measures including back safety, posture, protective clothing, correct positioning and any Moving and Handling involved.
- 1.2 The Customer's medical condition must be assessed before considering the task. For Customers who have an underlying condition that may impact the treatment of their fingernails such as, but not limited to, Diabetes and Customers taking blood thinners, suitable steps need to be taken to perform the task, ensuring that a relevant risk assessment is in place.
  - for people who have diabetes, clippers and a file should be used. Any changes to the nails in terms of colour, thickening and shape should be discussed with the customer's diabetes nurse or practice nurse.
  - Carers should not trim the cuticles for Customers with diabetics (it is recommended to push them back using a cuticle stick when the hands have just been washed as the skin will be soft).
  - it is recommended that cleaning the nails daily with a nail brush and clean using warm soapy water and then drying with a clean towel is recommended to reduce the risk of fungal infections.
  - for people taking anti-coagulant medication, they should avoid using scissors and trimming cuticles.
  - Carers should be aware of the signs of fungal infection and infection to the surrounding skin of the nails.
- 1.3 Filing nails should always be the first option where possible, to reduce the risk of injury and Carers should wear PPE e.g face mask (due to risk of nail dust), disposable gloves.
- 1.4 A risk assessment must be undertaken before the task is considered.
- 1.5 Customer consent must be obtained before the task is considered and should be documented within the customer's visit record notes. If consent cannot be given, an MCA and Best Interest decision needs to be completed.
- 1.6 Should this be a frequently requested task this should be noted within the care plan and form part of the customer's activity schedule.
- 1.7 The correct nail cutting equipment should be in place (not scissors) to reduce the risk of injury.
- 1.8 Cleaning the equipment and cleaning the Customer's nails, should be undertaken first before considering the task.
- 1.9 PPE must be worn by the Carer in line with requirements in the PPE Guidance poster located on collaborate. The Carer must wash their hands before commencing the task and donning PPE. Carers should also wash their hands after removing the PPE to reduce the risk of cross contamination.

- 1.10 Customers who want to attend to their own nail care should have the correct nail cleaning and manicuring equipment. Customers should be discouraged from sharing equipment due to infection control risk. Equipment must be appropriately cleaned after use.
- 1.11 Nail clippings should be disposed of correctly, in a sealed bag into the correct waste stream.
- 1.12 Carers must be deemed as competent before undertaking the task.
- 1.13 If Carers are requested to paint the customer's nails, it is recommended that polish is removed after two weeks, and then the nails are left unpolished for a few days before applying new polish, to reduce the risk of fungal infections.

**Due to the risks associated with managing the care of Toenails, Helping Hands staff are not permitted to offer treatment including the cutting or filing of Customers toenails. Where Customers are identified to require assistance with cutting or maintenance of toenails, Customers will be referred as appropriate to a suitable Healthcare professional, including GP or local Podiatry/Chiropody. Private Podiatry/Chiropody services are freely available - always ensure that they are state registered.**

***Note – Equality Impact Assessments are not required for Work Instructions***

What was the previous version number of this document?	Version 01	
Changes since previous version	Review and updated 1.2, 1.5, 1.6, 1.9, 1.12. Addition of 1.13. Amendment to last paragraph related to risks associated with managing the care of toenails.	
Author of the document	Quality Assurance Business Partners	
Who was involved in developing / reviewing/ amending this work instruction?	Quality Assurance Business Partners Quality Director Clinical Team	
How confidential is this document?	Public	Can be shared freely within and outside of Helping Hands
Associated Documents	NA	