

Personal Care Guidance

1. Purpose

British Wheelchair Basketball (BWB) is committed to creating safe, inclusive and respectful environments for all participants.

This guidance sets out the expectations, boundaries and safeguarding arrangements relating to personal care support for children, young people and adults at risk participating in wheelchair basketball activities.

This guidance should be read alongside BWB's Safeguarding Policy and all associated safeguarding procedures and guidance.

2. Key Principle

BWB does not permit Coaches or Team Staff to provide personal care.

Personal care arrangements are the responsibility of:

- The individual participant; or
- Their parent/carer/guardian where appropriate.

Any personal care support required during training, travel, camps, competitions or events must be arranged privately by the participant, family or legal guardian.

For the avoidance of doubt, BWB Coaches, Volunteers, Team Managers, Officials, Classifiers, Medical Staff (unless acting within a formally defined clinical role), and other Team Staff must not undertake personal care tasks.

This boundary exists to:

- Protect participants;
- Protect staff and volunteers;
- Maintain professional boundaries;
- Reduce safeguarding risks;
- Ensure dignity, consent and continuity of care.

3. Definition of Personal Care

Personal care refers to any support involving intimate or private assistance relating to a person's bodily, medical or daily living needs.

This may include, but is not limited to:

- Toileting;
- Continence care;
- Changing clothes involving intimate areas;

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- Showering or bathing;
- Catheter, stoma or bowel care;
- Menstrual care;
- Dressing or undressing where intimate support is required;
- Physical lifting or transferring;
- Administration of intimate or invasive medical procedures;
- Assistance with eating or drinking where specialist support is required;
- Overnight supervision involving intimate support.

This guidance does not prevent:

- Basic first aid;
- Emergency medical assistance;
- Appropriate sports-related support delivered by qualified professionals within their role;
- Non-intimate practical assistance that forms part of normal coaching activity.

4. Safeguarding Principles

All personal care arrangements connected to BWB activity must uphold the following safeguarding principles:

4.1 Dignity and Respect

Participants must be treated with dignity, respect and sensitivity at all times.

4.2 Consent

Support must be provided with the participant's informed consent wherever they have capacity to provide it.

4.3 Independence

Participants should be encouraged and supported to maintain as much independence as possible.

4.4 Privacy

Private and accessible facilities should be used wherever possible.

4.5 Safety

Risk assessments should consider accessibility, emergency evacuation arrangements, supervision and welfare needs.

4.6 Safeguarding

All concerns regarding welfare, abuse, neglect, poor practice or boundary breaches must be reported in line with BWB safeguarding procedures.

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5. Children, Young People and Adults at Risk

Children and Adults at risk may require additional planning, communication and safeguarding arrangements when participating in sport. It is important to ensure that teams are aware of any adjustments required and be in communication with Parents, Guardians and Carers to ensure they can be safely accommodated. An example of this may be allowing for additional breaks in training to allow for a parent to provide personal care.

BWB recognises that some participants may be:

- Children or young people under 18;
- Adults at risk;
- Individuals with additional care, communication or support needs.

5.1 Adults at Risk

An adult at risk is any person aged 18 or over who:

- Has needs for care and support; and
- Is experiencing, or is at risk of, abuse or neglect; and
- Is unable to protect themselves because of those needs.

This definition aligns with the Care Act 2014.

16. Equality, Inclusion and Reasonable Adjustments

BWB is committed to ensuring that participants with disabilities or additional support needs can participate safely and inclusively.

Reasonable adjustments may include:

- Accessible venues;
- Flexible scheduling;
- Additional planning time;
- Accessible accommodation;
- Communication support;
- Space for carers or medical equipment.

Reasonable adjustments do not include Coaches or Team Staff undertaking personal care responsibilities.

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7. Roles and Responsibilities

7.1 Participants

Participants should:

- Inform organisers of relevant access or support needs in advance where possible;
- Arrange their own personal care support where required;
- Communicate any concerns relating to safety or welfare;
- Respect the dignity and privacy of others.

7.2 Parents, Guardians and Families

Parents/guardians are responsible for:

- Arranging appropriate personal care support for children or dependants;
- Providing relevant information about support needs where necessary;
- Ensuring carers understand venue, travel and event arrangements;
- Ensuring medication, equipment and care plans are available where required.
- Inform organisers of support needs early;
- Share emergency and medical information appropriately;
- Ensure carers understand event arrangements.

7.3 Clubs and Organisations

- Include personal care considerations in planning;
- Ensure safeguarding policies are visible and understood;
- Maintain clear staff boundaries;
- Provide accessible facilities where possible;
- Escalate concerns promptly.
- Plan for accessibility and inclusion;
- Consider personal care needs in risk assessments;
- Provide accessible changing and toilet facilities where possible;
- Ensure staff understand boundaries relating to personal care;
- Respond appropriately to safeguarding concerns.

7.4 Coaches and Team Staff

- Maintain professional boundaries;
- Avoid one-to-one isolated situations where possible;
- Never undertake personal care;
- Report concerns immediately.
- Must not undertake intimate or invasive support tasks;
- Must immediately report safeguarding concerns;
- Must promote inclusion and reasonable adjustments;

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- Should support safe access arrangements without undertaking intimate care.

Examples of appropriate support may include:

- Helping identify accessible facilities;
- Allowing additional time;
- Supporting communication with venues;
- Coordinating emergency procedures.

The following are not permitted for Coaches or Team Staff:

- Toileting assistance;
- Assistance with intimate hygiene;
- Showering or changing involving intimate areas;
- Overnight bedroom supervision involving personal care;
- Manual handling or lifting that forms part of personal care;
- Administering intimate medical procedures;

7.5 Personal Assistants, Carers and Support Workers

Personal care must only be provided by:

- A parent or guardian;
- A participant's chosen personal assistant or support worker;
- A suitably trained and authorised care professional.

Carers and support workers remain responsible for:

- Delivering care safely and appropriately;
- Acting professionally and respectfully;
- Following venue safety procedures;
- Respecting safeguarding expectations;
- Maintaining confidentiality;
- Working within their competence and training.

Where carers attend BWB activity, teams and event organisers may request:

- Identification;
- Emergency contact information;
- Relevant risk information;
- Confirmation of identification to confirm they have abided by industry standards such as DBS checks

8. Travel, Camps and Overnight Stays

When organising travel or overnight activity, organisers should comply fully with BWB's Away Trips and Hosting Guidance.

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9. Changing Facilities and Privacy

Participants should have access to safe, dignified and accessible changing arrangements wherever possible.

Good practice includes:

- Use of accessible changing areas;
- Privacy screens or individual facilities where available;
- Respect for cultural, religious and gender considerations;
- Appropriate supervision arrangements for children and adults at risk.

Coaches and Team Staff should avoid entering changing facilities unless there is a clear safeguarding, safety or operational reason.

Any necessary entry should:

- Be proportionate;
- Be communicated clearly;
- Respect privacy and dignity;
- Follow safeguarding guidance.

10. Consent, Capacity and Communication

Support arrangements should be based on:

- Clear communication;
- Person-centred planning;
- Respect for participant wishes;
- Consideration of mental capacity where relevant.

Where a participant lacks capacity to make a specific decision, decisions should be made:

- In line with the Mental Capacity Act 2005;
- In the individual's best interests;
- With involvement from parents, guardians, carers or lawful representatives where appropriate.

11. Safeguarding Concerns and Reporting

Any concerns about:

- Abuse;
- Neglect;
- Inappropriate behaviour;
- Boundary breaches;
- Unsafe care practices;

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- Exploitation;
- Bullying or discrimination;
- Failure to follow this guidance;

must be reported immediately in line with BWB safeguarding procedures.

This includes concerns involving:

- Participants;
- Carers;
- Parents or guardians;
- Coaches;
- Volunteers;
- Team Staff;
- External providers.

In an emergency, contact emergency services immediately.

12. Record Keeping and Confidentiality

Information relating to personal care needs should:

- Only be shared on a need-to-know basis;
- Be handled sensitively and confidentially;
- Be processed in line with UK GDPR and Data Protection legislation.

Safeguarding records must be retained in accordance with BWB safeguarding procedures.

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