



## **Service Delivery, and Training Requirements for Direct Service Staff**

**The MN Personal Assistance & Supports program provides for assistance with:** activities of daily living; health-related procedures and tasks; observation and redirection of behaviors; and instrumental activities of daily living (dressing, including assistance with choosing, application, and changing of clothing and application of special appliances, wraps, or clothing; grooming, including assistance with basic hair care, oral care, shaving, applying cosmetics and deodorant, care of eyeglasses and hearing aids, nail care, (except for recipients who are diabetic or have poor circulation); bathing, including assistance with basic personal hygiene and skin care; eating, including assistance with hand washing and application of orthotics required for eating, transfers, and feeding; transfers, including assistance with transferring the recipient from one seating or reclining area to another; mobility, including assistance with ambulation, including use of a wheelchair. (mobility does not include providing transportation for a recipient); positioning, including assistance with positioning or turning a recipient for necessary care and comfort; and toileting, including assistance with helping recipient with bowel or bladder elimination and care including transfers, mobility, positioning, feminine hygiene, use of toileting equipment or supplies, cleansing the perineal area, inspection of the skin, and adjusting clothing.

Health-related procedures and tasks include the following covered services: range of motion and passive exercise to maintain a recipient's strength and muscle functioning; assistance with self-administered medication as defined by this section, including reminders to take medication, bringing medication to the recipient, and assistance with opening medication under the direction of the recipient or responsible party, including medications given through a nebulizer; interventions for seizure disorders, including monitoring and observation; and other activities considered within the scope of the personal care service and meeting the definition of health-related procedures and tasks under this section.

A support worker may provide health-related procedures and tasks associated with the complex health-related needs of a recipient if the procedures and tasks meet the definition of health-related procedures and tasks under this section and the support worker is trained by a qualified professional and demonstrates competency to safely complete the procedures and tasks. Delegation of health-related procedures and tasks and all training must be documented in the personal care assistance care plan and the recipient's and support worker's files. A support worker must not determine the medication dose or time for medication.

For a support worker to provide the health-related procedures and tasks of tracheostomy suctioning and services to recipients on ventilator support there must be: delegation and training by the registered nurse; utilization of clean rather than sterile procedure; specialized training about the health-related procedures and tasks and equipment, including ventilator operation and maintenance; individualized training regarding the needs of the recipient; and supervision by a qualified professional who is a registered nurse.



**Non-Covered personal assistance and supports services.** Personal assistance services are not eligible for medical assistance payment under this section in excess of 40 hours per week when provided: by the recipient's spouse, parent of a recipient under the age of 18, paid legal guardian or responsible party.

If a recipient requests a support worker of the same gender as the recipient, the personal care assistance agency must make a reasonable effort to fulfill the request.

#### **Additional Non-Covered Services**

- Services not specified in service plan developed by county Public Health Nurse;
- PCA services provided in the PCA's home; unless the PCA resides in recipient's household;
- Sterile procedures;
- Injections of fluids into veins, muscles or skin;
- Home maintenance or chore services;
- Homemaker services not as an integral part of a PCA service;
- Services provided without prior authorization from DHS;
- Services provided by recipient's spouse, corporate guardian or parent if recipient is under 18 years of age;
- Services provided by a responsible party for a person who cannot direct their own care;
- PCA assessments and reassessments done by an RN from a PCPO or a home health agency;
- Services provided by an independently enrolled RN;
- Services provided by foster care provider of a person unable to direct their own care unless monitored with face-to-face visits by a county/state case manager at least every 6 months;
- Services provided and billed by a provider not enrolled with MHCP;
- Services provided by residential/program license holder in a residence for more than four persons;
- Services provided to a person unable to direct their own care, whose responsible party is: An employee of provider; Under contract with provider; Had any direct/indirect financial relationship with provider/PCA; Services as part of residential program under terms of service agreement (includes foster care providers); GAMC recipients.

**Responsible party:** "Responsible party" means an individual who is capable of providing the support necessary to assist the recipient to live in the community. A responsible party must be 18 years of age, actively participate in planning and directing of personal care assistance services, and attend all assessments for the recipient. A responsible party may not be the support worker. A responsible party is required when the person is a minor or the assessment determines that the recipient is in need of a responsible party to direct the recipient's care. There may be two persons designated as the responsible party. Each person named as responsible party must meet the program criteria and responsibilities.



**Support worker.** A support worker must be at least 18 years of age, (or if 16 or 17 years of age with supervision by a qualified professional every 60 days); and be employed by Cherish. The Support Worker must pass a DHS background check before working, be able to effectively communicate with the recipient and personal care assistance provider agency; be able to provide covered personal care assistance services according to the recipient's personal care assistance care plan, respond appropriately to recipient needs, and report changes in the recipient's condition to the supervising qualified professional or physician; not be a consumer of personal care assistance services; maintain daily written records including, but not limited to, time sheets; complete DHS standardized training; complete training and orientation on the needs of the recipient; and be limited to providing and being paid for up to 310 hours per month of personal care assistance services regardless of the number of recipients being served or the number of personal care assistance provider agencies enrolled with. A legal guardian may be a support worker if the guardian is not being paid for the guardian services. Persons who do not qualify as a support worker include parents, stepparents, and legal guardians of minors; spouses; paid legal guardians of adults; family foster care providers. [MS 256B.0659](#)

**Documentation of personal care assistance services provided.** Personal care assistance services for a recipient must be documented daily by each support worker, on a time sheet form approved by the commissioner. Documentation may be Web-based, electronic, or paper documentation. The activity documentation must correspond to the personal care assistance care plan and be reviewed by the qualified professional.

It is a federal crime to provide false information on personal care time card. Support workers cannot be paid when a recipient stays in a hospital, care facility, or is incarcerated. The dates of these events must be written on the time card.

**Qualified professional for PCPO Services.** All support workers must be supervised by a qualified professional. The qualified professional must ensure and document that the support worker is: capable of providing the required personal care assistance services; knowledgeable about the plan of personal care assistance services before services are performed; and able to identify conditions that should be immediately brought to the attention of the qualified professional.

The qualified professional shall evaluate the support worker within the first 14 days of starting to provide regularly scheduled services for a recipient, at least every 90 days thereafter for the first year of a recipient's services; every 120 days after the first year of a recipient's service or whenever needed for response to a recipient's request for increased supervision of the personal care assistance staff; and after the first 180 days of a recipient's service, supervisory visits may alternate between unscheduled phone or Internet technology and in-person visits, unless the in-person visits are needed according to the care plan. Communication with the recipient is a part of the evaluation process of the personal care assistance staff.

**Flexible use.** "Flexible use" means the scheduled use of authorized hours of personal care assistance services, which vary within a service authorization period covering no more than six months, in order



to more effectively meet the needs and schedule of the recipient. No more than 75 percent of the total authorized units for a 12-month service agreement may be used in a six-month date span. DHS will not authorize additional personal care assistance services to supplement a service authorization that is exhausted before the end date under a flexible service use plan, unless the assessor determines a change in condition and a need for increased services is established. Authorized hours not used within the six-month period will not be carried over to another time period.

**Personal care assistance choice option.** The personal care assistance choice is an option of the personal care assistance program that allows the recipient who receives personal care assistance services to be responsible for the hiring, training, scheduling, and firing of support workers according to the terms of the written agreement with Cherish. This program offers greater control and choice for the recipient in who provides the personal care assistance service and when the service is scheduled. The Qualified Professional will supervise and evaluate the personal care at least every 180 days according to the same criteria as the PCPO services.

DHS will not allow the choice option if the Qualified Professional or Public Health Nurse determines that the use of this option jeopardizes the recipient's health and safety; the parties have failed to comply with the written agreement; the use of the option has led to abusive or fraudulent billing for personal care assistance services. The denial, revocation, or suspension to use the personal care assistance choice option will not affect the recipient's authorized level of personal care assistance services.

**See Cherish written policies and procedures regarding:** hiring of employees; training requirements, service delivery, employee and consumer safety, process for notification and resolution of consumer grievances, identification and prevention of communicable diseases, and employee misconduct.

**Communicable disease prevention.** Cherish has policies and procedures for prevention, control, and investigation of infections and communicable diseases according to current nationally recognized infection control practices or guidelines established by the United States Centers for Disease Control and Prevention, as well as applicable regulations of other federal or state agencies.

**Transitional assistance.** Cherish will work together with other providers to provide transitional assistance for recipients and families that may require a change in living arrangement.

## **Employee Right To Know Policy**

- Every employee may be exposed to multiple environmental substances.
- It is the employee responsibility to make consumer aware of any environmental allergies and/or sensitivities. An employee may be subjected to substances they are sensitive or allergic to, as Cherish LLC has no control of what the client has or will have in their home. It is the employee's responsibility to remove themselves from the area and inform the service recipient of the situation.
- Employees are responsible for reading the label on all items they may use or come in contact with at a consumer's residence. This includes all cleaning, disinfecting, laundry and dish cleaning products, all



pesticides, fragrances, lotions, body and hair cleaning products and all products of any kind that the employee is exposed to in any way.

- Employees will inform consumer of any reaction or suspected reaction to any environmental substance. It is the employee's responsibility to decide if /when they should seek medical attention for an exposure.
- It is the employee's responsibility to follow Universal Precautions.

**You must also follow the consumer's on-site Care Plan, which is a written description of the personal care assistant services developed by the service recipient or responsible party .**

## **Personal Care, Hygiene, and Grooming**

*A guide to help Support Staff understand the importance of health maintenance, and the professional ethics that apply when providing personal care.*

Outcomes:

- Understand why personal hygiene is an important part of good health maintenance
- Understand what areas are included in health maintenance
- Know when to offer choices when providing personal care
- Understand that professional ethics should always be applied when providing personal care. The most important aspect of maintaining good health is good personal hygiene.

Personal hygiene which is also referred to as personal care includes all of the following:

- Bathing and Showering
- Hair care
- Nail care
- Foot care
- Genital care
- Dental care

Personal hygiene is keeping the body clean, and helps prevent the spread of germs. Grooming is caring for fingernails and hair examples of these activities would be styling hair, shaving, trimming, and painting fingernails.

Maintaining good health also includes the following areas: nutrition, leisure/recreation opportunities, sleep, and exercise. Feeling and looking good are important to each individual's emotional and physical wellbeing.

In your role your responsibilities' will vary from assisting to providing personal care. These activities are very important and unique for each individual in everything he or she does. When assisting individuals



with personal care, the support staff should be especially mindful of professional ethics. These ethics or principles become routine as they are practiced and applied each day.

As a support staff, you will want to apply your professional ethics every time you assist and support an individual with personal care skills.

- **Respect:** respect the individuals you support and help others recognize their value. Personal care should be provided with dignity and respect for the individual.
- **Promoting physical and emotional well-being:** You are responsible for supporting the emotional, physical, and personal well-being of individuals receiving support while being attentive to reducing their risk of harm. Personal care should be provided safely and in a way that promotes the physical and emotional wellbeing of the individual.
- **Confidentiality:** Protect and respect the confidentiality and privacy of the individuals you support. An individual has the legal right to have his or her support needs kept confidential and to privacy for personal care.
- **Honesty and responsibility:** Support the mission of your profession to assist individuals to live the kind of life they choose. Be a partner to the individuals you support. Individuals should be supported in doing as much for themselves as possible.
- **Self-determination:** Assist the individuals you support to direct the course of their own lives. Individuals have the right to direct how personal care is provided. Part of the job of a support staff is to support individuals so they can be more independent. Some individuals may be able to bathe, shave, dress, and otherwise take care of themselves with no support. Others may need assistance or support to complete their personal care activities. Others need support staff to be there because it makes them feel more secure in case of a fall or if they need something.

Depending on the abilities of each individual, the support staff will need to provide more or less support. It is important to remember that having opportunities to make choices is a key to leading a healthy happy life. Just as individuals have the opportunity to make choices about what clothes to wear and what to eat, they need to have the choice of how and when they complete their personal care activities.

For example, one individual might like to bathe at night, while another likes to shower in the morning. Having choices about personal care also involves letting the individual make choices about whom or which support staff will provide the personal care. Individuals have the right to choose the support staff they trust, feel comfortable, and safe with to assist with personal care.

New support people should develop a relationship with the individual before providing personal care. This may mean that sometimes the individual may chose to wait until the next day to shower if a new support person is working. The support staff needs to be aware of these individual preferences and support them.

## Hair Grooming



- Having clean, well groomed hair is important to everyone and is no less so for the individual you support. Individuals like different brands of shampoo or conditioner and may have a preferred style. Individuals may also change their minds about how they style their hair. All of these choices should be respected and supported.
- Ask the individual if he or she has a preference for his or her hair style today.
- Teach and assist with drying wet hair with a dryer and applying gels, hair spray, and other hair products as appropriate.
- If hair is long, divide into sections before combing or brushing.

Teach and assist the individual to comb or brush hair from scalp to ends of hair. Note: If the hair is tangled, use a wide-tooth comb. Why? Pulling on tangled hair can cause damage to the hair. Gently combing or brushing from the scalp to the ends of the hair stimulates circulation. If the hair is curly, start at the ends of the hair to assure that all tangles are removed before brushing from the scalp to the ends.

Encourage the individual to look in a mirror when finished styling. Why? Having hair clean and groomed looks great, increases self esteem, and you can't have a "bad hair day!"

### **Remember, hairstyle is an individual choice.**

- Use only the individual's personal comb and brush.
- Clean comb and brush regularly.
- Combs with sharp teeth can injure sensitive scalps.
- Use comb and brush with a gentle touch.
- Encourage the individual to do as much as he or she can for him/herself.

## **Fingernail and Toenail Care**

Cleaned and trimmed fingernails and toenails are important for overall health. Germs often collect underneath the nails. Frequent and thorough hand washing and foot care is a good way to prevent germ or fungus buildup. Nails that become too long and/or are rough and torn can scratch and cut an individual's skin and may result in a local infection.

Some individuals (those with diabetes) should have their nail care completed by a health care professional. Athlete's foot, a fungus that causes an inflammation, cracking, and peeling of the skin between the toes and can also infect the toenails is of particular concern, and must be treated as soon as it is noted by the support staff. Individuals often like to have nail color applied and may need assistance.

### **Cleaning and trimming nails**



Special care should be practiced when assisting with nail care. **Individuals with diabetes require professional assistance with nail care.**

Toenails and fingernails should be kept clean, neatly trimmed, and smooth to prevent injury to skin.

Trimming the nail too short may cause ingrown nails that can be painful and cause infection.

Encourage individuals to do as much as they can for themselves.

Teach and assist the individual how to soak his or her hands or feet in warm water for at least 5 minutes and then wash hands or feet with soap. Why? Soaking will soften the nails and make them easier to trim.

Teach and assist how to gently push nail cuticle back (from fingers or toes) with cuticle or orange stick to prevent hangnails.

Teach and assist the individual to clean under the nails (fingers or toes) with orange stick or tool on nail clipper for this purpose.

Teach and assist the individual to change the water and wash, rinse, and dry his or her hands or feet.

Note: Do not rinse in soapy water. Why? Soapy water has many germs from the nails. This will prevent skin on the hands and feet from chapping.

Teach and assist the individual to use nail clippers or nail scissors to trim toenails straight across. Fingernails can be trimmed with a slight curve. Use an emery board or nail file to shape and smooth the nails.

## **Shaving**

Once again, shaving one's legs, underarms, or face is a very personal matter. Cultural differences may be a key to whether an individual shaves or does not shave. For example, in some cultures, women do not shave their legs or underarms. In some cultures, men do not shave their facial hair. It is important to assist and support the individual to shave safely and to avoid nicks and cuts that can lead to infection. Some individuals may learn to use an electric razor. Other individuals may be assisted and supported in using a blade razor.

An electric razor should not be used in same room where oxygen is used.

Electric razors should not be used around water.

Check all types of razors for chips or rust on the blades.





Use only an individual's personal razor.

Supervise the use of razors closely for safe and correct handling before individual shaves independently.

Encourage the individual to do as much for him or herself as possible.

Shaving steps can be used for facial, leg, or underarm hair.

Teach and assist the individual in locating the best place to complete his or her shaving. Use of a mirror is recommended for shaving the face or under the arms. *Note:* Depending on what part of the body one is shaving, a sink, bowl, bathtub, or shower may be more safe and functional. Safety is important while shaving. The individual should be comfortable and sitting or standing securely.

Teach and assist the individual to check his or her skin for moles, birthmarks, or cuts. If any changes are observed in the size, shape, or color of a mole or birthmark, the individual should be seen by his or her physician. Shaving over these areas can cause bleeding and infection. Changes may indicate illness.

Teach and assist the individual to wash area to be shaved with warm, soapy water. (Face, underarms or legs) *Why?* Washing removes oil and bacteria from the skin and helps to raise the hair shafts so it will be easier to shave.

Teach and assist the individual how to apply shaving cream or lather with soap. *Note:* Some soaps and shaving creams can be harsh on the skin, or an individual can be allergic to them. There are different brands on the market for sensitive skin. An electric razor may work better for an individual with skin allergies. *Why?* Shaving cream softens the skin and helps the razor glide over the skin to prevent nicking and cutting.

Teach and assist the individual to use the fingers of one hand to hold the skin tight and shave in the direction the hair grows. *Note:* Shaving in the direction the hair grows makes a smoother shave and helps prevent irritating the skin.

Teach and assist the individual to rinse the razor often to remove hair and shaving cream so the cutting edge stays clean.

Teach and assist the individual to use short strokes around chin and lips on the face, front and back of knees on the legs, and under the arms. *Note:* Short strokes give better control of the razor and help prevent nicks and cuts.

Teach and assist the individual to rinse off the remaining shaving cream and dry the skin with gentle patting motions. *Why?* Left-over shaving cream can irritate and dry the skin. Rubbing freshly shaven skin can be irritating.



If shaving the face, offer the individual a mirror to inspect a job well done. Why? Taking pride in completing personal care skills increases self-esteem.

Teach and assist with applying aftershave or skin lotion if individual chooses. *Note:* Alcohol in aftershave acts as an antiseptic for tiny nicks and cuts. It also has a cooling and refreshing sensation.

Teach and assist the individual with cleaning razor and storing all shaving items.

Teach and assist the individual to wash, rinse, and dry his or her hands after shaving.

### **Shaving with an Electric Razor**

Teach and assist the individual to safely turn on the electric razor. Explain the safety of shaving away from water. Why? Electrocutions can occur when electric appliances, including razors, come into contact with water.

Teach and assist the individual to use a mirror while shaving the face or under the arms.

Teach and assist the individual in using a gentle, even pressure as he or she moves the electric razor over the skin. Demonstrate how running one hand over the shaved area can locate missed hair.

Teach and demonstrate how to clean hair from the blades as needed during the shave. *Note:* Be sure razor is turned off and unplugged each time the blades are cleaned. Why? Injuries can occur when the razor is turned on or plugged into an electrical socket. Cleaning the blades keeps them sharp and provides for a smoother shave.

Teach and assist with applying aftershave or skin lotion if the individual chooses. *Note:* Alcohol in aftershave acts as an antiseptic for tiny nicks and cuts. It also has a cooling and refreshing sensation. If shaving the face, offer the individual a mirror to inspect a job well done. Why? Taking pride in completing personal care skills increases self-esteem.

Teach and assist the individual with cleaning the razor and storing all shaving items.

Teach and assist the individual to wash, rinse, and dry his or her hands after shaving.

### **Bathing and Perineal Care**

1. Cleans skin by removing bacteria, and helps prevent the spread of germs
2. Stimulates circulation
3. Exercises muscles
4. Creates a sense of relaxation



## 5. Promotes physical and emotional well-being

People who have a history of seizures should use a shower chair while showering unless the Individual Plan specifies otherwise.

Bathing means cleaning one's body from head to toe. Perineal care means the bathing of the genital and anal (rectum) area, or "private parts." Providing assistance and support for bathing can be a very sensitive personal care activity for an individual and a support staff.

Individuals may prefer this activity is completed by female support staff for women and girls and by male support staff for men and boys. The support staff needs to know what bathing skills an individual has before beginning to provide assistance and support. It is important that the support staff provide whatever assistance and support is needed to ensure individuals are clean. Occasionally checking an individual's personal care skills and assisting when needed will help prevent body odor, discomfort, and infection.

The following procedures should be adapted to the specific needs and preferences of each individual the support staff supports. It is the job of the support staff to continue to teach, assist, and support each individual in learning good personal care habits. Each individual will have the opportunity to lead a fuller, happier, more enjoyable life as they become more independent with their own care needs. Remember, good personal hygiene is important to promoting good health.

When assisting with bathing or showering:

- Remember to check water temperature. It should be warm to the touch.
- Wash, rinse, and dry each body part to prevent chilling, exposure, and chapping.
- Inspect skin for signs of injury or changes in condition.
- Use soap sparingly and do not leave in water.
- Provide privacy and warmth for the individual.
- Talk about things of interest to the individual.
- Encourage the individual to do as much as he or she can for him/herself.
- Demonstrate and explain correct bathing or showering procedures.
- Be prepared with all supplies.
- Be sure your hands are washed and clean.

Teach and assist the individual to wash his or her hands and wrists.

Teach and assist the individual to wash and rinse each eye. Begin from the inner corner of one eye (near the nose) and moving to the outer corner of the eye. Repeat this step on the other eye, using a clean corner of the washcloth. Why? Use different ends of the washcloth to prevent the spread of germs from one eye to the other.



Teach and assist the individual to wash and rinse the face, neck, and ears. Use the soap to make suds. Use clean tap water to rinse. Be sure to wash and dry behind the ears. Note: Ask the individual if he or she wants soap or prefers a special cleansing product. Why? Some individuals have sensitive skin.

Teach and assist the individual to wash and rinse one shoulder, underarm, and arm. Why? Beginning near the wrist prevents dripping dirty water (germs) from sitting on already cleaned wrists and hands. Repeat the previous step for the other shoulder, underarm, and arm.

Teach and assist the individual to wash and rinse the chest and stomach. Check under the breasts and any skin folds as you go along.

Repeat previous step for the back. Note: Make sure the skin is completely dry. Remember to teach and assist the individual to dry completely.

Teach and assist the individual to wash and rinse hip and one leg. Repeat previous step for the other hip and leg.

Teach and assist the individual to wash and rinse one foot. Repeat previous step for the other foot. Why? Moisture in the skin folds can result in cracking and the breakdown (infection) of skin. Moisture between the toes can result in cracking and infection.

### **Perineal Care for Males**

Bathing of the genitals (sex organs) and anal (rectum) area of the body is sometimes referred to as the "private parts."

Explain to the individual to hold his penis and wash and rinse the tip. Always wash from the small opening (urethra) where the urine flows, outward or towards the end of the penis. Use a different part of the washcloth for each wipe. Why? To prevent spreading germs (contamination) of the urethral opening.

Teach the individual to wash, rinse, and dry the shaft of the penis. Wash and rinse in the direction of the pubic area. Note: If the individual is not circumcised, be sure the foreskin is pulled back and wash, rinse, and dry the penis. Return the foreskin to its natural position.

Teach the individual to spread his legs and wash, rinse, and dry the scrotum (the two sacks at the base of the penis). Clean between the skin folds in this area and under the scrotum thoroughly.

Teach the individual to wash, rinse, and dry the anal area, moving front to back.



Use a different part of the washcloth for each wipe. Dry area thoroughly. Why? Moisture between skin folds may cause cracking of the skin and skin breakdown.

### **Perineal Care for Females**

Bathing of the genitals (sex organs) and anal (rectum) area of the body, is sometimes referred to as the “private parts.”

Teach the individual to separate the folds of skin in her genitals, called the labia, and using suds and the washcloth, wash with one down stroke the sides of the labia.

Using a different side of the washcloth, wash down the middle of the labia. Rinse from front to back. Note: Always wash from the pubic area (front of the genitals) to the anal area to prevent contaminating the urethral opening (where the urine comes out) with germs or bacteria from the anal area.

Teach the individual to wash and rinse the anal area, moving front to back. Use a different part of the washcloth for each wipe.

### **Providing Oral Care for a Consumer**

Helping your patient with this self care task contributes to overall health as well as comfort. Oral infections can become both painful and dangerous if not treated, and you may be able to detect these infections by careful observation during the regular oral care process.

Under the medicinal care, there are several activities, which an ailing person cannot perform personally. Due to the lack of energy, unconsciousness or physical disability, most of the times patients are not able to perform personal care activities.

This protects the patient’s mouth from getting infected from daily germs and diseases. If the patient is given regular mouth care, then various mouth related problems will not arise, and it will also aid in patient’s quicker recovery.

Oral care procedures are used for patients who are unconscious or who are not able to eat or drink. Keeping the mouth and teeth clean will protect your patient’s oral health and allow quicker recovery by preventing infections from developing. Before you begin, wash your hands and put on a pair of gloves. Greet your patient, and explain what you are going to do in order to allow the patient to assist if they are able.



1. Place a towel over the patient's chest. Raise the head to an angle no greater than 30 degrees.
2. Using a toothbrush, clean the patient's mouth including teeth, gums, and tongue. Be careful to use only a small amount of toothpaste to prevent excess from being swallowed.
3. As you brush the patient's teeth, inspect the mouth for signs of infection such as lesions or abscesses.
4. If the patient is able, allow him or her to take a small amount of water into the mouth and swish to remove remaining toothpaste. Otherwise, you will need to suction saliva and toothpaste from the mouth.
5. Assist your patient back into a comfortable position.

### **Denture Care**

It is important for patients who wear dentures to be diligent with their oral care. Daily brushing is necessary to remove food particles and debris.

### **Cleaning a Denture**

- Fill the sink with water and place a washcloth at the bottom of the sink. Brush the denture over the filled sink. This way, should the denture fall, it will land in the water and not crack.
- Make sure to use cool or room temperature water. Hot water may cause the false teeth or acrylic to warp.
- Gently hold the denture and use a soft bristled tooth brush. Dentures should be brushed with either soap and water or an mild abrasive tooth paste. To avoid scratching or breaking the denture, do not use abrasive chemicals or highly abrasive pastes or hard bristled tooth brushes.
- Once the denture has been brushed clean, soak them overnight in a denture cleanser. These cleansers will remove debris in hard to reach places and freshen the denture by removing odor causing bacteria. Make sure to thoroughly rinse the cleanser off before consumer wears the denture.

Policy reviewed and authorized by the Cherish owners at a formal Board of Directors meeting

Last policy review: 8/22/2023