



# **Advanced Older Adult Personal Care Service Quality Training Course**

20 – 24 June 2027  
Johannesburg

## Advanced Older Adult Personal Care Service Quality Training Course

**Ref:** 1445\_206657 **Date:** 20 – 24 June 2027 **Location:** Johannesburg **Fees:** 4500 Euro

### Overview

Advanced Older Adult Personal Care Service Quality Training Course is a one-week advanced course for elderly-care managers, residential-care supervisors, home-care coordinators, and support teams who leave with an Older Adult Personal Care Service Quality Portfolio. Participants connect dignity, preferences, privacy, consent, care routines, oral and continence support, skin observation boundaries, infection prevention, safeguarding, documentation, escalation, and quality monitoring. Agile Leaders Training Center presents older adult personal care quality through person-centered, non-clinical service coordination.

### Who Should Attend

- Service-management functions responsible for personal-care quality and continuity
- Residential-care functions responsible for routines, privacy, records, and escalation
- Home-care coordination functions responsible for preferences and support plans
- Support-team functions responsible for dignified hygiene assistance
- Quality and safeguarding functions responsible for monitoring and response

The course assumes participants already coordinate or supervise personal-care support and leaves out nursing procedures, wound care, diagnosis, prescribing, and clinical treatment.

### Departments and Industries

The course supports departments and industries that coordinate, deliver, assure, or monitor personal-care and hygiene services for older adults.

- Residential care and assisted-living services
- Home-care and community-support organizations
- Healthcare operations and rehabilitation support
- Social services and safeguarding teams
- Quality and infection-prevention functions

### Learning Objectives

By the end of this course, participants will be able to:



- Apply dignity, privacy, choice, and consent safeguards
- Build person-centered personal-care and hygiene routines
- Analyze skin, oral, continence, and comfort observations
- Use task-based infection-prevention controls
- Prioritize safeguarding, documentation, and escalation actions
- Evaluate personal-care quality and continuity

## **Course Agenda**

### **Day 1: Dignity, Preferences, and Service Boundaries**

- Personal-Care Preference and Identity Profile
- Dignity, Privacy, Choice, and Consent Checklist
- Independence and Supported-Participation Method
- Personal-Care Scope and Clinical-Boundary Map
- Care-Routine Agreement and Review Record

### **Day 2: Daily Hygiene and Comfort Routines**

- Bathing, Dressing, and Grooming Routine Plan
- Oral and Denture Care Support Checklist
- Continence Support and Privacy Sequence
- Skin Comfort Observation and Change Record
- Equipment, Supplies, and Environment Readiness Check

### **Day 3: Infection Prevention and Safe Delivery**

- Task-Based Hand Hygiene Decision Guide
- Glove and Protective-Equipment Risk Assessment
- Clean-to-Soiled Care Sequence Map
- Personal-Care Equipment Cleaning Log
- Exposure, Incident, and Immediate-Response Card

### **Day 4: Safeguarding, Records, and Quality**

- Neglect Indicator and Safeguarding Escalation Matrix
- Personal-Care Diary and Change Documentation Standard
- Care Handoff and Information-Sharing Template
- Feedback, Complaint, and Service-Recovery Workflow
- Personal-Care Quality and Continuity Dashboard



## **Day 5: Personal-Care Quality Practice**

- Exercise: Build a Dignified Personal-Care Routine
- Exercise: Review Hygiene, Equipment, and Infection Controls
- Exercise: Document a Change and Coordinate Escalation
- Exercise: Evaluate Safeguarding and Service Quality
- Capstone Exercise: Older Adult Personal Care Service Quality Portfolio

## **Practical Exercises**

The course uses suggested activities from home care, residential care, community support, rehabilitation, and social-care settings.

- Suggested activity: convert an older adult's preferences, abilities, privacy needs, and support plan into a daily care routine.
- Suggested activity: sequence hygiene support using environment, equipment, hand hygiene, glove, and cleaning controls.
- Suggested activity: record a skin, oral, continence, comfort, or behavior change and choose the correct escalation route.
- Suggested activity: evaluate service records, feedback, safeguarding indicators, continuity, and improvement actions.

## **FAQs**

### **Who suits older adult personal care quality training, and what does it assume?**

Older adult personal care quality training suits professionals who coordinate, supervise, or assure hygiene support. It assumes operational responsibility and leaves nursing procedures, wound care, diagnosis, prescribing, and clinical treatment to qualified professionals.

### **How does older adult personal care quality differ from clinical nursing training?**

Older adult personal care quality focuses on dignity, routines, assistance, observations, infection controls, records, safeguarding, and escalation. Clinical nursing training prepares licensed assessment, procedures, wound care, treatment, and medication practice.

### **How should personal care for older adults protect dignity and privacy?**

Personal care should follow the older adult's wishes and support plan, seek consent, preserve choice, use private settings, encourage independence, explain each step, and document agreed preferences.



## **What infection-prevention controls apply during older-adult hygiene support?**

Infection-prevention controls include task-based hand hygiene, appropriate protective equipment, clean-to-soiled sequencing, safe handling of used items, and cleaning of equipment and surfaces according to service procedures.

## **When should personal-care observations be escalated?**

Observations should be escalated when changes, injury, pain, infection concerns, neglect indicators, repeated refusal, distress, equipment problems, or unmet care-plan needs exceed the worker's role or require professional assessment.

## **Conclusion**

The course connects dignity, personal-care routines, hygiene, observation, infection prevention, safeguarding, records, escalation, and quality monitoring. Participants take back an Older Adult Personal Care Service Quality Portfolio. The portfolio changes how teams agree routines, protect privacy, control infection risks, recognize concerns, document support, and improve service continuity.