

Guidance for Visiting Personal Care Assistants

The care provider company must provide the University [Enabling Team](#) with a list naming all staff who will be providing personal care for their client on site.

The following three elements must be complied with:

- On arrival all personal care assistants must sign the visitor's book at the main reception, which is located in the foyer of the main building. Visitor badges will be issued from here.
- They will also need to state the name of their parent company.
- All carers must carry an agency photo ID card at all times.

Personal care assistants can only gain access to Aston's library and any other restricted area with a visitor badge, agency photo ID card, and when accompanied by a student.

The carer must sign out and return the visitor badge on leaving the campus following each visit.

Facilities

The client's risk assessment as completed by the service provider should be adhered to at all times by the carer in relation to their client's personal care.

On the ground floor of the main building is an accessible toilet with an electric overhead hoist, manual hoist, changing table and wash and dry toilet. There are a number of accessible toilets throughout the campus but they do not have the same facilities.

The carer will need to provide their own disposable gloves and aprons.

The toilets are cleaned on a daily basis but we ask that the carer ensures they leave the toilet clean and tidy following use, using the correct bins provided. Any concerns regarding faulty equipment, hygiene or possible misuse of the toileting facilities need to be reported to [Estates](#).

Emergency Evacuation

Students at Aston who require assistance with evacuation will have a Personal Emergency Evacuation Plan (PEEP) completed in conjunction with the Health and Safety Team and their School.

If the carer is with the client and the alarm goes off they must accompany the student to the nearest waiting zone. If the student is unable to use the telephone or intercom system themselves, the carer will need to do this on their behalf and speak directly to Security and follow their instructions.

Further information regarding the evacuation process can be found on the Health and Safety pages of the website.

Parking

The University is happy to provide free parking for care assistants when they are visiting their client on campus or in their hall of residence. Details of parking can be found [here](#).

The carer must place in the window of their vehicle a letter head from the parent organisation stating that they are on duty visiting a client. Failure to do this will result in the normal parking fines being incurred which are the responsibility of the vehicle owner.

Halls of Residence

The on-campus Halls of Residence are owned by [Unite](#) and you will need to liaise with them regarding access.