



## **Information for Visiting Personal Care Assistants**

The care provider company must provide the Disability and Neurodiversity 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:

1. On arrival all personal care assistants report to the Main Reception, which is located in the foyer of the Main Building.
2. They will also need to state the name of their parent company.
3. 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 their student.

### **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 a changing places room 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 Campus Safety 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 on the [Visit Us](#) page of the university website.

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 Students](#) and you will need to liaise with them regarding access.