STANDARD OPERATING PROCEDURE

Resident Personal Care SOP

Document no.	SOP-SNR-002
Revision	1.0
Owner	Director of Nursing
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To help residents with daily bathing, grooming and dressing safely and respectfully, following their individual care plan and personal preferences.

2. Scope

Applies to routine personal care assistance for residents who need help with bathing, grooming or dressing. Skin wound care and treatment procedures are covered by a separate SOP.

Definitions

Care plan preferences	A resident's documented preferences for personal care, such as preferred bathing time, level of assistance and modesty needs.
Level of assistance	How much help a resident needs with a task, ranging from standby supervision to full physical assistance, as documented in the care plan.
Skin check	A visual check of the resident's skin during care for redness, bruising, breakdown or other changes.

3. Responsibilities

Certified Nursing Assistant (CNA)	Provides bathing, grooming and dressing assistance following the care plan and reports skin or condition changes.
Licensed Nurse (LPN/RN)	Reviews skin check findings, updates the care plan and follows up on any concern reported.
Resident	Communicates preferences and any pain or discomfort during care.

RACI matrix

Activity	Certified Nursing Assistant (CNA)	Licensed Nurse (LPN/RN)	Resident
Review the care plan before providing care	R/A	C	I
Assist with bathing, grooming and dressing	R/A	I	C
Perform and report the skin check	R	A	I
Update the care plan based on	C	R/A	I

Activity	Certified Nursing Assistant (CNA)	Licensed Nurse (LPN/RN)	Resident
observations			

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Resident care plan with personal care preferences
- Bathing and grooming supplies (soap, shampoo, towels)
- Skin check and observation log
- Resident's own clothing and personal items
- Non-slip bath mat and grab bars

Personal protective equipment

- Disposable gloves
- Apron for bathing assistance

5. Procedure

Step	Task	Owner	Done
5.1	**Review the care plan before starting** Check the resident's care plan for their level of assistance needed, preferred routine and any precautions before beginning personal care.	Certified Nursing Assistant (CNA)	☐
5.2	**Knock and explain what you're about to do** Knock and announce yourself before entering, and explain each step of the care you're about to provide before you begin.	Certified Nursing Assistant (CNA)	☐
5.3	**Protect privacy and dignity** Close the door or curtain, and keep the resident covered with a towel or blanket except for the area being washed or dressed. **Checkpoint:** Privacy is maintained throughout the entire care task, not just at the start.	Certified Nursing Assistant (CNA)	☐
5.4	**Prepare the bathing area safely** Check water temperature before use, place a non-slip mat in the tub or shower, and make sure grab bars are accessible. **Warning:** Test water temperature before the resident enters. Water that's too hot can burn fragile skin.	Certified Nursing Assistant (CNA)	☐
5.5	**Assist with bathing according to the care plan** Provide the level of assistance documented in the care plan, letting the resident do as much as they safely can themselves.	Certified Nursing Assistant (CNA)	☐
5.6	**Perform a skin check during care** Visually check the resident's skin for redness, bruising, breakdown or other changes while providing care, paying particular attention to pressure points. **Checkpoint:** A skin check is performed during every bathing assistance and any new finding is reported before the end of the shift.	Certified Nursing Assistant (CNA)	☐
5.7	**Assist with grooming** Assist with hair care, oral care, shaving and nail care according to the resident's preferences and care plan.	Certified Nursing Assistant (CNA)	☐

Step	Task	Owner	Done
5.8	**Assist with dressing** Help the resident choose and put on their own clothing, respecting their preferences, and check that clothing fits properly and is weather-appropriate.	Certified Nursing Assistant (CNA)	☐
5.9	**Watch for pain or discomfort** Watch the resident's face and body language for signs of pain or discomfort during care, and pause or adjust the approach if needed. **Warning:** Stop and reassess if the resident shows signs of pain during a transfer or repositioning.	Certified Nursing Assistant (CNA)	☐
5.10	**Report skin or condition changes** Report any new redness, bruising, skin breakdown or change in condition to the licensed nurse before the end of the shift.	Certified Nursing Assistant (CNA)	☐
5.11	**Follow up on reported findings** Assess any reported skin or condition change, document it, and update the care plan or notify the physician if warranted.	Licensed Nurse (LPN/RN)	☐
5.12	**Document the care provided** Document the personal care provided and the resident's response in the daily care record.	Certified Nursing Assistant (CNA)	☐

6. Quality checks

- Personal care is provided according to each resident's documented level of assistance.
- A skin check is performed and documented during every bathing assistance.
- Privacy and dignity are maintained throughout care, confirmed during observation audits.
- Reported skin or condition changes are followed up by a licensed nurse within the shift.

7. Records

- Daily personal care documentation
- Skin check and observation log
- Care plan updates
- Skin or condition change follow-up notes

8. KPIs

- Skin check documentation completion rate
- Percentage of care plans followed as documented during audits
- Time from a reported skin change to nurse follow-up
- Resident and family satisfaction with personal care

9. Common mistakes

- Skipping the skin check because the resident seems to be doing fine.
- Providing more physical assistance than the care plan calls for instead of encouraging independence.
- Leaving a resident uncovered longer than necessary during care.
- Not reporting a small skin change because it seems minor.

10. Revision history

Revision	Date	Description	Reviewed by

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1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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