

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, California 95814



November 7, 2000

TO: REGIONAL OFFICE MANAGERS
RESIDENTIAL DISTRICT OFFICE MANAGERS

FROM: MARTHA LOPEZ, Deputy Director
Community Care Licensing Division

A handwritten signature in cursive script that reads "Martha Lopez".

SUBJECT: **STORAGE OF PERSONAL GROOMING/HYGIENE ITEMS BY
RESIDENTS IN RESIDENTIAL CARE FACILITIES FOR THE ELDERLY**

This memo provides clarification on storage of personal grooming and hygiene items by residents with dementia in Residential Care Facilities for the Elderly (RCFEs).

RCFE regulation Section 87724 (a)(5)(D) requires licensees to ensure the inaccessibility of "all toxic substances." From time to time, issues have been raised about whether residents can handle the storage of their own personal grooming and hygiene items, such as: liquid soap, shampoo, mouthwash, toothpaste, deodorant, perfume, and fingernail polish. This memo clarifies that the intent of the regulation is not to deny residents access to their own personal grooming and hygiene products.

Residents should be allowed access to personal grooming and hygiene items unless there is evidence to substantiate that the resident cannot safely manage the products. Evidence could include documentation from the physician that the resident is at risk if allowed direct access to personal grooming products. The Licensing Program Analyst may require the licensee to have a resident reassessed for their ability to safely access personal grooming/hygiene items if incident reports, review of facility notes, or resident observation indicates the need.

The licensee is responsible for ensuring ongoing assessment of all residents' supervision requirements. This is especially important when caring for cognitively impaired residents, whether or not they have dementia diagnoses.

This information will be incorporated into the Evaluator Manual in the near future. If you have any questions regarding this policy, please contact Mark Sticklin at (916) 324-4075.