

Dignity and Respect Policy

CM17

Date Written	
Author(s)	
Version	
Date Signed Off	
Reviewed by	

Date: []

Review Data

Initial Production

Name	Role/Department	RACI	Date

R = Responsible for writing the policy; A = Accountable; C = Consulted; I = Informed

Change History

Version	Date	Details of Change	Author

Emergency Contact Details

Name	Email	Mobile

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 10: Dignity and respect	Service users must be treated with dignity and respect.

Key Lines of Enquiry

KLOE	How this applies to Dignity and Respect
Caring	It is only by ensuring we always treat people with dignity and respect that we can provide a caring service.
Responsive	Dignity and respect involves being responsive to the individual needs of each service user.

Related Documents

This policy should be read in conjunction with our:

- HR04 - Code of Conduct For Workers Policy
- CQ05 - Meeting Needs Policy
- HR16 - Professional Boundaries Policy
- CQ01 - Quality Assurance Policy

Policy Statement



Policy Aims

This Dignity and Respect Policy sets out Careville Ltd's commitment to treating all people with equality and valuing the diversity of all. To ensure that staff employed by Careville Ltd treat service users, the public and colleagues with dignity and respect, the company advocates a culture of care that respects the privacy, dignity, culture and individuality of all patients under its care and staff.

Ensuring privacy and dignity is fundamental within our core values and governance strategy.

The Human Rights Act 1998 gives legal effect in the UK to the fundamental rights and freedoms contained in the European Convention on Human Rights. These rights not only impact matters of life and death, they also affect the rights you have in your everyday life: what you can say and do, your beliefs, your right to a fair trial and other similar basic entitlements. You have the responsibility to respect other people's rights, and they must respect yours.

Part of dignity and respect is confidentiality. Careville Ltd's policy on confidentiality should be read in conjunction with this policy



Key Question: What is the protocol for entering the Service User's home?

Prior to entering the premises of a service user, care workers must knock, speak through the door, and wait for permission to enter. Entry without permission is only acceptable in a clear emergency, where there are concerns regarding the safety of the client, or where this has been approved in advance, and is incorporated into the service user's Care Plan.

Where the service user is deaf, or otherwise incapable of indicating their willingness to, and acceptance of, the care worker's entry, then some other approach must be agreed and adopted at the time the service begins.

Personal Care Needs

Personal care needs can arise because of age or level of ability and usually involve toileting and medication. The agency and its staff will respect the service user's wish for privacy and the preservation of dignity at all times.

In each case:

- The care worker must be made aware of the nature of the care needs;
- The views of the service user on support and assistance will take precedence, unless otherwise explicitly stated in the Care Plan or concerns arise in relation to health and safety;
- The service user will have an individual care plan drawn up with details of the personal care needs and how these are to be addressed;
- If appropriate, written instructions from a professional person as to the nature of the care required may be obtained;
- When accompanying a client to the toilet, assisting with bathing, dressing or other intimate tasks, care staff must endeavour to maintain a client's dignity and privacy, only undertaking those tasks that the service user is clearly unable to do;
- Wherever possible the client's wishes will be respected concerning the sex of the care worker assigned, (in particular where a Genuine Occupational Requirement is evident) when intimate care is to be provided, although there is no automatic reason why a client should raise concerns about a care worker of the opposite gender.



Key Question: How do I promote Privacy and Dignity?

The agency recognizes that most interactions between care workers and their clients demonstrate some form of dependence upon the care worker, and therefore obligations exist to ensure that a code of conduct is observed which ensures that all actions undertaken:

- are with the express wish of the client;
- are conducted in such a way that the client does not feel undervalued or inadequate;
- protect privacy and dignity;
- promote respect between the care worker and the client.

Without limiting the extent of the code of conduct in any way, such protection must be observed in relation to some of the more common activities associated with domiciliary care, such as: -

- Dressing and undressing;
- Bathing, washing, shaving and oral hygiene;
- Toilets and continence requirements;
- Medication requirements and other health related activities;
- Manual handling;
- Eating and meals;
- Handling personal possessions and documents;
- Entering the home, room, bathroom, or toilet.

Rights of Service Users

Careville Ltd will ensure that the rights of clients are respected at all times. Specific attention is drawn to the following list of rights, which are to be observed at all times. Service users have the right to:

- Have their needs properly assessed, and to have those needs met on a consistent basis, and to a defined level of quality;
- Receive written information about the care they are receiving, together with its cost;
- Exercise an appropriate degree of control over their lives;
- Make informed choices and to take decisions;
- Make a complaint about any aspect of the service they are receiving;
- Receive care, attention, and services on an equal basis with all others;
- Be protected from any abuse or conduct which is detrimental to their wellbeing and health;
- Privacy;
- Be treated in a manner which promotes dignity, wellbeing and understanding.

Careville Ltd will make every effort to ensure that the rights defined above are met on a consistent basis, that staff receive adequate training, in, for example, Protection of Vulnerable Adults, (POVA), and will include representative "Quality Statements" in its Quality Assurance Programme.

Careville Ltd will ensure that the rights of clients are respected at all times. Specific attention is drawn to the following list of rights, which are to be observed at all times.



Key Points to Take Away

Careville Ltd and its staff will respect and protect all confidential information concerning its service users, at all time Prior to entering the premises of a service user, care workers must knock, speak through the door, and wait for permission to enter. Entry without permission is only acceptable in a clear emergency, Careville Ltd will ensure that the rights of clients are respected at all time

Policy Review

A Director will review this policy at least once a year to make any updates needed.

Authorisation and Signature

This Policy is the authorised version agreed by the Directors of Careville Ltd. All employees are expected to follow this policy and failure to do so could result in disciplinary action.

Director's Signature

Director