



Dignity, Respect & Privacy for the people we support
Policy and Procedure

Notice to employees using a paper copy of this policy
The company Policies folder on the shared drive holds the most recent version of this document and all employees must ensure that they are using the most recent guidance.

Document Control

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Dignity, Respect and privacy

Aim

This policy is intended to set out the values, principles and policies underpinning Libertatem Healthcare's approach to dignity and respect. Libertatem Healthcare believes that respect and privacy is an absolute right of every person we support and is an integral factor in the preservation of each individual's personal dignity.

Scope

This policy applies to all staff, service users, visitors, volunteers and contractors without exception. All staff are responsible for ensuring that they work within the remit of this policy and in the manner in which they have been trained.

Responsibilities

Responsibility for the implementation, monitoring and review of this policy lies with the Directors and the Registered Manager.

They will also review relevant incident reports, looking out for any trends or patterns that may indicate improvement action needs to be taken and provide guidance and support as required.

Healthcare Coordinators and Clinical Nurse team will ensure

- that this policy is operated throughout the organisation at all times
- That all complaints about privacy and dignity or lack of respect, are logged and investigated as per company policy.
- Communicate this policy to employees and agency staff.
- Ensure that all mandatory training is assigned to support staff and undertaken in line Libertatem Healthcare Group training policy.

Support workers duties will ensure

- they involve service users in their own care wherever possible, consulting them, providing adequate information to enable them to make informed decisions and respecting their decisions wherever appropriate.
- they respect service users' privacy and dignity at all times, especially when performing personal care tasks, and treat service users with sensitivity, respect and thoughtfulness. Ensure that the people we support are never neglected or left in undignified situations.
- they knock before entering a service user's home and always address service users by the title or name that they prefer.
- they allow service users to do things for themselves whenever appropriate and maintain their independence wherever possible.
- keep information about service users confidential and never discuss private or personal issues with a service user in public or gossip about service users.
- that they communicate at all times with the people we support in a respectful manner

- they will deliver care to each individual that shows care, compassion and empathy

Policy

At Libertatem Healthcare Group we believe that every person we support has:-

- The right to privacy and this will be respected at all times.
- To be placed at the very centre of the assessment, planning and delivery of care and we will discuss all of their support options with them
- The autonomy to make their own decisions and to be supported and respected at all times. This includes ensuring that we provide information to enable the person we support to make choices and decisions, respectful of the individual's right to take informed risk, whilst balancing the need for safety.
- The right to expect their privacy and dignity to be maintained by all staff.

We will ensure that the privacy, dignity, independence and human rights of people who use our services will be supported by ensuring that:

- clear procedures are in place, which are followed in practice, monitored and reviewed, that ensure staff understand the concepts of privacy, dignity, independence and human rights and how they should be applied to the people who use the service
- staff actively listen to people we support, their families and representatives, involving them and including them in decision-making wherever possible
- staff recognise, respect and value the diversity and human rights of people who use our services, including the person's social and cultural diversity, values and beliefs that may influence their decisions and how they want to receive care, treatment and support
- staff cooperate with independent advocacy services wherever a person who uses our services uses one
- staff have access to appropriate training.
- where a service user is suspected of having limited capacity to exercise choice and autonomy they will be assessed and supported following the guidance and direction provided within the Mental Capacity Act 2005
- Best interest documentation will be completed and utilised to help support staff in implementing care and support in line with the recommendations from the Mental Capacity Act 2005
- staff will respect the privacy and property of the people we support, always knocking on the door before entering persons house or room. They will treat each individual with dignity and respect at all times and will address service users in the manner that they prefer, such as Mrs/Mr/Miss and surname or by their first name or nickname.
- The privacy of the people we support is crucial. All records and personal information will be respected at all times by staff, and the people we support are entitled to expect confidentiality in all matters.

- Every person we support will be consulted on any matter or activity that may impinge upon their care in any way, and will have their wishes respected.
- Every aspect of a person's culture, religious practices, faith and beliefs will be respected by staff.