

Title of Document	Dignity & Care Standards		
Name of Department	Quality		

What type of document is this?	Policy	This sets out instructions for how a particular procedure in Helping Hands is to be routinely carried out	
Which Helping Hands POL/SOP/W.I does this document relate to?		Reference number of POL/SOP/W.I	

Which Operational Priority/Priorities does this document link to?	Governance Framework	Superior Client Care		

Custodian of document	Quality Director	Committee/Group responsible for this document	Policy Committee	
Approval date and committee chairperson signature	29.08.24	When is its next scheduled review?	29.08.27	

Who does it apply to?	All Helping Hands staff				
	Does it apply to bank workers?	Yes	Does it apply to agency staff?	Yes	Does it apply to third party contractors?

Purpose of the Policy	The purpose of the policy is to set out the values and principles underpinning Helping Hands approach to privacy and dignity in line with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Regulation 9 Person Centred Care and Regulation 10 Dignity and Respect.				
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1.0 Policy Statement

Privacy and Dignity are person-centred values that all care workers should be familiar with when performing their day-to-day practice. This policy sets out the values and principles underpinning Helping Hands approach to privacy and dignity. Privacy is an absolute right of every person and is integral to the preservation of everyone's personal dignity. These are important aspects of providing high quality care. It involves working with care and compassion, not making assumptions about how the customer wants to be treated. Customers should feel safe and comfortable, by recognising in the support plan the customers preferences.

Customers must not be discriminated against in any way, the protected characteristics of age, disability, sex, gender reassignment, pregnancy and maternity status, race, religion or belief and sexual orientation. This means our customers should not be discriminated against, harassed or victimised because of these characteristics.

Helping Hands will work in collaboration with all legal and caring agencies to uphold these rights. Our approach ensures compliance with Regulation 9: Person-centred Care and Regulation 10: Dignity and Respect of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

2.0 Person-Centred Care

This is the holistic approach to care that places the individual at the heart of the care process. It emphasizes tailoring care to the unique needs, preferences, values and circumstances of each person.

Core Principles of Person-Centred Care:

- 2.1 Individuality- recognizing and respecting that every customer is unique with their own preferences, needs and life history. Support plans should be tailored to reflect these individual characteristics.
- 2.2 Dignity, Respect and Compassion-ensuring that care is delivered in a way that respect the person dignity shows compassion and is sensitive to their needs.
- 2.3 Choice and Autonomy-empowering individuals to make informed decisions about their own care. This involves offering choices and respecting those choices, even when they differ from the opinions of ourselves or others.

3.0 Privacy in Care and Support

Privacy meaning in care: the right to keep important aspects of oneself private. Our customers privacy should be maintained in their personal space and their confidentiality maintained. All customers:

- 3.1 Privacy needs and expectations should be identified, recorded and met as far as is reasonably possible in the support plan.
- 3.2 Privacy should be maintained when supporting personal care.
- 3.3 Are entitled to expect confidentiality in all matters and for their permission to be obtained whenever private information needs to be made available to others (excepting that information necessary to staff to provide proper care).
- 3.4 Information should only be shared on a need-to-know basis and having the customers consent or best interest decision if sharing with others.
- 3.5 Are entitled to expect space, privacy and independence.
- 3.6 Privacy in care means showing respect for customers personal space and boundaries, for example when cleaning, respecting their possessions and space.
- 3.7 Should be asked for permission before moving or using any items in their home.
- 3.8 Privacy must be always maintained including when asleep or when lacking capacity.
- 3.9 Relationships with their visitors, carer, friends and family or relevant other persons should be respected and privacy maintained as far as reasonably practicable when they are visiting.

4.0 Dignity in Care and Support

Dignity meaning in care: focusing on the value of every individual. Maintaining Dignity means being respectful with treatment, ensuring choice, being sensitive to cultural needs. All people receiving care should:

- 4.1 Be treated with dignity when being helped with dressing, bathing, feeding, incontinence and all other personal care needs.
- 4.2 Be addressed in the manner that they choose.

- 4.3 Be respected for their individuality, their views and the way in which they are accustomed to conduct their lives.
- 4.4 Be consulted on any matter or activity, which may impinge upon their life within the home in any way, and to have their wishes respected.
- 4.5 Retain all the rights enjoyed by individuals remaining in their own homes within the community.
- 4.6 Be entitled to have their own culture, religious practices and beliefs observed and always respected.
- 4.7 Should be asked for permission before touching in any way.
- 4.8 If your customer needs support to use the toilet, they should not have to wait or be left too long for your return.
- 4.9 Customers should be fully involved in decisions that affect their care including personal decisions such as what to eat or what to wear, what time to go to bed.
- 4.10 Be able to make their own choices, these can only be made if customers have information and know their options so that they can make an informed choice.
- 4.11 Customers choices are shaped by the customers background, values, culture, religion or other beliefs, education or past experiences.

Staff should remember the following:

- Always treat people receiving care with sensitivity, respect and thoughtfulness.
- Always knock before entering a person's accommodation.
- Always address people receiving care by the title or name that they prefer.
- Always treat people receiving care as individuals.
- Allow people receiving care to do things for themselves whenever appropriate.
- Never gossip about people receiving care.
- Never discuss private or personal issues with a person receiving care in public spaces without their agreement.
- Avoid the use of patronising or insulting language.

- Give appropriate room and space to people receiving care.
- Always treat people receiving care in dignified and sensitive way when performing intimate care tasks and maintaining privacy.
- Always maintain confidentiality to those receiving care and support.
- Always be considerate to the needs of your customer.
- Always give the customer choices.
- Always support independence of the customer.
- Ensure timely support such as when a customer is in pain, unwell or distressed.
- Always respect the customers personal preferences, lifestyle and care choices.
- Ensure all care meets the customers needs including End-of-Life care.

TRAINING

Is training required?	Yes
Details of training	<p>All staff must understand and follow the policy on Privacy and Dignity Care Standards</p> <p>Induction training on privacy and dignity has been developed in line with the Care Certificate standards, particularly Standard 7: Privacy and Dignity.</p>

COMPLIANCE

How is compliance with the POL going to be monitored	<p>Ensuring compliance with local care teams through one to ones / supervision, observations and competency.</p> <p>Internal audits conducted by the Quality team in line with policy.</p>
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EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION

	Positive / Negative / N/A	Comments
Does the document have a positive or negative impact on one group of people over another on the basis of their:		
• age?	Positive	
• disability?	Positive	
• gender reassignment?	Positive	
• pregnancy and maternity (which includes breastfeeding)?	Positive	
• race (including nationality, ethnic or national origins or colour)?	Positive	
• marriage or civil partnership?	Positive	
• religion or belief?	Positive	

• sex?	Positive	
• sexual orientation?	Positive	
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?	N/A	Positive impact identified, customers should not be discriminated against harassed or victimised based on certain characteristics known as 'protected characteristics'.
If the impact on one of the above groups is likely to be negative:		
• Can the impact be avoided?	N/A	
• What alternatives are there to achieving the document's aim without the impact?	N/A	
• Can the impact be reduced by taking different action?	N/A	
• Is there an impact on staff, client or someone else's privacy?	N/A	<i>If yes, privacy impact assessment required</i>

What was the previous version number of this document?	N/A	
Changes since previous version	This is a new Policy	
Who was involved in developing/reviewing /amending the POL?	Clinical Manager Quality Development Lead	
How confidential is this document?	Public	Can be shared freely within and outside of Helping Hands

References	Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Care Quality Commission (Registration) Regulations 2009 Regulation 9 Person Centred Care Regulation 10 Dignity and respect Care Certificate Data Protection Act Equality Act 2010
Associated Documents	Access Care Planning Support Plan