

*July 2017*

# Dignity and Respect Policy

Live  Care

Date Written	13.07.2017
Author(s)	Registered manager
Version	2.0
Date Signed Off	19/07/2017
Reviewed by	

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# Review Data

## Initial Production

Name	Role/Department	RACI	Date
Registered manager	Registered Manager	RA	13.07.2017
Registered manager	Registered Manager	RA	04.12.2017

R = Responsible for document production; A = Accountable; C = Consulted; I = Informed

## Change History

Version	Date	Details of Change	Author
2.0	03.07.2017	Re-write and re-structure of original policy in line with most recent legislative updates.	Registered manager

## Emergency Contact Details

Name	Email	Mobile
Registered manager	fran@livein.care	

## CQC Fundamental Standards

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

## Key Lines of Enquiry

KLOE	How this applies to Dignity and Respect
Caring	This Dignity and Respect policy is an aspect of 'Caring' due to our commitment to ensure that the rights of Clients are respected <b>at all times</b> .

## Related Documents

This policy should be read in conjunction with our:

- [Confidentiality Policy](#)
- [Quality Assurance Policy](#)

## Policy Statement

### Policy Aims

- This Dignity and Respect Policy sets out Living Carers Ltd's commitment to treating all people with equality and valuing the diversity of all.
- To ensure Living Carers Ltd treats Clients, 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. Living Carers Ltd's policy on confidentiality should be read in conjunction with this policy.

### Key Question: What is the protocol for entering the Client's home?

Prior to entering the premises of a Client, 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 Client's Care Plan.

Where the Client 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. Living Carers Ltd and its staff will respect the Client'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 Client 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 Client 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 Client 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?

Living Carers Ltd recognises 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 live-in 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 Clients

Living Carers 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**.

Clients 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.

Living Carers 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.

## Key Points to Take Away

Living Carers Ltd and its staff will respect and protect all confidential information concerning its Clients, at all times

Prior to entering the premises of a Client, care workers must knock, speak through the door, and wait for permission to enter. Entry without permission is only acceptable in a clear emergency,

Living Carers Ltd will ensure that the rights of Clients are respected at all times

## Policy Review

This policy will be reviewed by the Registered Manager at least annually to make any updates and amendments necessary to ensure the policy conforms to current legislation, reflects current practice and expectations.

## Authorisation and Signature

This Policy is the official and authorised version agreed by the Directors of Living Carers Ltd. All employees are expected to work in accordance with this policy and failure to comply with this policy could result in disciplinary action.

## Registered Manager

04.12.2017