

Dignity and Respect Policy

Introduction

Quality statements are the commitments that providers, commissioners and system leaders should live up to. Expressed as 'we statements', they show what is needed to deliver high-quality, person-centred care.

When they refer to 'people' we mean people who use services, their families, friends and unpaid carers. This includes:

- people with protected equality characteristics
- those most likely to have a poorer experience of care or experience inequalities.

Elizabeth Finn Homes (EFH) will commit to the following quality statements for:

Safeguarding

We work with people to understand what being safe means to them as well as with our partners on the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. We make sure we share concerns quickly and appropriately.

Involving people to manage risks

We work with people to understand and manage risks by thinking holistically so that care meets their needs in a way that is safe and supportive and enables them to do the things that matter to them.

Safe and effective staffing

We make sure there are enough qualified, skilled and experienced people, who receive effective support, supervision and development. They work together effectively to provide safe care that meets people's individual needs.

Assessing needs

We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, well-being and communication needs with them.

Delivering evidence-based care and treatment

We plan and deliver people's care and treatment with them, including what is important and matters to them. We do this in line with legislation and current evidence-based good practice and standards.

Supporting people to live healthier lives

We support people to manage their health and well-being so they can maximise their independence, choice and control. We support them to live healthier lives and where possible, reduce their future needs for care and support.

Consent to care and treatment

We tell people about their rights around consent and respect these when we deliver person-centred care and treatment.

Kindness, compassion and dignity

We always treat people with kindness, empathy and compassion and we respect their privacy and dignity. We treat colleagues from other organisations with kindness and respect.

Treating people as individuals

We treat people as individuals and make sure their care, support and treatment meets their needs and preferences. We take account of their strengths, abilities, aspirations, culture and unique backgrounds and protected characteristics.

Independence, choice and control

We promote people's independence, so they know their rights and have choice and control over their own care, treatment and well-being.

Responding to people's immediate needs

We listen to and understand people's needs, views and wishes. We respond to these in that moment and will act to minimise any discomfort, concern or distress.

Workforce well-being and enablement

We care about and promote the well-being of our staff, and we support and enable them to always deliver person-centred care.

Person-centred care

We make sure people are at the centre of their care and treatment choices and we decide, in partnership with them, how to respond to any relevant changes in their needs.

Listening to and involving people

We make it easy for people to share feedback and ideas or raise complaints about their care, treatment and support. We involve them in decisions about their care and tell them what's changed as a result.

Planning for the future

We support people to plan for important life changes, so they can have enough time to make informed decisions about their future, including at the end of their life.

Shared direction and culture

We have a shared vision, strategy and culture. This is based on transparency, equity, equality and human rights, diversity and inclusion, engagement, and understanding challenges and the needs of people and our communities in order to meet these.

Capable, compassionate and inclusive leaders

We have inclusive leaders at all levels who understand the context in which we deliver care, treatment and support and embody the culture and values of their workforce and organisation. They have the skills, knowledge, experience and credibility to lead effectively. They do so with integrity, openness and honesty.

Governance, management and sustainability

We have clear responsibilities, roles, systems of accountability and good governance. We use these to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.

Scope

This document outlines the policy of EFH for ensuring that the dignity and respect of residents are maintained at all times, as well as the people we interact with on a daily basis.

This policy and procedure are provided for the regulated activity of accommodation for persons who require nursing or personal care.

Equality Statement

EFH is committed to equal rights and the promotion of choice, person-centred care and the promotion of independence. This policy demonstrates our commitment to creating a positive culture of respect for all individuals. The intention is, as required by the Equality Act 2010, to identify, remove or minimise discriminatory practice in the nine named protected characteristics of age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief, and marriage and civil partnership. It is also intended to reflect the Human Rights Act 1998 to promote positive practice and value the diversity of all individuals.

Policy Statement

When residents receive care, EFH requires staff to treat residents with dignity and respect, as well as in a caring and compassionate way.

- Residents and family have a right to privacy, dignity and respect.
- Personal space must be respected and protected.
- Disturbances and interruptions to people during personal care should be minimised.
- The privacy, dignity and respect of residents should be maintained at all times, through the effective use of private rooms, curtains, screens, blankets and appropriate clothing during intimate personal care.
- We enable choice of foods, e.g. ethnic/religious choices, vegetarian/vegan.
- Staff are personally accountable for ensuring that they promote and protect the health and well-being of residents.
- Staff should recognise and prevent any barriers to access and support because of stereotyping, or stigma, associated with a protected characteristic.
- Staff ensure that all the residents are valued and do not experience any negative or offensive behaviour.
- Staff and the organisation positively promote equality and diversity.
- The preferred name which the residents wish to be known by will be determined, recorded and used.
- Staff should be easily identified by residents by the use of an agreed uniform and name badge where this is organisational policy.
- Staff should be aware of the possible negative effect of nonverbal communication/body language and gestures.
- Staff should be aware of the needs of residents for whom English is not their first language.
- Staff must support residents in line with the Accessible Information Standard Policy.

EFH, as a provider of a regulated activity, aims to be fully compliant with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, including Regulation 10: Dignity and respect.

CQC guidance to meet this Regulation states, 'providers must make sure that they provide care and treatment in a way that ensures people's dignity and treats them with respect at all times. This includes making sure that people have privacy when they need and want it, treating them as equals and providing any support they might need to be autonomous, independent and involved in their local community.'

We are committed to the delivery of a quality service that ensures and maintains the dignity and respect of residents and their families at all times.

EFH will achieve this through having in place training, policies and procedures, staff supervision, competency assessment, management structure and lines of responsibility to ensure a safe, effective, responsive, caring and well-led service delivery so that all of our residents and their family receive support with dignity and respect at all times.

The policy needs to be read alongside the Equality & Diversity Policy and Person-Centred Care and Outcomes Based Care. In addition, as adult social care workers, our staff must comply with the standards detailed within the Skills for Care 'Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England' and all staff must familiarise themselves with this Code of Conduct.

'The Code describes the standards of conduct, behaviour and attitude that the public and people who use health and care services should expect. You are responsible for, and have a duty of care to ensure that your conduct does not fall below the standards detailed in the Code. Nothing that you do, or omit to do, should harm the safety and wellbeing of people who use health and care services, and the public.'

Under this code, as an adult social care worker in England staff must, 'promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times.'

By following the guidance staff can be assured that they are providing safe and compassionate care of a high standard, and have the confidence to challenge others who are not.

The Policy

It is the policy of EFH to treat all people with dignity and respect including:

- Residents
- Family members
- Staff
- Managers
- Professionals
- Members of the community

When residents receive care, EFH requires staff to always treat them with dignity and respect, as well as in a caring and compassionate way.

All staff are required to read and comply with this policy, and any breach of the policy may be deemed as gross misconduct and be managed under EFH disciplinary policies.

Staff must respect people's personal preferences, lifestyle and care choices.

Privacy and Dignity

Under the Human Rights Act (1998), we are all entitled to a private life wherever we live, with privacy defined as, 'freedom from intrusion and embarrassment and relates to all information and practice that is personal or sensitive in nature to an individual. Privacy is a key principle, which underpins human dignity, and remains a basic human right and the reasonable expectation of every person,' Human Rights Act, 1998.

Dignity 'is concerned with how people feel, think and behave in relation to the worth or value of themselves and others. To treat someone with dignity is to treat them as being of worth, in a way that is respectful of them as valued individuals, being of equal value and worth irrespective of differences such as age, race, culture, gender, sexual orientation, social background, health or marital status, disability, religion or political conviction,' NHS PIN Policy – Dignity at Work.

Respecting privacy is fundamental when considering residents' dignity. In surveys, many people who use services put privacy as their second most important requirement, after safety.

- Staff must protect the bodily privacy of residents as any loss of this protection is an automatic attack on their dignity. This will be achieved through the effective use of private rooms, curtains, screens, blankets and appropriate clothing during intimate personal care.
- Disturbances and interruptions to people during personal care should be minimised at all times, as this too can impact on the resident's feeling of dignity.
- Staff must respect that residents' right to privacy includes the right to be alone and to be quiet, and to have private feelings, which are not necessarily explained.
- When information about residents has to be passed from staff to a manager, or between staff, it will always be treated with respect. In addition, all reasonable efforts should be made to make sure that discussions about care treatment and support only take place where they cannot be overheard.

We recognise the importance of the privacy of residents' relationships and attachments by providing space so that residents can continue to meet, talk to and communicate with friends and partners in private. The right to private contact also includes post, phone calls, email and other web-based communication – through social media, for example.

As EFH we are committed to ensuring residents' confidentiality and privacy regarding data. Please refer to our Data Protection and GDPR Policy.

It should be noted that not every situation is clear-cut, and staff should discuss with their line manager situations which need a balanced judgement between:

- Solitude and social isolation,
- Confidence, disclosure and safeguarding,
- The right to private relationships, and
- Safety and intrusion.

If any form of surveillance is used for any purpose, we will make sure this is in the best interests of residents and will conduct a 'privacy impact assessment' to ensure all privacy issues are identified and the means of addressing them. Please refer to our policy - CCTV and Hidden Cameras.

Respect

Respect 'is positive regard shown to a person as a human being as an individual, by others, and demonstrated as courtesy, good communication, taking time and equal access,' NHS Spiritual Care Policy, 2009.

Personalised Care

The provision of personalised care is fundamental for ensuring the dignity and respect of residents is met as it enables residents to identify their goals and develop a sense of control. Key to this is the process of assessment of needs and the development of a personalised care plan. Please also refer to our policy Person-Centred Care and Outcomes Based Care, through which we will use strength based assessment to ensure that each resident is able to maintain or develop their independence. A person's dignity is supported by care that is tailored to their individual, personal needs.

To promote personalised care we will also ensure that residents are:

- Supported to choose their own clothing to reflect their individuality and preference.
- Provided with meals and food choices that reflect their choice and any cultural preferences.
- Consulted about their preferred form of address.
- Consulted about preferences about who delivers their care, such as requesting staff of a specified gender. Where, due to staffing issues or other reasons, we are unable to comply with specific requests, we will discuss the reasons and any alternatives which may be available with the resident.
- Not discriminated against in any way and we will take account of protected characteristics, set out in the Equality Act 2010; these characteristics are age, disability, gender, gender reassignment, pregnancy and maternity status, race, religion or belief and sexual orientation.
- Supported to take positive risks where these have been identified within the assessment and developed within the care plan to support the resident's well-being and self-worth.
- Supported to maintain relationships that are important to them while they are receiving care.
- Supported with communication needs. Staff must be respectful and use the most suitable means of communication appropriate to the resident's needs. Please refer to the Accessible Information Standard Policy.
- Supported to engage in meaningful activities, i.e. not random or inappropriate for the age, culture, level of intelligence or experience of the residents. Activities should relate to the known strengths, skills and interests of participants, and be developed in collaboration with them.
- Supported to feel their dignity is respected by their care being delivered with human warmth, kindness, and empathy. Residents must never feel that they are objects, a burden or numbers.

End-of-Life Care

Staff, particularly those working with older people, need to be prepared to support people who are dying. Training around death and bereavement will be provided as well as how to deliver compassionate and dignified end-of life-care. The well-being of staff working in end-of-life care will also be supported. Please see End of Life Policy.

Management

Staff will be trained at induction and annual training updates to ensure residents' dignity and respect is maintained at all times. Scenarios will be used to help staff understand the kind of situations which may lead to residents feeling neglected or left in undignified situations. It is these circumstances which may lead to complaints or safeguarding referrals because people have not had their dignity and respect upheld or have not been treated with compassion or kindness.

Supervisions and spot checks will be used to assess staff competency in ensuring residents' dignity and respect is being maintained. Where staff are identified as lacking competence or performing below agreed and accepted standards then performance management will be put in place which may include additional:

- Training
- Supervision
- Mentorship and coaching
- Disciplinary action

We are aware that issues of privacy and dignity could be relevant if the resident is from a different culture or background to the care worker. We will make our staff alert to points of cultural or background difference that they may encounter, and we will encourage our residents to draw to our attention any particular matter of which we should be aware.

The Dignity Champion will support staff within the service and work with them on our principles which promote dignity, respect and privacy. An outline of the role, purpose and duties of the Dignity Champion can be found on The National Dignity Council's website alongside resources to support the Dignity Champions in their role.

Mental Capacity Act 2005

Residents who lack capacity under the Mental Capacity Act 2005 will need additional support from family, advocates and/or powers of attorney and this will be arranged to provide support during the assessment process. Where appropriate, best interests decisions will be agreed to support the resident in line with input from their advocates, family or powers of attorney. Please refer to the Mental Capacity Act 2005 and DoLS Policy.

It is important for staff to understand that remembering your life history is an important part of your identity. Where residents are at risk of losing their personal story, treating them with dignity involves supporting them in maintaining and celebrating it.

Training

Care staff are provided with an awareness of our EFH commitment to Privacy and Dignity at all suitable stages of their employment from induction onwards.

Seeking Feedback about

EFH will seek feedback from people, families, staff, involved professionals and volunteers about their experiences of Privacy and Dignity where it is appropriate to do so. We will seek feedback in person during conversations and via surveys and meetings. We will respond to feedback and tell people about changes and improvements we make as a result of their feedback.

References

<https://www.gov.uk/guidance/equality-act-2010-guidance>

EFH Dignity and Respect Policy

<https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-10-dignity-respect>

<https://www.dignityincare.org.uk/>

<https://www.scie.org.uk/dignity/care>

Review date	Next Review Date
May 2024	May 2027