

Axis Recruitment Ltd

Policy Title	Dignity and Respect
CQC KLOE Reference	Caring

Policy

Regulation 10 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 states:

10.—(1) Service users must be treated with dignity and respect.

(2) Without limiting paragraph (1), the things which a registered person is required to do to comply with paragraph (1) include in particular—

(a) ensuring the privacy of the service user;

(b) supporting the autonomy, independence and involvement in the community of the service user;

(c) having due regard to any relevant protected characteristics (as defined in section 149(7) of the Equality Act 2010) of the service user.

The Agency will ensure that the way in which its affairs are conducted, and the compassionate care it delivers to each and every Client, reflects very best practice towards establishing relationships which are founded in respect for one another, and the right to have privacy and dignity recognised and maintained.

Procedure

Code of Practice housed by Skills for Care

The Agency ensures that all care workers employed are supplied with a personal copy of the Code of Practice, originally published by the General Social Care Council, for social care workers, and that they abide by this code.

Para 1.4 of the code states that social care workers must protect the rights and promote interests by “Respecting and maintaining the dignity and privacy of service users”.

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Confidentiality

The Agency's formal statement on confidentiality states that:

The Agency and its staff will respect and protect all confidential information concerning its Clients, at all times. All Clients will be provided with the Agency's statement on confidentiality, which outlines the obligations placed upon the Agency to safeguard confidential information, the circumstances whereby the Agency may disclose confidential information, the circumstances where express consent is required and the Client's right to object to any disclosure.

The Agency's care staff are also given a copy of this statement. Any failure to observe the principles outlined will lead to disciplinary action which, in more serious or repeated cases, may lead to the employee's dismissal.

Entering Premises

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 situation, 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 Personal 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. The Agency and its staff will respect the Client's wish for privacy and the preservation of dignity at all times.

In each case:

- The Client will always be addressed in the manner they have indicated they prefer;
- 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 Personal 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.

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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.

Promotion of Privacy and Dignity

The Agency recognises that most interactions between care workers and their Clients demonstrate some form of dependence upon the care worker, and obligations exist therefore 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, regardless of their level of understanding or ability to express their views;
- protect privacy and dignity, even when the Client is asleep or unconscious;
- 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.

Clients' Rights

The Agency 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 discussions about their care, treatment and support only taking place where they cannot be overheard by people for whom they were not intended;
- Have their needs properly assessed, and to have those needs met on a consistent basis, and to a defined level of quality;
- Have their personal preferences and lifestyle choices relating to their care respected at all times;
- 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;

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- Receive care, attention, and services on an equal basis with all others, with particular reference to the protected characteristics described within the Equality Act 2010;
- Be protected from any abuse or conduct which is detrimental to their wellbeing and health;
- Privacy;
- Be treated in a manner which promotes autonomy, independence, dignity, wellbeing and understanding.

The Agency will make every effort to ensure that the rights defined above are met on a consistent basis, that staff receive adequate training, and will include representative “Quality Statements” in its Quality Assurance Programme.

The following Policy/Procedure Statements support the Agency’s commitment to Dignity and Respect:

- a) Access and Security;
- b) Autonomy and Independence;
- c) Confidentiality;
- d) Consent to Care and Treatment;
- e) Diversity in Care;
- f) End of Life Care;
- g) Intimate Care;
- h) Managing Challenging Behaviour;
- i) People Moving and Handling;
- j) Physical Restraint;
- k) Protecting Clients’ Rights;
- l) Safeguarding;
- m) Safe/Positive Touch;
- n) Social Media.

References to Legislation and Fundamental Standards	
Health and Social Care Act 2008 (Regulated Activities) Regulations 2014	Regulation 10
Fundamental Standards	Service users must be treated with dignity and respect.