Privacy, Dignity and Respect Policy

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1. POLICY STATEMENT

BeTo Solutions is committed to ensuring that people (service users, parents/carers and staff) are treated as individuals with privacy, dignity and respect.

The service seeks to provide a person centred approach to care and the application of legislation, practice, policies and procedures that encourage and support this philosophy, allowing choice and autonomy.

This policy is underpinned by Department of Health guidance which defines dignity as:-

'A state, quality or manner worthy of esteem or respect; and (by extension) self-respect. Dignity in care, therefore, means the kind of care, in any setting, which supports and promotes, and does not undermine, a person"s self-respect regardless of any difference.'

(Social Care Institute for Excellence, 2007).

Every service user has the right to receive high quality support and care that is safe, effective and which respects their privacy and dignity. BeTo Solutions Ltd. is committed to the delivery of support and care with privacy and dignity through the provision of appropriate accommodation for every service user, safeguarding them when they are most vulnerable.

The purpose of management arrangements within the service is to ensure the provision of safe, high quality, efficient and responsive supported living to individual service users and the wider community it serves, within the resources available. Part of management is the provision of policies, procedures and guidelines to minimise risk and maintain safety through appropriate systems and processes.

Any breach of this policy will be scrutinised and investigated, the outcomes of which will be addressed accordingly.

2. SCOPE

This policy will outline the practical steps adopted by the company to ensure the privacy and dignity of all service users within its care, and will provide a framework for all staff working within the company.

The policy will raise awareness to the principles of privacy, dignity and respect and enable staff to respond appropriately should they feel that the principles of the policy are being infringed.

Privacy: refers to freedom from intrusion and relates to all information and practice that is personal or sensitive in nature to an individual.

Dignity: is being worthy of respect.
A person's or group of people's sense of self worth and self esteem.

Respect: To show consideration and appreciation towards other people.

Equality Impact Assessment
BeTo Solutions Ltd. aims to design and implement services, policies and procedures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at an unreasonable or unfair disadvantage over others. In the development of this policy, the company has considered its impact with regard to equalities legislation.
3. DUTIES AND RESPONSIBILITIES

The responsibility for protecting a service user's privacy and dignity does not lie with any one individual or group, but with all staff, at any level of the Company.

Individual Responsibility

All employees will, at all times, behave in a way that promotes openness and displays unconditional positive regard, giving due consideration to the manner in which they treat others does not inadvertently discriminate against any groups based on their race, disability, gender, age, sexual orientation, religion and belief.

All employees will promote the vision and values of the Company through professional, personal appearance, appropriate communication and non-discriminatory practice.

- Promote the dignity of all people.
- Participate in any related training or service development initiatives identified by the service manager.
- Adhere to the principles set out in this policy
- To disclose any non-compliance with the policy to the service manager
- To report any breach to the principles highlighted within this policy

Managers Responsibility

As above plus:

- Implement the principles set out in this policy.
- To ensure that individuals within the team understand their roles and responsibilities with regard to privacy, dignity and respect.
- To understand and implement specific privacy and dignity activity relevant to the service.
- To ensure that staff have the tools, resources and skills to promote and deliver services which respect privacy and dignity.
- To address any local issues related to privacy and dignity, sharing any learning with team members.

4. FRAMEWORK

4.1 Principles for achieving a high quality service that respects people's dignity

The Company is committed to the delivery of effective support and care in a safe and secure environment and everyone who uses the services of the Company has a right to do so, free from abuse, neglect or discrimination.

Definition of Abuse – 'No Secrets' (paragraph 2.5) defines abuse in the following terms: “Abuse is a violation of an individual’s human and civil rights by another person or persons. Abuse may consist of single or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm, or exploitation of the person subjected to it.
Working practices and attitudes of service employees must support effective safeguarding and contribute to a reduced risk of abuse for people who use these services. (See Safeguarding of Vulnerable Adults Policy)

This policy supports the “Dignity in Care” campaign promoted by the Department of Health and requires staff to adopt and implement the Dignity Challenge. High quality services that respect people’s dignity should:

- Have a zero tolerance of all forms of abuse. Care and support must be provided in a safe environment, free from abuse.
- Support people with the same respect that you would want for yourself or a member of your family. People should be cared for in a courteous and considerate manner. People receiving services must be helped to participate as partners in decision making about the care and support which they receive.
- Treat each person as an individual by offering a personalised service. The attitude and behaviour of staff must help to preserve the individual’s identity and individuality.
- Enable people to maintain the maximum possible level of independence, choice and control. People receiving services are helped to make a positive contribution to daily life and to be involved in decisions about their personal care, with the maximum possible choice and control over the services they receive.
- Listen and support people to express their needs and wants. Provide information in a way that enables a person to reach agreement in care planning and exercise their rights to consent to care and treatment.
- Respect people’s rights to privacy. Ensure that personal space is available and accessible when needed and that people are not made to feel embarrassed when receiving care or treatment.
- Ensure people feel able to complain without fear of retribution. Staff must support people to raise their concerns and complaints with the appropriate person. Opportunities are available to access an advocate.
- Engage with family members and carers as partners in care. Relatives and carers will feel welcomed and able to communicate with staff as contributing partners.
- Assist people to maintain confidence and a positive self esteem. The care and support provided will encourage individuals to participate as far as they feel able and actively promote wellbeing.
- Act to alleviate people’s loneliness and isolation. Help people to feel valued as individuals and members of the community.

5. **STANDARDS OF PRACTICE**

5.1 **Attitudes and Behaviour**

- Service users will experience care in an environment that actively encompasses respect for individual values, beliefs and personal relationships.
- Staff will ensure that they are recognisable by giving their name and wearing an identification badge.
- Staff must ensure that good attitudes and behaviour are promoted, considering non-verbal behaviour and body language and the needs of minority groups.
- Staff will ensure that service users are not caused any unnecessary distress by others in the supported living setting.
- The principles of the Mental Capacity Act will be upheld for patients who do not have the capacity to make an informed choice.
5.2 Privacy, Dignity and Modesty

- Service users will have their privacy and modesty respected. Modesty comprises a set of culturally or religiously determined values that relate to the presentation of the self to others.
- Support and care must actively promote privacy and dignity and protect modesty.
- Remain autonomous and independent wherever possible.
- Be cared for in a clean and safe environment.
- Have the right to a chaperone for any intimate procedures and a choice as to who is present during any intimate care.

5.3 Confidentiality/Privacy of Service User Information

- All staff are bound by a legal duty of confidence to protect personal information that they may come into contact with. Staff will not discuss any service user or visitor within the hearing of another service user or visitor.
- Staff are obliged to keep any personal, identifiable information strictly confidential e.g. service user records. This will only be shared according to information sharing policies.
- Service user information is shared with consent to enable support and care delivery.
- Precautions will be taken to prevent information being inappropriately shared, such as overheard telephone conversations, writing personal information down, unnecessarily on personal notebooks etc., and mobile phones with picture or video features.

6. PROVISION OF INTIMATE CARE

Intimate care consists of personal care and other aspects of direct support or intervention, where the privacy and dignity of an individual may be compromised. All such care should be planned and delivered with consideration for the following good practice principles:

- All people have the right to make choices and decisions about their lives. Every effort must be made by staff to understand each individual's wishes and gain consent before providing intimate care.
- Where individuals lack the capacity to make such decisions, an opinion must be sought from the multidisciplinary team in association with parents, relatives, the next of kin and/or advocate.
- The subsequent outcomes for individuals with or without capacity must be clearly recorded in their plan of care (See Mental Capacity Policy).
- Full consideration and respect must be given to each individual's ethnic origin, sexual orientation and religious beliefs.

Where intimate care is involved, service users should wherever possible be given a choice of care staff and, where feasible, accompanied by staff of age and/or gender deemed most appropriate for the individual.

Where there is any evidence or concern to suggest that staff of either sex may be placed in a vulnerable position in carrying out their duties, such concerns should be brought to the attention of the service manager who will ensure that other staff are delegated to assist or wholly carry out the support or care required. Advice and support will be given to the individuals concerned.
Guidelines for Practice:

**Personal Care**
It is accepted that female members of staff provide care for male service users. In usual circumstances it is planned that washing, dressing, toileting and changing of continence products, for female service users, will be carried out by a staff member of the same sex.

**Invasive Clinical Procedures**
Any invasive procedures or interventions will be explained prior to their commencement. They will be intentionally planned so that a staff member of the same sex is available to perform the procedure. In the event of emergencies requiring invasive interventions, i.e. the administration of rectal diazepam, it is only acceptable for a staff member of the opposite sex to carry out the procedure in emergency situations and when no alternative is available. Individual care plans must detail the rationale for all invasive procedures and include associated issues regarding the privacy and dignity of the service user.

(For service users who lack capacity or have communication difficulties see Mental Capacity Policy).

7. **IMPLEMENTATION AND MONITORING OF THE POLICY**

Implementation of the principles outlined within this policy will be monitored through a range of activity such as service user feedback, surveys, incident monitoring etc.

It is the responsibility of all staff to ensure that the core principles of this policy are implemented and embedded within their work environment.

The monitoring of this policy will rest with the service manager.

Service users' views on privacy and dignity should be sought when conducting service users' satisfaction surveys.

8. **RELATED POLICIES**

- Safeguarding of Vulnerable Adults Policy
- Whistle blowing Policy
- Complaints Policy
- Disciplinary Policy
- Grievance Policy
- Intimate Care Policy
- Mental Capacity Policy