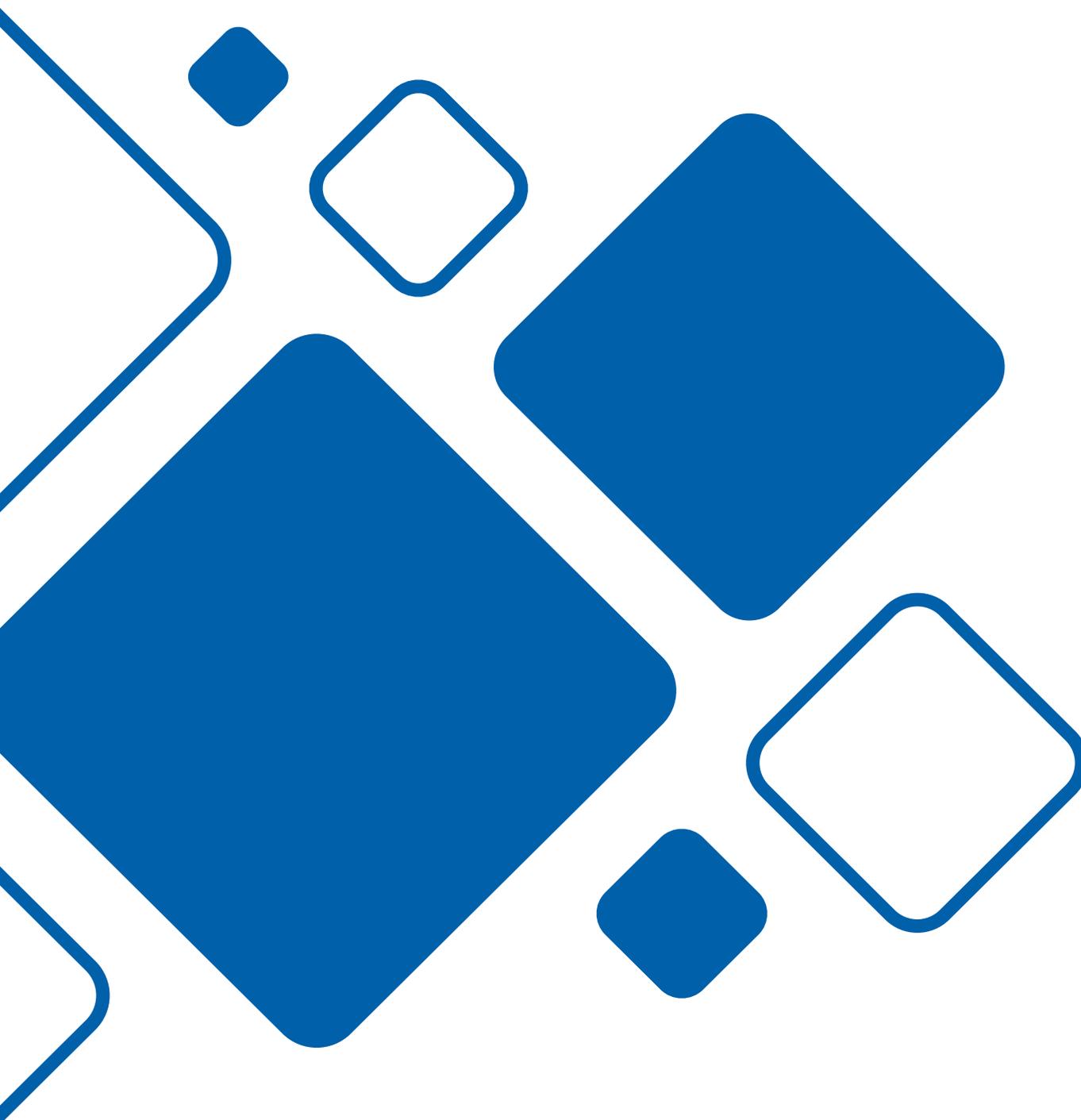


NURSDOC

POLICY NUMBER: **73**

POLICY TITLE: **DIGNITY IN CARE CHARTER**

WHO MUST ABIDE BY THIS POLICY? **ALL NURSDOC STAFF**



DIGNITY IN CARE CHARTER

THE PURPOSE OF THIS POLICY

To inform staff about the Dignity in Care Charter.

DIGNITY IN CARE CHARTER

Promoting DIGNITY IN CARE means providing care, in any setting, which supports and promotes, rather than undermines, a person's self-respect.

It includes:

- Respect
- Privacy
- Self Esteem
- Autonomy

Nursdoc are committed to providing services on an individual basis, ensuring that whenever possible, older people receive a service that meets their particular needs, choice and aspirations.

This **Dignity in Care Charter** is part of continuing process of informing older people of their rights and privileges to enable them to make informed choices with regard to their care.

RESPECT

- To be addressed politely, using the individual's preferred name
- To be treated courteously
- To receive all communications in the language and form of their choice where possible

PRIVACY

- To receive all personal, medical and nursing care needs in privacy at all times
- To respect the right to privacy in the home or in personal living space
- To be provided with support and advice in privacy when requested

SELF ESTEEM

- Protection of social standing and sense of self worth
- To be protected from discrimination, all forms of abuse or infringements of personal rights on any grounds
- To have all spiritual, linguistic, cultural and dietary needs and practices
- Respected

AUTONOMY

- To protect social standing and sense of self worth
- To encourage independence and personal care choices and preferences
- To involve older people in their service planning and respect their views by ensuring their ideas and suggestions are acted upon

PROMOTE DIGNITY BY:

- Asking how people they want to be addressed
- Providing different forms of communication where appropriate
- Supporting self management of medication
- Providing opportunities for exercise, recreational activities and lifelong learning
- Including older people in community matters
- Giving choice
- Assessing and reviewing care needs regularly
- Support in maintaining personal hygiene
- Allowing people to receive mail unopened
- Ensuring privacy in communications
- Requesting consent before providing care
- Involving older people in care choices
- Encouraging nutritious, varied and balanced diets
- Identifying and training staff
- Offering access to specialist advice and advocacy
- Assisting with oral hygiene when needed
- Ensuring access to equipment to assist daily living

INDIGNITY WILL BE CAUSED BY:

- Not listening
- Not involving
- By ignoring older people's views
- By emphasising disabilities and impairments publicly
- Ridiculing
- Stereotyping
- Not providing support when needed to maintain independence
- Ignoring privacy when care is being administered
- Using a first name when requested not to do so
- Breaching confidentiality
- Any physical or mental abuse or discrimination