

# PLEASANT HOME HEALTH CARE LTD

## QUALITY POLICY STATEMENT

QP-21

### TITLE: PRIVACY, DIGNITY AND HUMAN RIGHTS (*KLOE*)

#### 1.0 INTRODUCTION

- 1.1 We aim to ensure that Service Users who use the service are treated in a dignified way that does not embarrass, humiliate or expose them.
- 1.2 Staff will respect Service Users rights to preference and choices.
- 1.3 It is important that Service Users feel that the services we provide for them will be carried out in a manner that respects their privacy, dignity and human rights at all times and they are not subject to or do not experience negative or offensive attitudes from any member of staff.

#### 2.0 POLICY

- 2.1 To treat Service Users with kindness and compassion and provide them with services that respects their privacy, dignity and human rights at all times.

#### 3.0 RESPONSIBILITIES

- 3.1 It is the responsibility of staff at all levels to show sensitivity, respect and compassionate behaviour when they are engaged in a care task. They should never compromise the privacy or dignity of the Service User. It is also the responsibility of staff to treat Service Users, their family and carers with courtesy and respect.

#### 4.0 REQUIREMENTS OF MANAGERS AND STAFF TO ENSURE SERVICE USERS' PRIVACY AND DIGNITY

- 4.1 The following is a list of requirements to be followed by our managers and staff to ensure the privacy and dignity of all our Service Users:

#### 5.0 OUR PRIVACY AND DIGNITY VALUES

- 5.1 The following are our values:
  - Our Service Users' privacy, dignity, independence and human rights will always be respected in the services we provide to them.
  - Service Users are encouraged to feel that they are always important to the staff who attend to them.
  - The Service Users experience a service that fosters values, beliefs and personal relationships.
  - We will promote and respect the privacy, dignity, independence and human rights of our Service Users by placing their needs, wishes, preferences and decisions at the centre of assessment, planning and delivery of care, treatment and support.
- 5.2 Each Service User's privacy, needs and expectations should be identified, and recorded as part of the design of the Person Centred Care Plan, C4-079 and met as far as is reasonably possible.

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### 6.0 GENERAL

- Ensure issues of privacy, dignity, independence and human rights are an essential part of the staff induction and training programme.
- Staff establish the name the Service User prefers to be called by.
- Staff should always knock before entering the private room of a Service User.
- Service Users should be enabled to individualise and personalise their own room.

6.1 Staff must ensure that all communication with Service User's must be respectful. This includes using or facilitating the most suitable means of communication and respecting a person's right to engage or not to engage in communication.

6.2 Interpreters should be chosen with the consent of the Service User.

6.3 If a Service User requires close monitoring or observation, issues of privacy should be carefully considered.

6.4 The manager should ensure that where any form of surveillance is used for any purpose, it must be in the best interests of Service Users using the service, while remaining mindful of their responsibilities for the safety of their staff. Any surveillance should be operated in line with current guidance. Detailed guidance on the use of surveillance is available on CQC's website.

6.5 It is the responsibility of staff to ensure that each Service User's privacy is maintained at all times including, for example, when they are asleep, unconscious or lack capacity.

### 7.0 CONFIDENTIALITY OF INFORMATION

- Ensure that staff are aware of the Confidentiality Policy in place and that it is adhered to by all staff (including domestic, care and support staff).
- All precautions are taken to ensure that information is only given about the Service User to those who need to know and this is with the Service User's consent.
- Only those who need information to carry out their work should have access to personal records or financial information.
- Ensure that access to personal possessions and documents is only via the Service User's expressed consent.

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### 8.0 DIGNITY IN SERVICE DELIVERY

- 8.1 Staff should endeavour to cover the private areas of the body when assisting Service Users with intimate care, e.g., placing a towel over a person who is being assisted with a bath or closing a toilet door when in use by the Service User.
- 8.2 Staff should endeavour to find appropriate clothing for Service Users who are unable to wear their own.
- 8.3 Staff should ensure that communications about sensitive issues such as medical diagnosis, care treatment and support or toileting arrangements are spoken about in private, where they cannot be overheard, away from other Service Users or those who do not need to know.
- 8.4 The manager must ensure that staff take all reasonable steps to make sure that people who use services are not subjected to any form of degradation or treated in a manner that may reasonably be viewed as degrading, such as:

Not providing help and aids so that people can be supported to attend to their continence needs, and making sure people are not:

- Left in soiled sheets for long periods.
- Left on the toilet for long periods and without the means to call for help.
- Left naked or partially or inappropriately covered.
- Made to carry out demeaning tasks or social activities.
- Ridiculed in any way by staff.

### 9.0 PRIVACY FOR THE SERVICE USER

- 9.1 Staff must ensure that each Service User's privacy is maintained at all times including:
- When they are asleep, unconscious or lack capacity.
  - Service Users must be offered support to maintain their autonomy and independence in line with their needs and stated preferences.
  - When Service Users receive care and treatment, all staff must treat them with dignity and respect at all times. This includes staff treating them in a caring and compassionate way.
  - All communication with Service Users must be respectful. This includes using or facilitating the most suitable means of communication and respecting a person's right to engage or not to engage in communication.
  - Staff must respect Service User's personal preferences, lifestyle and care choices.
  - When providing intimate or personal care, staff must make every reasonable effort to make sure that they respect Service User's preferences about who delivers their care and treatment, such as requesting staff of a specified gender.
  - Service Users using the service should be addressed in the way they prefer.
  - Service Users must not be neglected or left in undignified situations such as those described in the guidance for Regulation 13(4).
- 9.2 The manager should ensure staff consult and consider the views of people using their service when defining the meaning of 'degrading', and act in accordance with the Service Users wishes.

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### Guidance for managers

This procedure addresses Dignity and respect, Regulation 10 (1) (10) 2 (a) (b) and Safeguarding Service Users from abuse and improper treatment, Regulation 13 (4) (c) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Part 3).

### What the Care Quality Commission requires

#### Key Lines of Enquiry- Caring 1 (Mandatory)

**How are positive caring relationships developed with people using the service?**

Prompt	Compliance Evidence
Are people treated with kindness and compassion in their day to day care?	Para 2.1 of this policy addresses the prompt

#### Key Lines of Enquiry- Caring 3 (Mandatory)

**How is people's privacy and dignity respected and promoted?**

Prompt	Compliance Evidence
Do people have the privacy they need?	Para 2.1 of this policy addresses the prompt
Are people treated with dignity and respect at all times?	Para 1.1 of this policy addresses the prompt
Do staff understand and promote respectful and compassionate behaviour within the staff team?	Para 3.1 of this policy addresses the prompt
How does the service make sure that staff understand how to respect people's privacy, dignity and human rights?	Para 3.1 of this procedure addresses the prompt

Managers will need to demonstrate to CQC that they are complying with the regulation and Fundamental Standard by following this procedure that provides the evidence.