



POLICY CARE AND DIGNITY

Introduction

Deborah Rowland trading as Cruising Carers and Companions has a responsibility to provide an environment that promotes the privacy and dignity of clients and maintains their modesty. Staff have a duty to treat all clients with respect and dignity at all times and to ensure that modesty of clients is preserved.

Purpose of this Policy

This policy identifies best practice in the assistance of Clients.

General Principles for maintaining Privacy and Dignity

Windows must have curtains or blinds and these must be used appropriately to promote client's privacy and dignity. Toilets and bathroom doors must be lockable from the inside, and be accessible to staff in the event of an emergency.

The level of assistance required will be set out in the Personal Assistance Plan. This should be used to provide the appropriate level of assistance to the client to ensure their Comfort, Safety, Privacy and Dignity.

Privacy

Clients must be given privacy when receiving personnel care. Staff must: Seek permission when entering a room or going behind closed doors. Maintain client confidentiality by ensuring that others do not take inappropriate photographs on mobile phone, video cameras and cameras. Toilet and washing facilities must uphold the privacy and dignity of clients who are disabled.

Dignity

Staff must ensure that clients remain properly clothed and covered at all times. Clear information must be provided for clients, relatives and personal assistants on the arrangements made and the standards they must expect to ensure their privacy and dignity is maintained. This must include who to contact if necessary to raise queries or concerns. Staff must be aware of clients' cultural, spiritual or religious beliefs and ensure that they are respected. Staff must assist clients when needed in all activities of daily living in a respectful and caring manner.

Definitions

Privacy - A state where one is not observed by other people.

Dignity - The way people feel, think and behave to show worth or value to others and themselves, essentially being respectful of others.