



DIGNITY AND RESPECT POLICY

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Policy statement

JRH Support (we) aim to ensure that every user of our services can do so with dignity, respect, independence, choice, and control.

Definitions

Dignity:

Being respected for your human individuality and treated as a human being.

Respect:

Being treated in a way that shows regard for your feelings, wishes and rights.

Independence:

Being able to do things for yourself and make your own decisions.

Choice:

Having information and support to understand the different options available to you and their implications and consequences.

Control:

Having the power to influence what happens.

Scope

We believe that the ability to live with dignity and respect is a basic human right and one which should be available to every person using our support services.

We recognise that ensuring the dignity and respect of service users is not only a key human right but is also an important part of compliance with the registration requirements of the Care Quality Commission (CQC).

Policy

At JRH Support:

1. Service user's rights to privacy will be respected at all times.
2. Service users will be placed at the very centre of their assessment, planning, and delivery of support, all of their support options will be explained to them and discussed with them wherever possible.
3. The autonomy of service users and their right to make their own decisions will be supported and respected at all times. This will include ensuring that service users are given the information they need to make choices and respecting their right to take informed risks, while balancing the need for preference and choice with safety and effectiveness.
4. The choice of service users to care for themselves or manage their own support, wherever they can, will be fully respected and appropriate levels of support provided.
5. Where a service user is suspected of having limited capacity to exercise choice and autonomy they will be assessed under the Mental Capacity Act 2005.

6. The privacy, dignity, independence, and human rights of people who use our services will be supported by ensuring that:
 - Clear procedures are in place, which are followed in practice, monitored and reviewed, that ensure staff understand the concepts of privacy, dignity, independence, and human rights and how they should be applied to the people who use the service.
 - Staff actively listen to service users, their families, and representatives, involving them and including them in decision-making wherever possible.
 - Staff recognise, respect and value the diversity and human rights of people who use our services, including the person's social and cultural diversity, values, and beliefs that may influence their decisions and how they want to receive care and support
 - Staff cooperate with independent advocacy services wherever a person who uses our services uses one.
 - Staff have access to appropriate training.
7. Staff will respect the privacy and property of service user's homes, always knocking on the door before entering a service user's house or room. They will treat service users with dignity and respect at all times and will address service users in the manner that they prefer, such as Mrs/Mr/Miss and their surname or by their first name or nickname.
8. The privacy of service user's records and personal information will be respected at all times by staff, and service users are entitled to expect confidentiality in all matters.
9. All service users will be consulted on any matter or activity that may impinge upon their support in any way and will have their wishes respected.
10. Every aspect of a service user's culture, religious practices, faith, and beliefs will be respected by staff.

Management duties

Managers have a duty to:

- a. Ensure that this policy is operated throughout JRH Support at all times and to keep all aspects of it monitored and under review.
- b. Investigate any complaints about privacy and dignity or lack of respect, and review relevant incident reports, looking out for trends or patterns that may indicate improvement action needs to be taken.
- c. Communicate this policy to all employees.
- d. Provide training and guidance as appropriate covering dignity and respect and ensure this is completed.

All staff duties

Staff have a duty to:

- a. Involve service users in their own support wherever possible, consulting them, providing adequate information to enable them to make informed decisions and respecting their decisions wherever possible.

- b. Respect service users' privacy and dignity at all times, especially when supporting them with personal care tasks, and treat service users with sensitivity, respect, and thoughtfulness.
- c. Knock before entering a service user's home and always address them by the title or name they prefer.
- d. Enable service users to do things for themselves wherever appropriate and maintain their independence wherever possible.
- e. Keep information about service users confidential and never discuss private or personal issues with a service user in public or gossip about service users.

Paul Battershall
General Manager