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THIS POLICY IS FOR:	Staff including Agency Workers (temporary workers), Commissioners and Service Users

DIGNITY, RESPECT AND CHOICE

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DIGNITY, RESPECT AND CHOICE POLICY & PROCEDURE

1. PURPOSE

- 1.1 To establish a framework of good practice for implementing core standards and promoting a culture within Nursing Direct that empowers Service Users' choice, independence, dignity, respect, and control in line with legislation, rights, and guidance.
- 1.2 To outline the principles and procedures that Nursing Direct will follow to actively engage service users and their families or representatives in the decision-making, care planning, delivery, and ongoing service improvements.
- 1.3 Nursing Direct is committed to providing high-quality complex homecare services that are person-centred and responsive to the unique needs of each service user.
- 1.4 To support Nursing Direct in meeting the following Key Lines of Enquiry/Quality Statements as set out by the Care Quality Commission (CQC).
- 1.5 To meet the legal requirements of the regulated activities that Nursing Direct is registered to provide:
 - The Care Act 2014
 - Equality Act 2010
 - The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
 - Human Rights Act 1998
 - Mental Capacity Act 2005
 - Mental Capacity Act Code of Practice

2. SCOPE

- 2.1 The following roles may be affected by this policy:
 - All Staff including Agency Workers
- 2.2 The following Service Users may be affected by this policy:
 - Service Users
- 2.3 The following stakeholders may be affected by this policy:
 - Family
 - Advocates
 - Representatives
 - Commissioners

3. OBJECTIVES

- 3.1 To raise awareness and understanding of legal obligations in ensuring that control, dignity, respect, choice, and empowerment are promoted by Staff including Agency Workers.
- 3.2 To provide a set of practical standards that will enable all staff including Agency Workers to work within an expected culture that is offering choice, dignity, and respect at every opportunity.

4. POLICY

- 4.1 Nursing Direct actively seeks to enable Service Users to exercise as much choice as possible in their lives and will actively engage service users, their families, and relevant stakeholders in the decision-making process related to their care providing care that is tailored to the individual needs, preferences, and goals of each service user.
- 4.2 Staff including Agency Workers will ensure that Service Users are supported to make their own decisions as far as they are able, ensuring that respect is given to the dignity, autonomy, and choices of service users and treat them with empathy and compassion.
- 4.3 Service Users who lack the capacity to make some choices may require a best interest decision in line with the Mental Capacity Act 2005 (see the Mental Capacity Act 2005 Policy and Procedure).
- 4.4 Nursing Direct will maintain open and transparent communication channels to facilitate dialogue and feedback from service users.
- 4.5 If failings in enabling Service User choice do occur, these will be managed by providing Staff including Agency Workers support. However, if necessary, disciplinary action may be taken.
- 4.6 Service Users will be treated with dignity and respect which is embodied throughout the policies and procedures at Nursing Direct.

5. PROCEDURE

- 5.1 **The Key Principles of the Care Act 2014 that Underpin this Policy.**
 - The Care Act 2014 sets out some 'Key Principles' on how Staff including Agency Workers must work with Service Users. Staff including Agency Workers at Nursing Direct will familiarise themselves with these principles and abide by them. These principles are Empowerment, Protection, Prevention, Proportionality, Partnership and Accountability.
 - It is vital that Nursing Direct promote a culture that abides by these key principles and that all Staff including Agency Workers are supported to understand and develop skills in this area.

5.2 Assessment of Needs

- An assessment will be completed for every new Service User to ensure that their needs can be met by Nursing Direct. Nursing Direct will;
 - Enable Staff including Agency Workers to develop an understanding of the Service User, their likes, dislikes, and normal routines.
 - Offer choice around abilities and wishes for the future.
 - Ascertain ability to choose and control future Care Planning and support.
 - Involve family members and others involved in Care (as agreed by the Service User)
 - Be encouraged to think about what outcomes the Service User wants to achieve in their life.
- The Assessor will take the time to understand and get to know the Service User, their previous life, and past achievements. This will be completed by the Service User however, if there is an assessed lack of capacity to undertake the task with the support they require, this will be completed by the Service User's representatives.
- Regular review meetings will be held to review and adjust care plans in response to changing needs or preferences. Service users and their families will be invited to these meetings and encouraged to provide input.
- Feedback received will be used to identify areas for improvement in our service. Service users and their families will be involved in the development of improvement plans and the evaluation of their effectiveness.

5.3 Choice and Control in Daily Practice

- All Staff including Agency Workers at Nursing Direct will treat people as individuals, ensuring that they remain in control of what happens to them. For those Service Users who are unable to be in control, Staff including Agency Workers will act in their best interests in accordance with the Mental Capacity Act 2005
- Service Users will be empowered by ensuring that they have access to information about services when they want or need it.
- Staff including Agency Workers will ensure that Service Users are fully involved in any decision that affects their Care, including personal decisions (such as what to eat, what to wear and what time to go to bed), and wider decisions about the service where possible.
- Where Service Users choose not to partake in suggestions from Staff including Agency Workers, this will be respectfully accepted, and Staff including Agency Workers will seek to identify and revisit the Service User's wishes.
- Service Users have the right to live their lives to the full as long as that does not stop others from doing the same. Where Service Users have capacity, they have the right to take risks, even if those risks appear to be unwise.

5.4 Financial Control

- Where required, Service Users will have the support they need to cope with the administrative and management aspects of their finances.

5.5 Community Links

- Nursing Direct will promote a culture that is involved in community activities and is able to offer services and support from groups in the local community.

5.6 Dignity and Respect

- Nursing Direct will ensure that the Service User is treated with dignity and respect at all times, in line with Regulation 10 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Service Users will also be treated in a caring and compassionate way, whilst ensuring choice and privacy are maintained where these are required by the Service User.
- Complaints and concerns will be addressed promptly and in a respectful manner.

5.7 Confidentiality

- All information shared by service users and their families during consultations and involvement activities will be treated with strict confidentiality, following relevant privacy laws and regulations.

5.8 Advocacy

People who are unable to make choices or decisions about their care due to mental impairment are protected by the Mental Capacity Act. Local advocacy services must be accessed when there is a need for a Service User to receive impartial support.

5.9 Breaches in Choice of the Service User

Nursing Direct will treat any allegations of Service Users not being provided with choice and control with the utmost seriousness and, where required, safeguarding and regulatory bodies will be informed in accordance with legislation. Staff including Agency Workers found to be purposefully failing to enable choice will be managed through the disciplinary process at Nursing Direct.

5.10 Training

Nursing Direct will ensure that Staff including Agency Workers have the necessary skills to include working with people with cognitive or communication difficulties in decision making and promotion of choice, independence, and control versus risk management.

6. DEFINITIONS

6.1 Staff including Agency Workers

6.1.1 Staff

Denotes the employees of Nursing Direct Healthcare Limited.

6.1.2 Agency Workers

Refers to individuals who are contracted with Nursdoc Limited or another employment business as an Agency Worker (temporary worker) provided to Nursing Direct Healthcare Limited to perform care services under the direction of Nursing Direct.

6.2 Nursing Direct

Nursing Direct, also known as Nursing Direct Healthcare Limited, is the entity regulated by the CQC (Care Quality Commission) and responsible for the care service provision, contracted to provide homecare services to service users in their homes, in placements, essential healthcare facilities and in the community.


6.3 Nursdoc Limited

As the sister company to Nursing Direct Healthcare Limited, Nursdoc Limited acts as an employment business, specialising in providing staffing solutions to the healthcare sector.

6.4 CQC (Care Quality Commission)

CQC throughout this policy, the term "CQC" refers to the Care Quality Commission (CQC) which is the independent regulator of health and social care in England.

- 6.5 **Dignity**
Dignity is the right for someone to be valued and respected for their own sake.
- 6.6 **Respect**
Having due regard for a person's feelings, wishes or rights.
- 6.7 **Choice**
The right or ability to make choices at every opportunity. It is about putting people first to ensure that they maintain control of their care and any treatment that is received.
- 6.8 **Advocate**
Health and social services Staff including Agency Workers have a duty of care to the people they work with, which means they cannot provide support in doing things they think will be bad. An advocate is an independent person who will listen to Service Users and will represent their wishes without judgement or giving a personal opinion

COMPLETED DATE:	
SIGN OFF DATE:	
REVIEW DATE:	
SIGNED:	 Marc Stiff