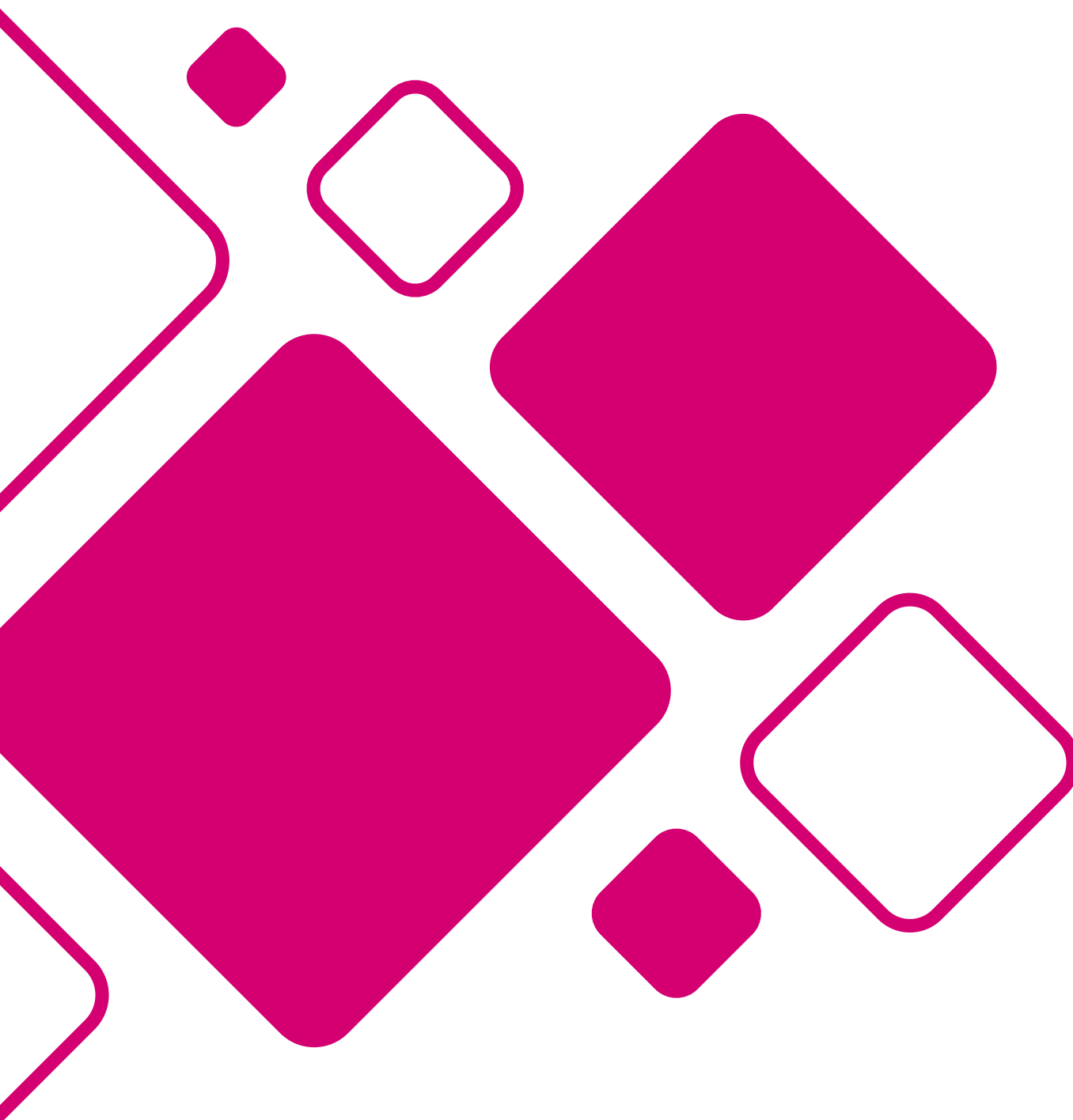


# NursingDirect

POLICY NUMBER: **73**

POLICY TITLE: **DIGNITY IN CARE CHARTER**

WHO MUST ABIDE BY THIS POLICY? **ALL NURSING DIRECT 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

Nursing Direct 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