



## Dignity in Homecare Best Practice

### 11. Abuse

- Care workers receive training about the different types of abuse and how these are revealed.
- Care workers follow the organisation's abuse and whistle blowing policies and procedures for the reporting of incidents.
- Suspicions of abuse should be reported to the local Adult Protection Coordinator.

### 12. Whistle blowing

- Care workers are empowered to blow the whistle when they observe poor practice or abuse.
- Actions taken by the organisation show staff who whistle blow are supported.
- Whistle blowers should ensure their information is factual and observations have been recorded accurately.

### 13. End of life care

- Service users are treated with dignity and respect by care workers at the end of their life.
- Service users receive high quality care and treatment at the end of their life.
- Service users receive pain relief to fully control their pain at the end of their life.

### 1. Communication

- Service users are always asked about their needs and preferences.
- Service users are asked how they would like to be addressed.
- Service users are not patronised or belittled.
- Care workers use respectful language and gestures when communicating with service users.

### 2. Respect

- Service users are treated as individuals.
- Service users are treated with courtesy.
- Care workers allow time to talk to and listen to service users.
- Service users are treated without discrimination.

### 3. Privacy

- Service users are not embarrassed when receiving personal care.
- The service user's condition, private conversations and personal possessions remain private.

#### **4. Autonomy**

- Care workers provide information in an understandable way, free from jargon to allow service users to make their own choices.
- Care workers do not make assumptions about the likes and dislikes of service users.
- Service users are allowed to take risks.

#### **5. Social inclusion**

- Care workers respect the past skills and experiences of the service user.
- Service users are enabled to go out socially by addressing the barriers to this such as transport and safety issues.
- The service user's right to retain involvement in the day-to-day management of their own household and finances is respected.
- Service users are treated with dignity and respect.

#### **6. Diversity and equality**

- Care workers treat service users how they would expect to be treated themselves.
- Service users are treated as an equal.
- Care workers give care suitable for the service user's individual needs and not how it is given to all services users.

#### **7. Pain control**

- Care workers are empathetic about the pain that service users experience.

- With the consent of the service user, care workers report uncontrolled pain to the doctor or prescriber.
- Care workers find activities for the service user that alleviates rather than exacerbates pain.

#### **8. Eating and nutrition**

- Care workers understand the importance of nutrition and hydration and know the signs and symptoms of malnutrition and dehydration.
- Care workers discuss food and drink likes and dislikes and any religious or special dietary needs with service users before preparing menus and shopping lists.

#### **9. Personal hygiene**

- Care workers don't make assumptions about the level of cleanliness the service user chooses to adopt.
- Service users choose the times they receive help with personal hygiene.
- Service users choose the clothes they wish to wear each day.

#### **10. Personal care**

- Care workers discuss with service users their preferences for laundry and level of cleanliness within the home.