



Dignity in Care

Your right to be treated with respect

DIGNITY IN CARE – TOP TIPS FOR RESIDENTIAL STAFF

- Ask residents how they want to be addressed. Don't assume they want you to use their first name or that they are happy to have their name abbreviated.
- Always knock before you enter someone's room. This is their home, and although you have a job to do, you are still a guest.
- Everyone has a history and a biography. Take time to find out about people's experiences and interests. Make sure you know when it is their birthday or other important date such as a wedding anniversary.
- Although you may get to know some residents very well, do not become complacent about their needs nor take their wishes for granted. Check out regularly whether they still want a bath rather than a shower, or Horlicks at night rather than tea.
- Make sure you do what you say you will do. If you have agreed to help someone to the telephone at 7 pm for when their daughter rings, don't let them down.
- Show respect for people's belongings. Put clothes away in the right place and check washing instructions before putting them in the laundry.
- You may be providing very intimate care for people. However busy you are, show proper respect for their bodies and for their particular needs. Don't rush them.