

9. Personal Hygiene

- Care workers don't make assumptions about the Service Users personal level of cleanliness.
- Service Users decide the times that they receive help with personal hygiene and the clothes they want to wear each day.

10. Personal Support

- Care workers discuss with the Service User their preferences for laundry and cleanliness in their home.

11. Abuse

- Care workers receive training about the different types of abuse and how to identify the signs.
- Care workers report all incidents and near misses.
- Care workers report all safeguarding concerns.

12. Whistle blowing.

- Care workers are empowered to blow the whistle when they observe poor practice.

13. End of Life Care

- Service Users are treated with dignity and respect at all stages of their lives.
- 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.



Dignity in Care

Best Practice Guide for Staff



5. Social Inclusion

- Care workers respect 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 & 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 Service Users.

7. Pain Control.

- Care workers are empathetic about the pain Service Users experience.
- With the consent of the Service User, care workers can report health concerns.
- Care workers find activities the Service User that alleviates pain and does not make it worse.

8. Eating & 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 special or religious dietary needs with Service Users before preparing menus and shopping files.

1. Communication

- Care workers follow the organisation's abuse and whistle blowing policies and procedures for the reporting of incidents.
- Service users are always asked about their needs and preferences.
- Suspicions of abuse should be reported to the local Adult Protection Coordinator.
- Service users are asked how they would like to be addressed.

2. Respect

Service users are treated as individuals

- Service Users are treated with courtesy
- Care workers will 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 private 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.
- Staff understand that Service Users are free to take risks, if that is what they decide.

Dignity in the heart, mind & actions