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.

Dignity in Homecare Best Practice

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 service users.

7. **Pain control**
- Care workers are empathetic about the pain that service users experience.

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.