

Dignified and Respected

Outcomes

Dignity is Ensured

Treated with dignity at end of life

Treated with dignity where modesty may make people anxious

Treated with dignity irrespective of capacity

Treated with dignity during meal times

Treated with dignity during toileting and personal care

Privacy is Respected

Modesty is respected

Personal space is respected

Living area is respected

Personal belongings are respected

Personal communications are respected

Communicated with Respectfully

Spoken to with sensitivity

Spoken to with patience

Spoken to with empathy

Listened to with interest

Communicated with considerately

Local Priority Indicators

Provide care which recognises how important respecting people's dignity, modesty and feelings is.

Evidence that privacy and dignity issues are being addressed for older people including those with dementia, confusion or end of life care needs

% Patients who reported that overall, during the hospital stay, they felt that their privacy was protected

% Patients who stated that the health care professional 'listened'

Key lines of enquiry

Evidence

- 4.1 Staff communicate sensitively
- 4.2 Staff communicate patiently
- 4.3 Staff communicate with empathy
- 4.4 Staff listen with interest
- 4.5 Staff communicate with consideration
- 5.1 Patient's modesty is respected
- 5.2 Patient's personal space is respected
- 5.3 Patient's living area is respected
- 5.4 Patient's personal belongings are respected
- 5.5 Patients personal communication is respected
- 6.1 Patients are treated with dignity at end of life
- 6.3 Patients are treated with dignity irrespective of capacity
- 6.4 Patients are treated with dignity during mealtimes
- 6.5 Patients are treated with dignity during toileting and personal care

- 4.1 Evidence that patient/staff interactions respect privacy and staff don't say things out loud that should be said in private
- 4.2 % Patients who were given an explanation by health professional regarding care, treatment, test results
- 4.3 % Patients who reported that they could 'completely' discuss any fears/anxieties with a healthcare professional
- 4.4 % Patients who stated that the health care professional 'listened'
- 4.5 % Patients who had important questions answered by health professional in a way they could understand
- 5.1 % Patients who report that they were given 'enough privacy' when discussing condition/treatment
- 5.2 % Patients who report that they did not have to share a room/bay with patients of the opposite sex
- 5.3 Evidence that users' money and property are protected
- 5.5 % Patients who reported that other patients could not overhear their conversation with the receptionist
- 6.1 Evidence that privacy and dignity issues are being addressed for older people including those with dementia, confusion or end of life care needs
- 6.3 % Patients who reported that staff did not talk in front of them 'as if they weren't there'
- 6.4 Evidence that older patients receive the assistance they need to prepare for eating e.g. positioning, hand washing
- 6.5 Evidence that patients receive timely assistance in meeting their comfort needs e.g. toileting, cleanliness and pain relief including from older patients with communication difficulties such as hard of hearing, English not their first language